



**Amendment #3
REQUEST FOR PROPOSALS (RFP)
Call/Contact Center Services
PROJECT NO. 060B0400003
January 21, 2010**

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a ~~strikeout~~ (i.e., ~~word~~).

1. Delete struck out verbiage only – Section 2.3:

2.3 Role, Function and Responsibility - Contractor

Contractor shall have available and provide, if needed, full Call/Contact Center services that must include:

- Key personnel dedicated to the Contract
- Inbound and outbound live operator services,
- Service or product information dissemination,
- Scripted information dissemination,
- Mailing of literature and information requests;
- Collection of applications,
- Data entry of application/form information into State or Contractor database,
- Bilingual service (Spanish/English), minimum of 10% of the Call Center staff dedicated to the State under the Contract
- Voice mail
- Automatic Call Distributor (ACD),
- Interactive Voice Response (IVR),
- ~~Email correspondence,~~
- ~~Facsimile services~~
- ~~Web transactions/live chat~~
- Overflow capabilities
- ~~Handling of surveys and questionnaires~~
- Real Time information processing and on-line reporting
- Disaster recovery plan
- Staffing plan
- Training plan
- System troubleshooting plan
- Performance standard implementation
- Performance standard failure remediation
- Transition in and out plans
- Reporting procedures

Contractor shall address these items in detail in its Technical Proposal (see Section 3.4.3.4

Issued by:

Gisela Blades
Procurement Officer