

AMENDMENT # 1
Invitation for Bid
Talkdesk Subscription
BPM046180
September 25, 2024

This Amendment is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all bidders who respond to this IFB. Specific parts of the IFB have been amended. The following changes/additions are listed below.

The following amendment is being made to the **SOLICITATION NO: BPM046180**

1) SECTION 2.1 PURPOSE added the following:

MHBE shall be setting up an Interactive Voice Response (IVR) system for its Call Center. Talkdesk will provide the solution to meet this purpose.

2) SECTION 2.2 REQUIREMENTS added the following:

The vendor shall be required to provide usage rates for the following components:

Product Usage Rates	Type
Digital Engagement - Social Messaging Facebook Messenger Usage	Per Conversation
Digital Engagement - Social Messaging - WhatsApp Business Usage	Per Conversation
Screen Recording Storage Usage	Per GB
Talkdesk - Autopilot Usage	Per Interaction

Usage Resources
Inbound - mms - Canada
Inbound - mms - United States
Inbound - sms - United States
Inbound Minute - United States - local
Inbound Minute - United States - tollfree
Outbound - mms - Canada
Outbound - mms - United States
Outbound - sms - United States
Outbound Minute - United States & Canada
Outbound Minute - United States & Canada - Toll Free

Number Resources
United States - local number
United States - tollfree number

3) SECTION 2.5 INVOICING amended to reflect the following:

This IFB has broadly two types of components: first is licenses and professional services and second, the usage-based components. For the licenses and professional services, the contractor shall invoice MHBE within 30 days of receipt of components as confirmed by MHBE. For the usage-based components, the contractor shall invoice MHBE on a quarterly basis for the period of the contract.

4) ATTACHMENT D – BID PRICE FORM amended to reflect the following:

Product Description	Quantity	Unit Price	Total Price
Talkdesk Premium Care Region 1 Term: October 23 1, 2024 – October 22, 2025	1 (One)	\$	\$
Talkdesk CX Cloud Elevate Licenses Term: October 23, 2024 – October 22, 2025	15 (Fifteen)	\$	\$
Talkdesk Autopilot (Large Tier) Term: October 23, 2024 – October 22, 2025	1 (One)	\$	\$
Project Management – Professional Services	12 (Twelve)	\$	\$
Discovery – Professional Services	3 (Three)	\$	\$
Configuration – Professional Services	5 (Five)	\$	\$
Network Configuration – Professional Services	4 (Four)	\$	\$
Testing – Professional Services	1 (One)	\$	\$
Training – Professional Services	8 (Eight)	\$	\$
Deployment – Professional Services	12 (Twelve)	\$	\$
Total Price for 2024 - 2025			\$

Product Usage Rates	Type	Rate
Digital Engagement Social Messaging Facebook Messenger Usage	Per Conversation	\$
Digital Engagement Social Messaging WhatsApp Business Usage	Per Conversation	\$
Screen Recording Storage Usage	Per GB	\$
Talkdesk Autopilot Usage	Per Interaction	\$
Total		\$

Usage Resources	Type	Rate
Inbound - mms - Canada	Per Minute Rate	\$
Inbound - mms - United States	Per Minute Rate	\$
Inbound - sms - United States	Per Minute Rate	\$
Inbound Minute - United States - local	Per Minute Rate	\$
Inbound Minute - United States - tollfree	Per Minute Rate	\$
Outbound - mms - Canada	Per Minute Rate	\$
Outbound - mms - United States	Per Minute Rate	\$
Outbound - sms - United States	Per Minute Rate	\$
Outbound Minute - United States & Canada	Per Minute Rate	\$
Outbound Minute - United States & Canada - Toll Free	Per Minute Rate	\$
Total		\$

Number Resources	Type	Rate
United States - local number	Per Month Rate	\$
United States - tollfree number	Per Month Rate	\$
Total		\$

Please acknowledge this Amendment when submitting your bid.

Name

Date

Company's Name