

**Addendum No. 1**  
**Systemwide Ombuds Services**  
**USM-2605**

January 14, 2026

Potential Bidder(s)/Offeror(s):

Addendum #1 is being issued to amend and clarify certain information contained in the above referenced solicitation. All information contained herein is binding to all bidders/Offerors who respond to this solicitation. Specific parts of the solicitation have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold and (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Amend the Key Information Sheet, Closing date/time to the following:

CLOSING DATE/TIME: ~~January 19, 2026~~ **January 23, 2026** @ 2:00 PM (EST)  
(Not a Public Proposal Opening)

2. Amend section IV.B.3 to the following:

Exhibit L - Key Personnel Form(s). Offeror's must complete the Exhibit L - Key Personnel Form, to provide the names of key offeror personnel, **independent contractor, and/or subcontractors** proposed to USM for the duration of the contact emphasizing specific experience on contracts similar in scope and volume to the requirements of this RFP. **Please indicate on the Exhibit L the Offeror's relationship to the proposed Key Personnel (e.g., Offeror personnel, Independent Contractor, subcontractor.)** Do not state "see resume" on the Exhibit L. Offeror's who do not complete the required Exhibit L for key personnel may be deemed "not reasonably susceptible of being selected for award."

Offeror's must complete an Exhibit L for all key individuals that will be assigned to the contract including the following Key Personnel positions:

- a. Ombudsman - Refer to section V.F.1 for requirements.

All addenda will be incorporated into the final contract documents and will be binding on all bidders/offerors responding to this solicitation. Each bidder/offeror submitting a bid/proposal must acknowledge receipt of all addenda by completing and forwarding Exhibit K (included in bid package) with the response. Failure to acknowledge addenda may result in the bid/proposal rejection.

Issued by: Wendy Childs  
Wendy Childs, Procurement Officer