

# **Texas Municipal Retirement System**



## **Amendment Number 1 to Request for Information and Quote**

### **Cloud-based Unified Communications and Contact Center Software and Services**

**August 22, 2019**

The Texas Municipal Retirement System (TMRS) hereby amends the Cloud-based Unified Communications and Contact Center Software and Services Request for Information and Quote (RFIQ) as follows:

1. **Section 6.2 is amended to reduce the Proof of Concept period to 1-2 weeks. The New language shall read as follows:**

**6.2. Proof of Concept**

TMRS would like to first test the solution in a Proof of Concept (PoC) scenario prior to full implementation. The proof of concept will focus on ensuring the integration with NextGen MBS is feasible and the vendor solution works with the in-house and remote agent Citrix desktops. The PoC will also help TMRS evaluate the user interface for all user types (CC and UC).

The PoC is expected to be 1 - 2 weeks, and include up to 6 user licenses (e.g., 1 Supervisor, 2 agents, 3 UC users, including two with mobile). TMRS welcomes the vendor input on how best to accomplish the PoC.

State whether you can support this and detail suggested ways to accomplish this.

2. **Section 5.3 has an incorrect reference. The reference to Section 2.2 should be to Section 1.2. The revised language is amended to read as follows:**

**5.3 NextGen MBS Integration**

Describe how TMRS would accomplish screen pop into the NextGen MBS application (described in 1.2). Describe what TMRS would need to do for the integration.

Describe the level of integration with NextGen MBS to provide complete agent interface within the NextGen MBS. Indicate whether softphone controls can be integrated to NextGen MBS window.

Notice of this Amendment Number 1 to the RFIQ will be sent to all vendors who have received the RFIQ from TMRS and posted on [https://www.tmr.com/RFI\\_RFP.php](https://www.tmr.com/RFI_RFP.php). All other terms and provisions of the RFIQ remain unchanged. Responses to questions submitted by all respondents shall be provided to all vendors who have received the RFIQ and will be posted on [https://www.tmr.com/RFI\\_RFP.php](https://www.tmr.com/RFI_RFP.php).