

CLE Online Program Registration and Eblast Services

Request for Proposal: Questions & Responses

August 27, 2009

- 1. Do you need a tech support helpdesk that your staff could call if they need help with a technical issue or are you seeking a number that any registrant could call with any question about any event?**

We are looking for tech support for staff on a full time basis and also technical support for registrants via an email or 800 number.

- 2. Is your intent is to have the winning vendor provide a support call center exposed directly to all attendees?**

Our current attendees get technical support from our vendor. They sometimes call us and if we can help them, we will. If not, we refer them to the vendor. This is important. We are not interested in a separate company offering the support.