

Call Center & Fulfillment Services RFP 2023 QUESTIONS & ANSWERS

- Q.** Who is the incumbent vendor?
- A.** Per our RFP policy, we do not disclose this information to create a fair and competitive proposal environment that is not biased or swayed by who participates in the process.
- Q.** Are you happy with your current vendor?
- A.** To maintain an objective process, we do not disclose those details. However, per our Board bylaws, we are required to go out to RFP every 3-5 years on any service offering meeting certain thresholds. This is done to ensure Visit California is provided the best value for the services we are requesting. The goal is to have an objective analysis of current and future state needs, evaluate what service offerings are available in the industry (through a formal RFP), and ensure that the best partnerships are being utilized to meet organizational goals.
- Q.** Are there any performance improvements you would like to see made?
- A.** To maintain an objective process, we do not disclose those details. However, per our Board bylaws, we are required to go out to RFP every 3-5 years on any service offering meeting certain thresholds. This is done to ensure Visit California is provided the best value for the services we are requesting. The goal is to have an objective analysis of current and future state needs, evaluate what service offerings are available in the industry (through a formal RFP), and ensure that the best partnerships are being utilized to meet organizational goals.
- Q.** What is your annual spend with the incumbent vendor?
- A.** Our annual historical spend for these services outlined within the RFP aligns with an annual budget of \$350,000.
- Q.** What additional languages are needed, and can you provide the volumes?
- A.** Please reference Section 8.6 of the RFP for languages and volumes.