



The State Bar *of California*

OFFICE OF GENERAL SERVICES

845 South Figueroa Street, Los Angeles, CA 90017

Sunly.Yap@calbar.ca.gov

REQUEST FOR PROPOSAL CONTACT CENTER APPLICATION AS A SERVICE **Questions and Answers** **August 4, 2023**

1. Can you please provide the amount of concurrent agents that would be utilizing the platform?
 - There are ten agents and three manager accounts.
2. How many Call Center Agents work for your agency?
 - There are ten agents and three manager accounts.