



STATE OF TENNESSEE
Department of General Services

**REQUEST FOR PROPOSALS # 32110-45825
AMENDMENT # 1
FOR FACILITIES MANAGEMENT SERVICES**

DATE: April 2, 2026

RFP # 32110-45825 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 10, 2026
2. Disability Accommodation Request Deadline	2:00 p.m.	March 13, 2026
3. MANDATORY Pre-response Conference	1:30 p.m.	March 16, 2026
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 17, 2026
5. Written "Questions & Comments" Round #1 Deadline	2:00 p.m.	March 20, 2026
6. State Response to Written "Questions & Comments" Round #1		April 2, 2026
7. Section A(1) Response Deadline		April 9, 2026
8. State Notification of Respondents Passing Section A(1)		April 13, 2026
9. MANDATORY Site Visits #1 through #4	TBA	April 20 – April 30, 2026
10. Written "Questions & Comments" Round #2 Deadline	2:00 p.m.	May 7, 2026
11. State Response to Written "Questions & Comments" Round #2		May 20, 2026
12. Response Deadline	2:00 p.m.	May 27, 2026
13. State Completion of Technical Response Evaluations		June 12, 2026
14. State Schedules Respondent Oral Presentations/Interviews		June 16, 2026
15. Respondent Oral Presentations/Interviews		June 22 – June 26, 2026
16. State Opening & Scoring of Cost Proposals		June 29, 2026

17. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	July 10, 2026
18. End of Protest Period		July 24, 2026
19. Negotiations		July 25 – Sept. 4, 2026
20. State sends contract to Contractor for signature		Sept. 7, 2026
21. Contractor Signature Deadline	2:00 p.m.	Sept. 10, 2026

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
SOW		1 Number of Toilets and Sinks per location	Number of toilets/sinks will be provided per location after Master Contract is awarded and whenever Participating Entities establish their Participating Addendums (PA).
Attachment 6.3 - All Sites		2 Are square footages listed in the pricing document the cleanable square footage or total building square footage?	Total facility square footage to include grounds, cleanable, etc.
SOW		3 Can you provide blueprints for each location	Blueprints will be provided per location after Master Contract is awarded and whenever Participating Entities establish their PA.
Attachment 6.3 - Site 2		4 Please explain difference on RFP in Edison for Region Office II and why it's included in the General Tennessee RFP too?	RFP #45825 is a Master Contract for State of Tennessee Authorized Users to enter in to PA's off of and determine scope of individual facility services and level of services required per facility. TWRA can opt in through a PA after this contract has been awarded and determine specific scope of services per facility under their agency. TWRA's ITB 32801-13839 only covers janitorial services (to include garbage removal, dusting, vacuuming, sweeping, and mopping) and does not cover the potential full scope of FM services.
Attachment 6.3 - Site 2		5 Is TWRA Region II Office Janitorial a separate bid / submission?	Yes, see response to Question #4.
RFP 6.4		6 If we currently service a state of TN location can that contract count as a reference contract?	Yes, a contract for services currently provided to a State of Tennessee location may be submitted as a reference contract, provided it is similar in size and scope to the services

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			sought under this RFP. However, in accordance with the RFP requirements found in RFP Attachment 6.4, the individual providing the reference must not be a current State employee nor from the procuring State agency - the Department of General Services. Respondents are responsible for ensuring that all references meet this requirement.
RFP 6.4		7 If we currently service a different state's government contract can that contract count as a reference contract?	Yes.
RFP 3.2.1.1		8 Confirming there are a total of 14 flashdrive required to submit all required digital media?	Refer RFP Amendment Item 3 for RFP Release 2 for revised language to RFP Section 3.2.1.1.
RFP Section 3.2.1.1	9	9 The Technical Response document should be in the form of seven (7) digital document in "PDF" format properly recorded on its own otherwise blank, USB flash drive and should be clearly identified as the: "RFP # 32110-45825 TECHNICAL RESPONSE ORIGINAL" Please clarify. Is the State requesting 7 identical pdf files on 1 USB drive, and the same for the Technical Response Copy?	See response Question #8.
Attachment 6.8 Section A.4; A.13.3	12, 19	10 Please clarify how the State distinguishes between a minor addition or deletion and a material scope change.	Immaterial changes, or minor changes, are referenced in Attachment 6.8. Pro Forma Section A.13.3. PA Modifications, if the Participating Entity and Contractor agree, after execution of a PA, to changes involving: (1) a Potential In-Scope Service not identified in Section 1 of the Participating Entity's executed PA (includes adding/deleting services from a PA that are stated in Section A.4. General Facilities Management Services); (2) an increase or decrease in the square footage managed under the PA; (3) any change that necessitates an adjustment to Contractor fees or reimbursements; (4) the KPIs and a scoring methodology for evaluating KPI performance, Operations

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			<p>Budgets, and changes in governance for a Participating Entity's specific PA; or (5) Performance Measures and a scoring methodology for evaluating Contractor performance.</p> <p>The cumulative result of such change shall not increase the total approved Operations Budget by more than five percent (5%).</p> <p>A material scope change would be considered a cardinal change which are modifications that significantly alter the nature of the contract.</p>
Attachment 6.8, Att. E; C.3	31, 66-68	11 Please confirm if Transition Costs are to be included in the contractor's management fee or are reimbursed through the PA Operations Budget.	Reimbursed through the PA Operations Budget.
Attachment 6.8, Section A.4.5	13	12 The contractor has authority to proceed with emergency work in situations involving life safety, operational continuity, or protection of State assets. Can the state confirm that related expenses are fully reimbursable.	<p>The State confirms that the Contractor has the authority to take immediate action in emergency situations involving life safety, operational continuity, or protection of State assets. The Contractor will be required to also inform the State within 24 hours of their actions and/or planned actions in response to the emergency.</p> <p>Reasonable and necessary costs incurred to address and stabilize the immediate emergency condition are reimbursable, provided such actions are consistent with the Contractor's responsibilities under the contract.</p> <p>However, this authority is not intended to serve as an open-ended authorization for all related work. Follow-on recovery, remediation, or repair efforts must be: (1) Coordinated with the State, and (2) Where applicable, aligned with the State's Emergency Services Provider (e.g., SWC 817), particularly in situations that may involve insurance claims.</p> <p>Costs associated with recovery or repair beyond the immediate emergency response will require State review and approval to be eligible for reimbursement.</p>
Attachment 6.8, Section	13, 73-74	13 Each Participating Entity may have different standards, including the	The monthly or quarterly inspections of State-owned properties or Leased locations are part of the requirements of the FM Contractor and

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A.4.4, Att. H		<p>minimum data fields expected to be captured for inspection, maintenance planning, Major Maintenance, and Capital Project identification. Are the additional labor expenses associated with quality inspections reimbursable by the Participating Entity or State?</p>	<p>not an additional expense. The Contractor is responsible for gathering and maintaining the information related to building and mechanical systems. Programming and software costs need to be factored into the Contractor's proposed fees (e.i., Management Fee, CMMS, etc.).</p> <p>Additionally, all direct labor is reimbursable through the corresponding pass-through costs stated in Attachment 6.3. - Cost Proposal and Scoring Guide (i.e., Janitorial Labor, Grounds/Landscaping Labor, Site Based Labor).</p> <p>Refer to RFP Attachment 6.8. Pro Forma Contract Section A.9.d.</p>
Attachment 6.8, Section A.8.c.4; Att. H	17	14 Please clarify the State's expectations regarding systems integration, including current State systems. How many different systems will the State and PE's require integration for?	<p>The State will lead the effort to integrate the FM vendor's CMMS into the State building automation systems, security systems, alarm systems, etc., and the State expects at least two systems will require integration, Integrated Workplace Management System (IWMS) and the Enterprise Resource Planning system and all potential future building automation systems or lighting controls.</p>
Attachment 6.8, Section A.9	16-17	15 Please clarify the intended population covered by the monthly employee reporting requirement. Does the reporting apply to all personnel assigned in any capacity under the Contract, or only to non-exempt employees such as Dedicated Employees or Site Based Labor?	<p>The monthly employee reporting is required for all employees, exempt and non-exempt, that are assigned to each Participating Entity.</p>
Attachment 6.8, Section C.1.g	31	16 Will the State allow the contractor to use their sales tax exemption, so the Contractor does not incur sales tax?	<p>No; please see https://publications.tnsosfiles.com/rules/1320/1320-05/1320-05-01.20220110.pdf @ Rule # 55(3).</p>
Attachment 6.8, Section C.5, C.3.n	32	17 How will the prompt payment discount be applied to the current invoice or future invoice?	<p>Prompt-pay discounts are Contractor-offered price reductions the Participating Entity may receive when they pay invoices earlier than the standard payment terms. The Participating Entity may receive an additional percentage off the total management fee stated of the invoice submitted for the previous month if payment is made within the early-payment window specified in RFP</p>

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			Attachment 6.3. - Cost Proposal and Scoring Guide. The Contractor would be expected to provide the invoice cost with the discounted management fee for the payment windows aligned with the Prompt Pay Discount tab on RFP Attachment 6.3. - Cost Proposal and Scoring Guide.
Attachment 6.8, Section D.3.2	62	18 Please clarify the requirement to maintain at least ninety-five percent (95%) compliance with all Service Level Agreements (SLAs). If a participating entity has 6 KPIs of different values, is the 95% against each individual KPI, or the KPIs for that entity in aggregate? As defined in this Contract, how is this calculated? KPIs with each participating entity vary, so is the 95% against all the SLAs for that participating entity?	Each PA will list out an SLA scorecard where weights and goals are outlined for each KPI. The Contractor is expected to hit each goal identified for the KPIs on the scorecard and hit an overall 90% compliance on the scorecard. See RFP Amendment Item 5 for RFP Attachment 6.8. Pro Forma - Release 2 for revised language to Section A Definitions and Contract Attachment D Performance Management.
RFP A.9, Att 6.3		19 The Cost Proposal and Scoring Guide defines Janitorial and Landscaping Fee as the contractor's fee. The RFP A.1.9 states subcontractor cost is pass through. Please clarify that if these two (2) services are subcontracted and the subcontractor invoice includes profit, the janitorial/landscaping fee will be applied to the total invoice.	The State's intent is that subcontractor costs for janitorial and landscaping services are treated as pass-through costs, representing the actual cost of the services performed, exclusive of additional markups by the Prime Contractor. The State expects that: (1) Subcontractor invoices should reflect the actual cost of services, and The applicable Janitorial or Landscaping Fee will be applied to those costs as the Prime Contractor's compensation. (2) To ensure consistency across proposals, respondents should not apply additional markups to subcontractor costs beyond what is included in the defined fees. Example for clarity: Subcontractor provides janitorial services at a cost of \$10,000 Janitorial Fee (e.g., 5%) = \$500 Total billed to the State = \$10,500"
Attachment 6.8, Section A.9	16-17	20 Please confirm that monthly reporting is limited to hours paid in the previous month and not hours worked in the previous month. (This is applicable in months when	The State's intent is to receive accurate and reliable monthly labor reporting aligned with finalized payroll data. Therefore, monthly reporting should be based on hours paid in the previous month, as these figures reflect processed and confirmed payroll information.

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		the last check of the month is paid in the 3rd week of a 4-week month).	<p>The State recognizes that “hours worked” may provide a more immediate operational view of labor performed; however, such data may be preliminary and subject to adjustment until payroll is finalized. Using hours paid ensures consistency and alignment with financial reporting.</p> <p>The resulting Contractor may, at their discretion, maintain internal tracking of hours worked for operational purposes, but official monthly reporting to the State should be based on hours paid.</p>
Attachment 6.8 – Pro Forma Contract (Operations Budget / Pricing)	21	Please confirm whether janitorial services are to be priced as a fixed fee or as a cost-reimbursable model with a separate management/administrative fee, based on the approved Operations Budget.	<p>Janitorial Fee is a fixed fee as defined in the Definitions tab of the Attachment 6.3. - Cost Proposal & Scoring Guide. Janitorial Labor, Janitorial Burden Costs, Janitorial Supplies/Materials are all estimated pass-through costs as defined in the Definitions tab of Attachment 6.3. - Cost Proposal and Scoring Guide.</p> <p>Refer to response to Question #19.</p>
Attachment 6.8 – Pro Forma Contract (Rate Lock)	22	The RFP states that rates are fixed within each State fiscal year. Please confirm whether contractors may propose annual rate adjustments between fiscal years, and if so, whether there are any escalation caps or required indices.	No, refer to RFP Attachment 6.8. Pro Forma Section C.3.b.(3).
Attachment 6.8 – Operations Budget & Reimbursables	23	Please confirm which cost elements are reimbursable at actual cost (e.g., labor, burden, supplies, subcontractors) versus those expected to include contractor margin within a fixed fee structure.	See response Question #21. Same concept applies with Landscaping/Grounds Maintenance and other FM Services outside of Janitorial and Landscaping/Grounds.
Attachment 6.8 – Transition Costs	24	The Pro Forma indicates that the contractor shall fund 100% of Transition Period Costs. Please confirm whether these costs may be amortized into the Operations Budget over time, or if they must be absorbed entirely by the contractor.	Refer to RFP Amendment 1 Item 5 for RFP Attachment 6.8. Pro Forma - Release 2 for revised language to Contract Section C.3.k.

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Section C.6 – Service Levels / APPA Standards		25 Please confirm whether APPA service levels will be standardized across all Participating Entities or if service levels may vary by site. If variable, will site-specific APPA levels be provided prior to pricing?	APPA Service Levels will not be standardized across all Participating Entities. Service Levels may vary by Participating Entity and by site. Participating Entities will identify required APPA Service Levels for each site under their PA which will be provided prior to executing a PA.
Attachment 6.7 – Services Matrix / Scope of Work		26 Can the State provide detailed cleaning frequencies and task requirements by building type (e.g., office, lab, classroom, healthcare), including periodic and project work expectations?	Cleaning frequencies and task requirements by building type can be provided after Master Contract is awarded and whenever Participating Entities establish their PAs.
Institutional Profile Data (Site Information)		27 The RFP indicates that site-specific data will be provided (e.g., square footage, population, service schedules, historical spend). Please confirm when complete datasets will be made available to support accurate pricing assumptions.	Site-specific data will be provided one week in advance of the scheduled initial day of the site visit as referenced in Attachment 6.6. Site Visit Agenda.
Institutional Profile Data (Work Order History)		28 Will respondents be provided with detailed work order history (preventative and reactive maintenance) for each site to support staffing and service level modeling?	Refer to RFP Attachment 6.6. Site Visit Agenda.
Section C.7 – Janitorial Services Experience / Staffing		29 Is there an expectation or requirement to retain incumbent staff at participating locations? If so, will incumbent wage rates, benefits, and staffing rosters be provided?	Incumbent wage rates, benefits, and staffing rosters will be provided per location after Master Contract is awarded and whenever Participating Entities establish their PA. Refer to RFP Attachment 6.8. Pro Forma Contract Section A.3.5.2. Right of First Refusal of Employment.
Attachment 6.8 – Minor Maintenance (Section C.8 Reference)		30 Please clarify expectations for self-performance versus subcontracting of Minor Maintenance (up to \$250K), including whether preferred vendor lists or procurement requirements apply.	Refer to RFP Attachment 6.8. Pro Forma Contract Section A.4.6. Any subcontractor would have to have insurance, qualified to do business with the State, follow the same flow-down provisions as the Primary Contractor.
Attachment 6.8 –		31 Please confirm whether janitorial supplies and consumables (e.g., paper	Included in the Janitorial Supplies/Materials line as a pass through cost in the PA Operations Budget. Refer to RFP Attachment

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Equipment & Materials		products, soap, liners) are to be reimbursed at cost or included within a fixed fee.	6.3. Cost Proposal and Scoring Guide Definitions tab.
Attachment 6.8 – Equipment Ownership		32 Please confirm ownership of equipment and materials procured under the contract and whether all purchased assets transfer to the State or Participating Entity upon acquisition.	The equipment purchased and materials used specifically to maintain State properties are considered to be owned by the State. Refer to RFP Attachment 6.8. Pro Forma Contract Section C.3.f.
Section C.9 – KPIs & Performance Management		33 Will KPI performance be tied to financial incentives or penalties? If so, please provide details regarding the scoring methodology and any associated financial impact.	The Contractor's Management fee is 50% at risk based on the KPI scorecard results. Additionally, KPI performance will be a factor in assessing the contractor's performance and the State's decision to exercise contract renewal options. See RFP Attachment 6.8.Pro Forma Contract Section B.2 and Pro Forma Contract Attachment D.
Attachment 6.8 – Operations Budget Adjustments		34 The Pro Forma allows for scope and budget adjustments. Please clarify the process and timing for adjusting pricing in response to changes in square footage, service levels, or site additions/removals.	Refer to RFP Attachment 6.8. Pro Forma Contract Section C.3.b.(4).
Attachment 6.8 – Governance & Reporting		35 Please clarify expectations regarding centralized versus site-based management, including required participation in governance committees and reporting cadence.	Refer to RFP Attachment 6.8. Pro Forma Contract Section A.3.4. and RFP Amendment Item 5 for revised Pro Forma - Release 2 for revised language to Contract Attachment F Relationship Management.
Section D – Technology & CMMS		36 Is the contractor required to utilize a State-provided CMMS platform, or may respondents propose their own system? If integration is required, please provide interface requirements and data standards.	The State does not provide a CMMS platform. The Contractor must propose their own system. Refer to RFP Attachment 6.8. Pro Forma Contract Attachment H Template Data Standards.
Site Operations / Special Events		37 Please clarify the expected level of support for special events, including staffing requirements, service standards, and whether these services are to be included in base pricing or treated as variable/additional services.	Special events can vary among Participating Entities. Participating Entities will identify expected level of support for special events prior to the execution of a PA or as special events come up after PA execution. Special events are considered a sufficient reason to adjust the Operational Budget under Pro Forma Section C.3.b.(4).

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Attachment 6.8 – Cost Savings Initiatives		38 Please clarify how cost savings initiatives are evaluated, approved, and shared between the State and Contractor, including any incentive structure tied to savings performance.	Cost savings initiatives are evaluated on a case by case basis. See RFP Amendment Item 5 for RFP Attachment 6.8. Pro Forma - Release 2 for revisions to Contract Attachment D Performance Management Section 3.2.and for other the cost savings initiative details and see Pro Forma Contract Section B.2. for associated renewal incentive.
3.2		39 Are respondents required to submit both digital and an e-mail submission?	Refer to RFP Amendment Item 3 for RFP Release 2 for new language in RFP Section 3.2.1.1.
A.4.		40 Will the State grant Contractor authority to Act as Agent for elevator certs?	The State is willing to work with the FM vendor to act an agent for elevator certifications.
A.4.6.		41 Will Contractor assume responsibilities for on-going capital projects?	To be determined by the Participating Entity.
A.15		42 Is designated parking available for Contractor's vehicles?	Designated parking may be provided by individual Participating Entities after the Master Contract is awarded and whenever Participating Entities establish their PA. Parking is to be agreed upon with the individual Participating Entities.
6.4		43 Completed references to be submitted with the Technical Response package?	Yes, refer to RFP Section 3.2 Response Delivery.
6.7		44 Confirm when Services Matrix is to be submitted.	With RFP Attachment 6.2. Technical Response & Evaluation Guide Section A(1): Mandatory Requirements Part 1. Please refer to the Schedule of Events stated in the RFP Section 2. RFP Schedule of Events.
C.1.b		45 What software program does the State use for budgets & reports?	State Agencies utilize a custom ERP system (currently "Edison"), however, Participating Entities, such as Higher Education institutions, may utilize their own system. PA's should specify any unique reporting and/or report formats. Budgets and reports would typically use common file extensions (e.g. docx, pdf, xlsx, and csv). The proposed budget should be included in the PA and updated through an annual MOU in a document formatted and signed as a pdf. The budget is categorized and formatted according to RFP Attachment 6.8 Pro Forma Contract C.3.b. (1) and the PA model in Pro Forma Contract Attachment I. Note: This is separate from FM data that must conform to Pro Forma Contract Attachment H.

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Pre-Response Call		46 Confirm required percentage of business required by minority/sm bus/disabled	There is no requirement.
Pre-Response Call		47 Are there any underlying leases with private entities?	The State has over 300 leases across all 95 counties with third party property owners. The FM vendor is required to be the main point of contact with the property owners for maintenance issues and all work orders from those lease locations must be entered into the vendor's CMMS. The vendor acts as the State's representative will all landlords.
Pre-Response Call		48 Does the State operate on a fiscal year or calendar year budget?	Fiscal Year Budget which runs from July 1 to June 30.
		49 Could you please verify / confirm the total cleanable (net usable) square footage? What is the total net usable square footage? Do you anticipate any portion of the total net usable square footage to remain vacant or unoccupied, and if so, for what duration?	Refer to the answer to Question #2 for net usable square footage. Vacant or unoccupied square footage, if any, shall be provided by individual Participating Entities after the Master Contract is awarded and whenever Participating Entities establish their PA.
		50 Are there common deficiencies you've encountered with Vendors (past service providers) that proposers should address?	The Respondent should provide a response to this RFP in accordance with the Technical Requirements and Pro Forma Section A.
		51 Who is the incumbent? Does the incumbent currently use unionized employees?	The incumbent contractor is Jones Lang LaSalle and they do not use unionized labor.
		52 How many holidays are there that don't require coverage of Contractor's personnel (staff)?	Dependent on the individual Participating Entity.
		53 Can you provide the historical monthly spend and/or budget range for these services? What is your current annual spend? Are there rate increases annually? If so, is it done through CPI or negotiation? Is there a cap on allowable rate increases (e.g., due to inflation or wage hikes) during the contract term?	Refer to FY25 data provided in Cost Proposal and the data to be provided in the Institutional Profile for the sites we are conducting site visits for. All management fees are fixed for the term of the contract. Refer to RFP Attachment 6.8. Pro Forma Contract Section C.2. Compensation Firm

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		54 What quality assurance metrics or reporting capabilities are most important when monitoring vendor performance?	Quality Assurance Metrics and Reporting Capabilities shall be weighed and be provided by individual Participating Entities after the Master Contract is awarded and whenever Participating Entities establish their PA.
		55 Can you provide the last proposal submission from the incumbent and the evaluation forms?	Yes, a public records request can be made for this information at any time to the Department of General Services contact. Listing of State Contacts for Public Record Requests and information related to limited exceptions to public records requests can be found at https://comptroller.tn.gov/office-functions/open-records-counsel/open-meetings/exceptions-to-the-tennessee-public-records-act.html
Attachment 6.3. Cost Proposal and Scoring Guide		56 Attachment 6.3.Cost Proposal and Scoring Guide tabs for Sites and Scoring were updated to remove Tennessee State University and all associated references from the solicitation.	Refer to RFP Amendment Item 4 for RFP Release 2 for new language in RFP Attachment 6.3-Cost Proposal and Scoring Guide, Release 2. The Sites tab has been updated to remove Tennessee State University and the site weighting on the Scoring tab has been updated to remove Tennessee State University and update the corresponding weights for TWRA, TDOT, and DDA to 20%.

3. **Delete RFP # 32110-45825, in its entirety, and replace it with Facilities Management Services RFP # 32110-45825, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete RFP Attachment 6.3-Cost Proposal and Scoring Guide, in its entirety, and replace it with RFP Attachment 6.3-Cost Proposal and Scoring Guide, Release 2, attached to is amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **Delete RFP Attachment 6.8. – Pro Forma Contract, in its entirety, and replace it with RFP Attachment 6.8. – Pro Forma Contract - Release # 2, attached to this amendment.** Revisions of the original **RFP Attachment 6.8.** are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
6. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.