

STATE OF NORTH CAROLINA

NC EDUCATION LOTTERY



IMPORTANT ADDENDUM

February 10, 2010

THIS BID ADDENDUM DOES NOT HAVE TO BE RETURNED:

BID NUMBER: LC-000024
ADDENDUM NUMBER: 1
PURCHASER: Michele Goff

COMMODITY: Interactive Voice Response Application and Related Services
USING AGENCY: North Carolina Education Lottery
OPENING DATE/TIME: February 25, 2010, 4:00 pm EST

CLARIFICATION:

The North Carolina Education Lottery (NCEL) is seeking proposals for an Interactive Voice Response Application and Related Services for agency use only – not for the State (as referenced in questions #2 and #9 submitted below).

QUESTIONS AND ANSWERS

- 1.) I respectfully request a paper or spreadsheet copy of your call flow and a number that my out-of-State personnel can call into to examine the call flow live.

The number is 919-301-3418, option 1.

- 2.) We respectfully ask who is the State's current provider IVR services?

For purposes of this RFP, the current provider for IVR services used by the NCEL is Symago.

- 3.) We respectfully request that you send the terms and conditions via email. We have followed the link and can not pull up the information.

- All Proposals and any Contract are automatically subject to the requirements of, and must comply with, the North Carolina State Lottery Act (the —Act||), and the regulations, policies and procedures the NCEL as they may be adopted or amended from time to time (collectively, the —Regulations, Policies and Procedures||). Copies of these documents may be obtained either from the NCEL or through a link on the NCEL's website, <http://www.nc-educationlottery.org/> (the —Website||).

Any applicable "terms and conditions" have been delineated in the RFP and the Sample Contract. The other documents referenced in Section 1.1 of the RFP are general statutory requirements and policies that may affect the Potential Contractors and/or current Vendors. For purposes of this RFP, Potential Contractors should thoroughly review the RFP, Sample Contract, the Lottery Act and the Vendor Dispute Resolution Procedures.

The Lottery Act may be accessed through a link on the NCEL's website:
<http://www.nc-educationlottery.org/about.aspx>, then click on "View Legislation" or

The North Carolina General Assembly website at:
<http://www.ncga.state.nc.us/gascripts/Statutes/StatutesTOC.pl?Chapter=0018C>

4.) Will we receive answers back when answered or on February 19?

The NCEL will endeavor to post response to questions via Addendum(s) as soon as possible, but definitely by February 19.

5.) Section 5.1 under Pat V – Cost -The following statement asks for a “fixed fee cost proposal” Are you asking for a monthly fixed fee, an annual fixed fee or a non-tiered price per minute for usage?

Non-tiered price per minute, in 6 second increments (see Cost Proposal Form).

6.) Section 2.9 under minimum required features you state “The IVR System will be updated automatically by pulling the information from the NCEL website using the following schedule: every ten (10) minutes for the first two (2) hours after a draw and every thirty (30) minutes thereafter until the next draw. “ Why do you update the IVR every ten minutes for the first 2 hours and 30 minutes there after?

Drawing game results posted to the web may be delayed; therefore the IVR needs to check frequently to see if the numbers posted have changed.

7.) Who is the incumbent IVR provider?

Symago

8.) Can you provide any IVR or Call Disposition Reports?

No, as such reports will have no affect on the bid.

9.) Is the state setup to support web services integration for the IVR?

Need clarification of the term “web services”.

10.) For the calls that last more than 5 minutes and are transferred out of the IVR, where do they go?

They are transferred to one of two call centers: players' hotline or security.

11.) What percentage of the calls transfer out of the IVR?

Less than ½ percent.

12.) Does your current usage rate of \$.059 include telephony?

If your question is whether the rate includes the telco charge for calls to the IVR, then the answer is yes.