

# STATE OF NORTH CAROLINA

## NC EDUCATION LOTTERY



### IMPORTANT ADDENDUM

February 17, 2010

#### **THIS BID ADDENDUM DOES NOT HAVE TO BE RETURNED:**

BID NUMBER: LC-000024  
ADDENDUM NUMBER: 3  
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**

- 20.) **As a company wholly owned by another corporation rather than by individuals, what information do you require regarding our parent corporation in lieu of background checks?**

The parent corporation is subject to the same requirement as specified under Section 4.3 of the RFP. Therefore, both the subsidiary and the parent corporation must submit the requisite release documents for background check investigations.

- 21.) **The RFP states that we should "Limit call length to five (5) minutes for incoming calls before transferring as outgoing call to a hotline; no limit on call length for outgoing calls." For the this requirement in transferring to the two call centers, do you want transfer connect or a bridged transfer on our platform?**

The requirement is to disconnect callers who have not elected to transfer after 5 minutes after playing a message that they have exceeded the call limit. All transfers out of the IVR to the call centers should be blind or call connect transfers.