



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

2/19/21

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Quotes (RFQ) for Empirix IVR/SIP Licenses, bid number 2021-14-IT. Material in this Amendment supersedes any contradictory material in the RFQ.

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

All bids are due 3/2/21 by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink, appearing to read "V. Ginardi", is written over a faint, light blue circular watermark.

Vincent Ginardi
Contract Management Specialist 2

Empirix
RFQ # 2021-14-IT
Amendment 1

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1		5 MANDATORY REQUIREMENTS	<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 description OneSight Voice-Video transaction. But empirix has provided pricing for OneSight Voice & IVR Transaction, Term.</p> <p>c. NYSIF requires pricing for description Active Voice Software for a Remote Location. But empirix has provided pricing for OneSight Hammer Voice Location, Term.</p> <p>d. There is a mismatch between NYSIF requirements and Empirix response.</p> <p>Please advice if [vendor] can submit the pricing based on the product description provided by Empirix.</p>	Table 1, the table that is included in NYSIF's Appendix Z of the RFQ, is correct. All submissions must use NYSIF's Appendix Z and this table must not be altered.
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

Table 1: NYSIF Requirements		
DESCRIPTION	SKU	QTY
A. OneSight Voice Package	OS-VOICE-PKG-T	1
B. OneSight Voice-Video transaction	OS-VOICE-TX-T	20
C. OneSight Voice-Video Quality Transaction	OS-VQ-TX-T	3
D. Active Voice Software for a Remote Location	OS-VOICE-LOC-T	9
E. CallMaster Developer Client (Floating)	ET-CM-CLT-T	2
F. ASR Per Port	ET-HDS-NR10-T	4
G. Project Consulting Services	SV-CONS-D-HMR-N	10

Table 2: Empirix Response			
LINE #	PRODUCT NAME	PRODUCT DESCRIPTION	QTY
1	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
2	OneSight Voice & IVR Transaction, Term	One-Year License, enables 1 Voice Transaction for multi-step voice transactions such as IVR	20
3	OneSight Voice Quality Transaction, Term	One-Year License, enables 1 Voice Quality Transaction for both calling and answering sides	3
4	OneSight Hammer Voice Location, Term	One-Year License, enables 1 Hammer IP software instance for executing Voice & Voice Quality Transactions	9
5	CallMaster Developer Client, Term	One-Year License, enables 1 floating license for CallMaster Developer client	2
6	Advanced Speech Recognition for 1 Hammer Port, Term	One-Year License, enables Advanced Speech Recognition (ASR) for Hammer IP Port	4
7	Project Consulting Services	Project Consulting Services - Daily. Requires full scope of Services included to be defined in a Solution Proposal prior to quoting	10

**Empirix
RFQ # 2021-14-IT
Amendment 1**

Question #	RFQ Page #	RFQ Section and Sub-Section Reference #/Heading	Question	NYSIF Response
15				
16				
17				
18				
19				
20				