

**NYS Physician Profile RFP (No. FAU 0903231208)**  
**Questions and Answers - Program**

**Amendment #1**

This amendment is to clarify the answered responses to Questions 111 and 119 in the Program Question and Answers:

**Answer:** The Call Center System described below is used in the current operation of the Call Center. It will **NOT** be transferred to the successor contractor.

- Call Center equipment - Nortel Phone with Symposium ACD system
- Make and model of phone system -Nortel 61C with Symposium version 6
- In- and out-bound phone lines - 2 T1 of 24 lines each
- Type of telephone - Northern Telecom ACD Phones
- Phone monitoring and reporting system - Symposium ACD

The Center equipment made available to the successor bidder, during the Takeover Period, will be telephones, handsets, headphones, and any related equipment purchased with contract funding.