



PO BOX 66699; ALBANY, NY 12206
518.437.4360 | nysif.com

12/28/20

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Quotes (RFQ) for Empirix IVR/SIP Licenses, bid number 2020-115-IT. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids remains the same.

All bids are due 1/12/21, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Alicia Dott". The signature is written in a cursive, flowing style.

Alicia Dott

Empirix - IVR - SIP Licenses
RFQ # 2020-115-IT
Amendment 1

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	Fee Schedule	Fee Schedule	<p>a. NYSIF requires pricing for products shown in Table 1</p> <p>b. Empirix provided a quotation for products shown in Table 2.</p> <p>c. NYSIF requires pricing for only 7 line items. But Empirix has provided quotation for 11 line items.</p> <p>d. There is a mismatch between NYSIF requirements and Empirix responses</p> <p>Please advise if i4 Now Solutions can submit the pricing based on the 11 line items.</p>	The table in NYSIF's Appendix Z is accurate. Please submit a financial response using this document. NYSIF has confirmed with Empirix.

Table 2: Empirix Response			
LINE #	PRODUCT NAME	PRODUCT DESCRIPTION	QTY
1	OneSight - Term	OneSight Software Subscription	1
2	OneSight Voice Package, Term	One-Year License, enables 1 Hammer Voice Location, 1 Remote Data Collector, 1 CallMaster Developer Client, 5 Voice & IVR Transactions, 20 Advanced Monitors, and 20 Dedicated Monitors	1
3	OneSight Voice & IVR Transaction, Term	One-Year License, enables 1 Voice Transaction for multi-step voice transactions such as IVR	20
4	OneSight Voice Quality Transaction, Term	One-Year License, enables 1 Voice Quality Transaction for both calling and answering sides	3
5	OneSight Hammer Voice Location, Term	One-Year License, enables 1 Hammer IP software instance for executing Voice & Voice Quality Transactions	9
6	CallMaster Developer Client, Term	One-Year License, enables 1 floating license for CallMaster Developer client	2
7	Advanced Speech Recognition for 1 Hammer Port, Term	One-Year License, enables Advanced Speech Recognition (ASR) for Hammer IP Port	4
8	Project Implementation Services - Instance	Installation and configuration of one (1) instance of a CCA product (Hammer Test System, OneSight, HVA, etc.) on a single server or at a single location	1
9	OneSight JAVA support Package	SERVICE, (1) YEAR of ORACLE JAVA SDK License and Support. Required for ORACLE license compliance WHEN customer does not have pre-existing agreement with ORACLE	1
10	MAINT-JDK-1	(1) Processor License for Java SE for use in OneSight Deployments	4
11	MAINT-JDK-OneSightDEV	Development Tools Support for Java Development (Required for On-Site Remediation)	1