

**REQUEST FOR PROPOSAL #2024-027**  
**Student Financial Services Call-Center**  
**RESPONSE ADDENDUM #1**  
**January 11, 2024**

**CLARIFICATION**

Timeline Date Change:

Reference Section	Event Name	Event Due Date
Section 1.2.2	Response to Written Inquiries/Questions	January 22,2024
Section 1.2.2	Deadline for Proposal Submission	January 29, 2024,
Section 1.3.8	Estimated Respondent Presentation Date <b>(subject to change)</b>	February 13- February 15,2024
Section 2.2	Award Announcement <b>(subject to change)</b>	February 26, 2024,
	Estimated Agreement Start Date <b>(subject to change)</b>	March 18 ,2024