



**2601 Carson Road
Birmingham, Alabama 35215-3098**

**RFP Invitation #21-026 for
Request for Proposal for Contact Center Services
Addendum #1**

The purpose of this Request for Proposal is to identify the service provider that best meets the needs of Jefferson State Community College. We understand that vendors may not provide every aspect outlined in this RFP. We are selecting the service that is most advantageous to Jefferson State, taking into consideration cost factors, program suitability factors including understanding of the process requirements, management plan, excellence of design, key personnel, corporate or company resources and other factors to achieve what is in the best interest of Jefferson State. With that said, please include in your proposal the best service that meets the requirements that Jefferson State is requesting. If there is an aspect that you cannot meet or think needs adjusted, please propose the best options that your company can achieve.