



## Addendum No. 1

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The Regional Metropolitan Transit Authority of Omaha d/b/a Metro

### Customer Service Contact Center Contract

Specification No. 08-25

Date Issued: May 6, 2025.

To: All Interested Parties

This Addendum forms a part of the Request for Proposals (RFP) dated **May 6, 2025**. The Proposer shall acknowledge receipt of this Addendum on Exhibit "D" *Acknowledgement of Addendum* provided in the RFP.

#### **Failure to acknowledge receipt may subject the Proposer to disqualification.**

This Addendum consists of the following:

Rescheduling the Non-Mandatory Pre Conference:

**New Date: May 16, 2025, at 1:00 PM CST**

**At Board Meeting Room**

**2222 Cuming Street, Omaha NE 68102**

**New Virtual Link:**

Topic: RFP Customer Service Contact Center Non -Mandatory Conference

Time: May 16, 2025 01:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/81496888810?pwd=HRGE6tM5HuPZW46rUCCaFqaewsyF4.1>

Meeting ID: 814 9688 8810

Passcode: 3417560

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- +1 253 215 8782 US (Tacoma)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 646 931 3860 US
- +1 689 278 1000 US
- +1 929 205 6099 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)

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Find your local number: <https://us06web.zoom.us/j/kfw8xQ6sc>

*Total Addendum Pages: one (2) Including Cover*