

**SCHEDULING SERVICE SUPPORT FOR CENTRALIZED ACCESS****REQUEST FOR QUOTATION****ADDENDUM NUMBER: TWO (2)****November 4, 2021**

**THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFQ'S. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.**

**CLARIFICATION**

- Vendor agents would need to be able to remote into the call center and work from Five 9 telephonic platform with access to NextGen.

**END ADDENDUM TWO**