

**RFP 1819-216 CONTACT CALL CENTER / IVR SYSTEM**

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF VENTURA**

**MARCH 11, 2019**

**QUESTIONS AND ANSWERS**

**ADDENDUM 1**

Q1. Will there be a separate RFP for voice overs?

**A1.** No

Q2. On the Request for Proposal document it states Question & Answer with the date of March 14, 2019 3:00 PM PDT, so is that the deadline of which questions are due or will there be a meeting or conference call on that day and time to address questions and answers?

**A2.** This is the deadline to submit questions. Responses will be answered and posted as time permits, but no later than close of business on Friday, March 15.

Q3. Can the RFP deadline be extended by 30 days?

**A3.** We are not going to extend the deadline at this time.

Q4. Will CalNet 3 pricing be acceptable?

**A4.** Yes

Q5. Can we provide references of other Superior Courts that have Vendor's contact center solutions?

**A5.** Yes