

STATE OF NORTH CAROLINA

NC EDUCATION LOTTERY



IMPORTANT ADDENDUM

February 15, 2010

THIS BID ADDENDUM DOES NOT HAVE TO BE RETURNED:

BID NUMBER: LC-000024
ADDENDUM NUMBER: 2
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

QUESTIONS AND ANSWERS

13.) Will NCEL consider an on-premise IVR solution, or is a hosted system an absolute requirement?

The NCEL will not consider an on-premise IVR solution. The hosted system is an absolute requirement. Please refer to the bid specifications.

14.) Can NCEL please confirm whether all contractors are subject to payment of the "Record Check Fee" of \$1,250 described on page 9 of the RFP, or does this fee only apply to the winning vendor?

All Potential Contractors are required to submit the specified background check fees. Please note that the \$250 Individual Search Fee is for **each officer and director** of the Potential Contractor; therefore, the total fees for corporate and individual searches may exceed \$1,250 depending upon the number of officers and directors. Per the RFP, the NCEL will return all bonds and fees to the non-selected Contractor(s).

15.) On page 5 of the RFP, NCEL mentions a desire to limit the duration of call length but also wants to maintain the current call flow. Would NCEL be interested in suggested call flow revisions if they presented an opportunity to significantly reduce call duration?

Please address in the alternative pricing section of the cost proposal.

16.) To ensure that contractors have adequate time to formulate complete and accurate proposals, will NCEL consider extending the proposal deadline?

The NCEL is under a tight deadline and cannot extend the deadline in the RFP.

17.) Can the state please supply one month's worth of call statistics in a report that shows call lengths, menu choices and any additional call information that tracks what the caller did in the call? If one month is not available, one week or even one day's worth will certainly work.

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

- 18.) **In the RFP it says the “NCEL is looking to accept bids from reputable firms licensed in North Carolina” My question is do you have to be a firm licensed in North Carolina to participate?**

Anyone interested in conducting business in North Carolina must be licensed to do business in North Carolina.

- 19.) **I work for a company that provides hosted IVR services primarily in the electronic payment and debt collection industry. I just had one question about the evaluation for your proposed IVR services. Will potential lottery customers every use their credit card, debit card or banking account to purchase lottery tickets through the IVR or is the IVR just for information purposes only? If you have or can provide any more details regarding how the IVR would be used, this would help me compile the validation for completion of a response or determine if there is a fit here.**

The IVR is used to provide information to players and to provide players access to two call centers.