

# STATE OF NORTH CAROLINA

## NC EDUCATION LOTTERY



### IMPORTANT ADDENDUM

February 19, 2010

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

BID NUMBER: LC-000024  
ADDENDUM NUMBER: 4  
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**

- 22.) **Under Section 10 E, is NCEL only intending to retain IP rights in the results of the services (i.e., the reports)?**

Per Section 10(E) of the Sample Contract, the NCEL intends to retain or pursue ownership of any and all Intellectual Property rights to all "Work Product" which is defined as "[a]ll deliverables, written materials, designs, tangible or intangible materials, intellectual or other property or other work product of any kind or nature produced, revised, created, modified or prepared by VENDOR and any of its Subcontractors in connection with [the] Agreement, the RFP or for the NCEL."

- 23.) **I wanted to make sure that we are following the correct process to submit a formal bid for these services. I have taken the time to register with the E-Procurement site is there anything we will need to do to formally bid this RFP (i.e. submit a formal interest to bid the project)?**

You must submit a bid that addresses 2.9 Scope of Services and Part IV and Part V

- 24.) **Is the state setup to support web services integration for the IVR? Please provide clarification of the term "web services".**

"Please provide clarification of the term 'web services'" was the NCEL's indication that we did not understand the reference to web services

- 25.) **2.9 SCOPE OF SERVICES**

**Size:**

**Description of Contractor's facility which shall include:**

**- Environmental controls**

**Please provide clarification on what is meant by "Environmental controls?"**

Temperature and humidity

**26.) Transferred calls questions:**

**a. What percentage of calls go to a call center agent?**

Roughly ½ %

**b. What is the duration of the call after it has been transferred to the agent?**

Varies in length

**c. Is it AT&T Toll Free, another carrier or POTS? (Plain Old Telephone Service)**

POTS

**27.) Is this type of service in place today?**

Yes

**28.) Who is the current vendor?**

Symago

**29.) What is the current price per minute?**

6 cents

**30.) Are there any performance / service issues with the current vendor or program? If so, can you further explain?**

The NCEL's Contract with the current Vendor is due to expire on 06/19/2010, with no further renewals. Therefore, the NCEL is issuing this procurement to acquire services pursuant to its Purchasing Policy. Performance issues are not related to this procurement in any manner.

**31.) What is the purpose of the outbound call to a hotline? Is this a transfer to a live agent or another IVR?**

Transfer to live agent to provide information on the games

**32.) What type of information are we accessing from your website? Numerical? Alpha? Both?**

Alpha, Numeric & Date

**33.) How is information stored on your website? In which format is the information stored?**

"Pipe-delimited" text file

**34.) How will access to information stored on your website be provided?**

Freely accessible URL

**35.) What are your web reporting requirements?**

See page 6 of RFP

**36.) If we currently perform criminal record and background checks on our employees, can any of the fees be waived?**

Per the Lottery Act and the NCEL's internal procedures, the NCEL must perform criminal background checks on vendors, their officers/shareholders and their employees working on the NCEL account. The NCEL cannot waive the required fees. However, please note that per Section 4.3 of the RFP, "the NCEL intends to conduct full background checks only on the apparent Successful Contractor. After the Contract is awarded, the NCEL will return all bonds and fees to the non-selected Contractor(s)." However, the NCEL may conduct full background checks on the top two (2) or three (3) Contractors, after the evaluation process, in order to meet the NCEL time frame for execution of a contract.

**37.) Is the traffic evenly spread through the day or is more evening and night traffic?**

Pretty evenly spread; slight spike after 3 pm Pick 3 draw, but otherwise even

**38.) What are the requirements of fetching the data from the website to gather the information?**

See page 5 of RFP and questions 32-34

**39.) What happens if more than 144 ports are needed for the traffic? Is this all that is suppose to be allowed?**

Callers will receive a busy signal

**40.) Please explain or give an example of what is needed for the Difference between current and historical data report.**

Current numbers are from the most recent draw; historical numbers are for the last six months

**41.) Please clarify username and password reporting option. Is this for all users accessing the web reports or for users accessing other parts of the application using Frequent Speech Updates?**

We require one user to have access to reports and one administrator account that has full access

**42.) On page 10, the last paragraph of section 4.6.1 of the RFP implies that Attachment E contains other forms (Equal Business Opportunity Forms) beyond Affidavits A, B, and C. Is this the case?**

Attachment E encompasses Affidavits A, B and C, which consist of the Equal Business Opportunity Forms

**43.) Does the lottery require an 'onsite' IVR, or can the IVR be hosted at a vendor's POP?**

Definitely not onsite