

STATE OF ALASKA

Department of Administration
Division of Retirement and Benefits



Unified Communication and Collaboration System

RFI# 02-114-26

Amendment Two

April 9, 2026

This amendment is being issued to provide questions and answers.

This amendment is being issued for informational purposes only. This document does not need to be returned with your response.

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Questions submitted by interested parties and answers from the State:

Question 1: The RFI references Call Center Agents, Managers/Supervisors, and Administrators as roles in scope.

- a) Can you please provide an estimated number of users in each role category?
- b) If applicable, do users perform multiple roles?

Answer:

- a) 25 agents, 10 managers/supervisors, 3 administrators.
 - b) Yes, managers/supervisors and administrators may all act as agents if necessary.
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Question 2: The RFI notes that the Division is currently using a premise-based interaction client call system.

- a) Could you clarify the current telephony or contact center platform and provider in use?
- b) Is Microsoft Teams Voice used today in any capacity for internal or external calling

Answer:

- a) Genesys Interaction Client.
 - b) Yes, all DRB staff are able to make and receive internal and external calls via Microsoft Teams Voice. This is separate from our current contact center platform.
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Question 3: To better assess scalability and reporting needs:

- a) Can you provide an estimate of total interaction volume (monthly or annual)?
- b) If available, can this be broken down by channel (phone, email, chat, and any others)?

Answer:

- a) Total interaction volume is estimated at 12,000 per month, split between four queues, and emails.
 - b) This is a Request for Information only and this level of detail is not available at this time; if a solicitation is advertised, this information can be provided at that time.
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End of Amendment