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**INVITATION TO NEGOTIATE 2019-200-01**

**for**

**Customer Engagement Center (CEC) Services and**

**Customer Relationship Management (CRM) System Services**

**ADDENDUM 3**

**December 5, 2019**

Addendum 3 to the ITN is as follows:

# **Section 4.D, Tab C-2: Financial Solvency, as amended in Addendum 2 of the ITN is deleted and replaced in its entirety as follows:**

**Tab C-2: Financial Solvency**

Respondent must provide documentation of the financial solvency of the organization by submitting audited financial statements for the organization’s (or parent entity’s) two most recent fiscal years or its a Dun & Bradstreet (D&B) Report.

For Respondents that submit audited financial statements, if the organization’s (or parent entity’s) two most recent fiscal years ended within 120 Calendar Days prior to the proposal due date (in accordance with the Calendar of Events and Deadlines in subsection 1.F) and the last audited financial statement is not yet available, FHKC will consider the two immediately preceding fiscal years as the most recent. If financial statements for the organization’s (or parent entity’s) two most recent fiscal years do not exist, Respondent must submit an audited financial statement that encompasses the organization’s (or parent entity’s) two most recent fiscal years. The audited financial statements must comprise the complete set of financial statements, including notes and disclosures; the auditor’s opinion letter; be certified by a Certified Public Accountant that the financial statements meet the requirements of the U.S. Generally Accepted Accounting Principles; and, if applicable, Form 10-k for any parent and subsidiary companies.

Respondents submitting a CEC Services proposal and a CRM System Services proposal need not provide a duplicate copy of the audited financial statements. Respondents may provide the audited financial statements in the CEC Services proposal only (hard copy and electronic). A duplicate copy of the audited financial statements is not required in the CRM System Services proposal.

For Respondents that submit a D&B Report, Respondents must submit a complete D&B Report of the organization or a complete D&B Report of its parent entity that, at a minimum, shall include the Business and Executive Summaries, Credit Class Score, Financial Stress Score, and Paydex Score portions of the D&B Report. The D&B Report cannot be dated more than twelve (12) months prior to the proposal due date set forth in the Calendar of Events and Deadlines in subsection 1.F.

During negotiations, any Respondent that submitted audited financial statements for its parent entity or a D&B Report for its parent entity must demonstrate to FHKC’s satisfaction the parent entity’s commitment to maintain Respondent’s financial viability through the life of the Contract.

# **To the extent Addendum 3 conflicts with any previous written or oral ITN specifications, instructions, or information provided by FHKC, this Addendum 3 shall control.**

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**Any party that has standing to challenge an FHKC Intended Decision must file a written notice of intent to protest, formal written protest, and any required bond or other security as set forth in Appendix B of the Invitation to Negotiate. Failure to timely file a notice of intent to protest, formal written protest, or any required bond or other security shall constitute a waiver of proceedings.**