

Exhibit 1 Vendor Questions Template  
City of Memphis –Contact Center Software RFP  
RFP # SAIC CoM 2017 MC R226214 RFP Questions

	<u>RFP Section</u>	QUESTION	Response
1.	Exhibit 5	DataDip (IVR self-service We could potentially use the REST interface PL/SQL just need to confirm if we can authenticate. Can we get a copy of their WSDL? If we can, we can try loading into inContact via a studio script. Also an option might be integrating via direct SQL/needs review	311 App uses IVR IVR app goes to Oracle database to check open tickets.
2.	Exhibit 5	CTI / Screen Pops We need to ask CoM if someone there could log into their application and then copy and paste some example URLs for records/screens that they would like to pop in an email to us. Could a screen shot of the page be provided; they want popped (like can we use an explicit URL?). Also a possible second option, we could potentially support a DB trigger by injecting SQL that pops the agent screen..	Screen pops haven't worked in some time. This is a feature that needs to be worked out with end user groups.
3.	Exhibit 5	What type of Oracle interface is needed?	Oracle EBS CRM interface which allows customer information to easily be populated with customer history. Vendor should provide options to take advantage of the Oracle CRM
4.	General	SIP and/or PSTN connectivity will need to be explored further. Can the proposed Contact Center solution interface with the same SIP/PSTN provider that Skype for Business is using? What is the City strategy moving forward regarding SIP/PSTN connectivity?	Yes- AT&T is providing inbound/outbound SIP calls to PSTN
5.	General	It is understood that City of Memphis is using Oracle CRM. More details of the install and better definitions of the data dips required to interface with the Contact Center will be needed. Can a technical call with the CoM team be scheduled to review these details?	Yes
6.	General	Since the proposed Contact Center solution will be very dependent on the existing Skype for Business installation; can more information be provided as to the status/design of the City's Skype for Business implementation?	Yes
7.	Exhibit 5, Page 35	We presume this date should be March 2018, not 2017. "The City is in the design and implementation of a 3 year Skype for Business UC rollout and the goal is to pilot the winning call/contact center solution in March of 2017."	Yes
8.	Exhibit 5, Page 35	Please confirm that any DID calls will leverage Skype for Business as the telephony solutions for call center agents and supervisors.	YES

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9.		Whether companies from Outside Canada can apply for this? (like,from India or USA)	No
10.		Whether we need to come over there for meetings?	No
11.		Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)	No
12.		Can we submit the proposals via email????	The city email address and hard copy mailing address can be found in the RFP section This information can be obtained by visiting: <a href="http://www.memphistn.gov">www.memphistn.gov</a> , go to the section titled "All RFPS & RFQS," scroll-down the list of RFP's and RFQ's, and then click on the RFP Title.