



August 3, 2016

RE: IVR/IWR/ACD Telephony System RFP

To Whom It May Concern:

The Court Payment Center and eFile Support Center Request for Proposal issued on Friday, April 1, 2016 with a proposal due date of Friday, May 13, 2016 has been cancelled. Upon reviewing the submitted responses, we do not have a viable solution. We continue to want to explore both on and off premise solutions and have learned much from this process, including that we need to stay within our existing technology stack for on premise solutions, and that we need to revise our security requirements to reflect the differences in on premise and off premise solutions. It is our intent to refine a second RFP to address these refined approaches. It may take several weeks before we are ready to reissue an RFP and we will keep you posted.

Questions regarding this RFP closure can be submitted in writing to:

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