



**Questions and Answers No. 2
RFP 060B5400014
Call Center Services 2015**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential offerors are not binding upon the State, unless an addendum expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1. What is the page limit for technical proposal?

Response: The technical proposal does not have a page limit. However, proposals should be prepared simply and economically and provide a straightforward and concise description of the Offeror's Proposal to meet the requirements of this RFP.

2. Does Section 2.1.1.c pertain to "per-client" or "per-contract"?

Response: As indicated in Section 2.1.1.c, At least one of the references must demonstrate that the Offeror has handled a minimum per-client quantity of 10,000 live inbound CSR calls within at least one month during the past three (3) years.

Thank you,

Dale Eutsler
Procurement Officer

End of Question and Answer # 2