



# Corrections and Community Supervision

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## Addendum 2

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### RFP 2016-04, Automated System for Victim Notification

The *Official Responses to Vendor Questions* for RFP 2016-04 is amended to rescind and replace the response to question number 2a. By adding this second Addendum, DOCCS is providing a clarification to the response for question number **2a** as it was presented originally.

#### Question number 2a:

For the 24/7 live agent piece

- a. What are the agents taking calls on?

#### Clarification/Replacement response to question number 2a:

The role of the live agents is to assist callers with registering for notification. Any additional questions that do not involve registering for notification will result in the caller being instructed to contact DOCCS' OVA.

Potential bidders should consider this clarification when preparing the proposal responses.

**Bidders should monitor** the following Web sites for posted updates or information:

NYS Contract Reporter: <http://www.nyscr.ny.gov>

NYS DOCCS Web site: <http://www.doccs.ny.gov/RFPs/rfps.html>