



REQUEST FOR PROPOSAL CONTACT CENTER APPLICATION AS A SERVICE
Addendum #1
August 30, 2023

This document is an addendum ("First Addendum") to the Request for Proposal ("RFP") for Contact Center Application as a Service originally posted on July 28, 2023.

Whereas the original RFP provides that The State Bar of California:

1. Expects to award a contract by September 28, 2023, for a contract term to begin by November 27, 2023;
2. Requires responsive bidders to submit proposal and attachments no later than 3:00 p.m. on August 31, 2023;
3. Will make a final selection of the HSB by October 5, 2023.

The RFP is hereby amended and revised through the publication of this the First Addendum with the following changes:

1. The State Bar expects to award a contract based on this RFP by October 12, 2023, for a contract term to begin by November 27, 2023.
2. Please submit one (1) flash drive containing the proposal in PDF (file-to-PDF only, do not print and scan) and attachments in Excel format no later than 3:00 p.m. on September 14, 2023, ("Submission Deadline").
3. It is anticipated that final selection of the HSB will be made by October 19, 2023.

All statement of work items, deliverables and requirements remain the same unless otherwise amended by this First Addendum, or by subsequent addenda to be published in the same manner as the First Addendum. All terms and conditions of submission of proposals and materials in response to the RFP remain the same.

Upon publication of this First Addendum the original RFP document will be replaced with an updated version outlining changes in bolded red text.