



**ADDENDUM NUMBER ONE**

**SRTA RFQ Number 27-001  
Customer Service Staffing Optimization Services**

**REQUEST FOR QUALIFICATIONS  
State Road and Tollway Authority (SRTA)  
245 Peachtree Center Avenue, Suite 2200  
Atlanta, GA 30303**

Date: March 25, 2026  
From: Staci Winston, SRTA Issuing Officer  
To: All Proposers

This Addendum forms a part of the **Request for Qualifications (RFQ) No. 27-001**. The following addition has been made to the solicitation package:

1. Offer Document #9 - Revised Copy – (See attached)
2. Questions and Answers Template – (See attached)
3. The page limit for the Technical Response has been increased to eighteen (18) pages
4. Technical Response Guide Scoring Criteria Revised - See attached Revised TRG v2

Response Element	Section Reference	Maximum Score
Experience Verification	Technical Response Guide 2.1	Pass/Fail
References	Technical Response Guide 2.2	Pass/Fail
Financial Stability	Technical Response Guide 2.3	Pass/Fail
PCI Compliance	Technical Response Guide 2.4	Pass/Fail
Security Compliance (NIST SP 800-53)	Technical Response Guide 2.5	Pass/Fail
Resource Capacity and Implementation Readiness	Technical Response Guide 2.6	Pass/Fail
Advanced Escalations and Regulatory Complaint Management	Technical Response Guide 2.7	15
Litigation History	Technical Response Guide 2.8	15
Quality & Training Integration	Technical Response Guide 2.9	15
Customer Experience and Customer Relationship Management	Technical Response Guide 2.10	25
Recruitment, Retention, Coaching, and Workforce Development	Technical Response Guide 2.11	15
Employee Transition Plan	Technical Response Guide 2.12	15
<b>Total</b>		<b>100</b>



**A signed acknowledgment of this addendum (this page) should be attached to your RFP response with Offer Document #2.**

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Proposer's Name

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Signature

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Printed Name and Title

**END OF ADDENDUM NUMBER 1**