



Parent Contract Number: N/A  
SAP/SRM Contract Number: 4400015717  
Change Number: 1  
Change Effective Date : 05/02/2017

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

In accordance with the Option to Renew clause of the subject contract, the Commonwealth of Pennsylvania and Genesys Telecommunications Labs Inc. have mutually agreed to renew this Contract for an additional two years. The Commonwealth is renewing the contract for two (2) years. The new termination date of the contract will be June 30, 2021. This will be for two of the four (4) renewals allowed within this contract.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**



**DATE:** April 21, 2017

GenesysTelecommunications Labs Inc.  
2001 Junipero Serra, Blvd. FL 9  
Daly City, CA 94014-3891

**SUBJECT:** Renewal of Contract #4400015717  
Contract Title: Enterprise Contact Center Services  
Term of Renewal: 07/01/2019 through 06/30/2021  
Renewal Security Required:  Yes  No

Dear Ms. Tayiel:

Per the terms of the contract the Commonwealth is considering exercising the Option to Renew clause contained within the referenced Contract. The clause states: The term of this Contract shall commence on the Effective Date as defined in Paragraph 1(a) of the IT Contract Terms and Conditions and shall expire three (3) years from the Effective Date. The Commonwealth's Contracting Officer may renew this contract, at the Commonwealth's sole option, for four (4) additional years by providing written notification provided to the Contractor by the Commonwealth's Contracting Officer. The renewal years will support the consolidation of IT services and move agencies to a single instance. The Commonwealth estimates a \$2.5 million savings over the life of the contract.

We are therefore, requesting your concurrence to renew the above referenced Contract. If you agree to the renewal, please complete the bottom section of this letter and email a copy to [bbooyer@pa.gov](mailto:bbooyer@pa.gov) by close of business Wednesday, April 26, 2017.

If the Commonwealth renews the contract the Bureau will issue a change notice to reflect the renewed contract period.

Thank you for your immediate response. If you have any questions, please contact me at (717) 346-4294 or [bbooyer@pa.gov](mailto:bbooyer@pa.gov)

Sincerely,

  
Barbara A. Booher  
Commodity Specialist

I agree to the renewal of the above referenced Contract for the above stated Term of Renewal. All terms, conditions and prices remain the same as in the current contract.

Yes  No   
DocuSigned by:

Signature 

03A7EBD36239445...

Title CAO

(Person signing this renewal agreement must have the power to bind their company by their signature.)

Office of Administration | 506 Finance Building | Harrisburg, PA 17120 | 717.346.4294 [www.oa.pa.gov](http://www.oa.pa.gov)

Revision: 2-3-2011



Parent Contract Number: N/A  
SAP/SRM Contract Number: 4400015717  
Change Number: 2  
Change Effective Date : 02/02/2018

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

The Enterprise Contact Center Services Contract 4400015717 has been amended (Amendment 1).

Please refer to Amendment 1 in the Contract file.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**



Parent Contract Number: N/A  
SAP/SRM Contract Number: 4400015717  
Change Number: 3  
Change Effective Date : 02/20/2018

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

The Enterprise Contact Center Services Contract 4400015717, Appendix G, Personnel Experience by Key Positions has been revised. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

**IMPACT for  
Appendix G**

**PERSONNEL EXPERIENCE BY KEY POSITIONS**

	Contract Change Request #	Effective Date
1	ECCS_CCR_011	

## APPENDIX G

### PERSONNEL EXPERIENCE BY KEY POSITION

POSITION	NEW PERSONNEL NAME	PRIOR PERSONNEL NAME	COMMITMENT	# YEARS PRIOR EXPERIENCE IN POSITION	OTHER RELEVANT EXPERIENCE	EDUCATION	OTHER PROFESSIONAL QUALIFICATIONS
Project Manager	Murali Iyengar	Todd McQueen	100%	21	PMP, Genesys Call Center Implementation Experience	Ph.D. Economics	ITIL Certified, Lean Six Sigma Black Belt, SCRUM Master
TSME	Ian Greene	Peter Despres	100%	17	Contact center solution engineering professional with experience in analysis, architecture, design, development and pre & post-sales support	BS /MS Biology	
ISME	Naresh Arcot	Ammet Sonalkar	100%	11	<ul style="list-style-type: none"> <li>• <u>Charles Schwab (2006-2010)</u>: Genesys CTI Engineer</li> <li>• <u>Alcatel-Lucent/Genesys (2010-2014)</u>: TAM for Genesys UPMC project.</li> <li>• <u>Genesys (2014-Present)</u>: PS Tech Lead. Worked on several cloud projects.</li> </ul>	BS-Computer Science Engineering MS-Computer Science Engineering	Genesys certifications: <ul style="list-style-type: none"> <li>• Cloud Administrator 8.5 (GCA8-CLA)</li> <li>• SIP Server 8 Consultant (GCP8-SIP)</li> <li>• Inbound Voice 8 Consultant (GCP8-CIV)</li> <li>• Inbound Voice 8 Developer (GCP8DIV)</li> <li>• CIM8 Troubleshooting for Support (GCS8CIM)</li> <li>• Voice Platform 8.5 Consultant (GCP8CVP)</li> <li>• eServices 8 Consultant (GCP8-ESV)</li> <li>• Interaction Recording 8.5 Consultant (GCP8-GIR)</li> <li>• Business Edition Premise 8 Consultant (GCP8-BEP)</li> </ul>

							<ul style="list-style-type: none"> <li>• Business Edition Premise 8.1 Associate Consultant (GCA-BEP81) Genesys Info Mart 8</li> </ul>
<b>Incident Manager</b>	<b>Mark McGraw</b>	John Hueser	100%	18+	<ul style="list-style-type: none"> <li>• 13 years in various Software development and delivery roles, Account Management, and Project Management including head world call center analyst for a private International business 2003-2004</li> <li>• 4 years working with Genesys software installation, configuration, and technical troubleshooting as an analyst specializing in GVP-World Expert in GIR</li> <li>• 1 Year Technical Account Manager for Genesys</li> </ul>	University Degrees in: <ul style="list-style-type: none"> <li>• Business administration-Major in Marketing</li> <li>• Computer Science-majoring in Information Systems</li> <li>• Currently studying for PMP</li> </ul>	
<b>Trainer</b>	<b>Jesus Bravo</b>	Robert Beard	100%	10	Experienced Genesys Computer Telephony Integration (CTI) and technical trainer	BS	
<b>Reporting Specialist</b>	<b>Victor Chaidez</b>	Rachel Radel	100%	4	Historical Reporting (GI2 & GCXI) Realtime Reporting (Pulse)	N/A	





Parent Contract Number: N/A  
SAP/SRM Contract Number: 4400015717  
Change Number: 4  
Change Effective Date : 02/14/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_026 Update to MACD Support	<b>Related CR/Contract Section #:</b>	4400015717		
<b>Date Created:</b>	10/14/2019	<b>Date Submitted to COPA:</b>	11/08/19		
<b>Description (Brief):</b>	<p>The purpose of the Contract Change Request (CCR) is to update the Cost matrix to show the cost of MACD without administrative support and/if provisioned minimums are exceeded.</p> <p>MACD changes within Appendix W identified as Customer Control – Items indicated with a “Yes” are in scope for MACD Support Service.</p> <p>Definitions:</p> <ul style="list-style-type: none"> <li>• <b>With MACD Support:</b> Includes one MACD change, as defined in Appendix W, per year per user at no additional fee. Agency users will be combined into a cumulative provisioned minimum.</li> <li>• <b>Without MACD Support:</b> MACD changes, as defined in Appendix W, are supported for \$150 per change.</li> </ul> <ul style="list-style-type: none"> <li>• MACD support usage will be measured based on the calendar year.</li> <li>• Per year/per user will be based on provisioned minimums at the beginning of calendar year</li> <li>• Provisioned minimums may be adjusted at any time during the calendar year. Additions will be added to the provisioned minimum at the time of the addition.</li> <li>• If an agency has more changes than provisioned minimums they will be charged \$150 for each additional change during that calendar year</li> <li>• If an agency reduces their provisioned minimum during the calendar year to equal less than the number of changes previously performed, Genesys will not back bill for the balance.</li> </ul>				
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW
<b>Status:</b> (Please Check)	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>
<b>Category:</b> (Please Check)	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>
					Contact Center <input checked="" type="checkbox"/>
<b>REQUESTOR INFORMATION</b>					
<b>Requestor:</b>	Mary Burr				
<b>Requestor Email:</b>	Marye.burr@genesys.com				
<b>Requestor Phone Number:</b>	+1 317-715-8345				
<b>Date Change Requested:</b>	10/14/2019				
<b>COPA CONTACT INFORMATION</b>					
<b>COPA Contact:</b>	Amy Kennedy				
<b>COPA Email:</b>	Akennedy@pa.gov				
<b>COPA Phone Number:</b>	717-346-1511				
<b>Date Submitted:</b>	11/08/19				
<b>Target Date:</b>	11/15/19				
<b>SERVICES AFFECTED</b>					
<b>Service Name:</b>	Enterprise Contact Center Services				
<b>Product Code:</b>	Code:	<input type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service	
<b>FOR EACH PRODUCT CODE</b>					
<b>Unit Price:</b>					
<b>Amt of Increase/Decrease:</b>					
<input checked="" type="checkbox"/> Increase * – (Reference Cost)	<input type="checkbox"/> Decrease * - (Reference Cost)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry – Add new	<input checked="" type="checkbox"/> No Unit Price Change	

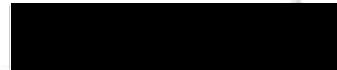
## OA/OIT – Contract Compliance – Contract Change Control Procedures

Impact Study)	Impact Study)		codes to Product Cat.	
<b>COST IMPACT</b>				
<b>Cost Impact – (None, brief description or attached doc):</b>	The Cost Matrix IMPACT has been updated to align with the CCR and indicates cost revisions where applicable.			
	<b>Product Code</b>	<b>Short Description</b>	<b>MRC</b>	<b>NRC</b>
	3PG106962ABBA	MACD Charges	\$0.00	\$150.00
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>		<b>SAP Cost Center: N/A</b>	
<b>Performance Impact:</b>	The MACD Support update will revise the Cost Matrix to show that MACD's will have a cost of \$150.00 each if agency exceeds provisioned minimum or chooses services without administrative support option			
<b>Business Justification:</b>	This change request will update the Cost Matrix to further clarify the definition of the cost without administrative support from the Offeror.			
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance				

**ECCS\_CCR\_026** update to MACD Support

**Commonwealth of PA**

**Genesys Telecommunications Laboratories, Inc.**



Kevin Paul, Director  
 Enterprise Strategic Technology Services  
 Date: 02.13.2020

Vikram Khosla  
 SVP, Chief Accounting Officer  
 Date: 2/12/20



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 5  
Change Effective Date : 05/20/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_027 ESMS Catalog Product Additions	<b>Related CR/Contract Section #:</b>	4400015717			
<b>Date Created:</b>	5/4/2020	<b>Date Submitted to COPA:</b>	5/4/2020			
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to update ESMS with additional Genesys Offerings. The new offerings include chat bots; voice bots; artificial intelligence-powered predictive routing functionality and artificial intelligence-powered agent assist knowledge tools to help agents provide next-best actions based on real-time conversations with constituents.					
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW	
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>
<b>REQUESTOR INFORMATION</b>						
<b>Requestor:</b>	Mary Burr					
<b>Requestor Email:</b>	Marye.burr@genesys.com					
<b>Requestor Phone Number:</b>	+1 317-715-8345					
<b>Date Change Requested:</b>	5/4/2020					
<b>COPA CONTACT INFORMATION</b>						
<b>COPA Contact:</b>	Amy Kennedy					
<b>COPA Email:</b>	Akennedy@pa.gov					
<b>COPA Phone Number:</b>	717-346-1511					
<b>Date Submitted:</b>	5/4/2020					
<b>Target Date:</b>	5/11/2020					
<b>SERVICES AFFECTED</b>						
<b>Service Name:</b>	Enterprise Contact Center Services					
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service		
<b>FOR EACH PRODUCT CODE</b>						
<b>Unit Price:</b>						
<b>Amt of Increase/Decrease:</b>						
<input type="checkbox"/> Increase * – (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>						
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products will be added to the Genesys ESMS product Catalog:					
	<b>Product or service</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Part Number</b>
	Genesys Advanced Chat	Advanced Chat supports Asynchronous Capabilities for Web and Mobile Channels. Along with Asynchronous we added Mobile App Support, Rich Media Messaging for Bots and Designer OOB templates.	\$24.32	n/a	n/a	3GP109187ABAA
	Genesys Voicebots Intxn	Google voicebot billed by the interaction. Minimum of 15k interactions/month	n/a	n/a	\$0.38	3GP110685ABAA
	Genesys Voicebots Minutes	Google voicebot billed by the minute. Minimum of 35k minutes/month	n/a	n/a	\$0.16	3GP110686ABAA

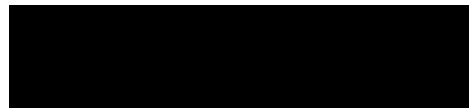
## OA/OIT – Contract Compliance – Contract Change Control Procedures

	Genesys Chatbot	Google chatbot billed by the interaction. Minimum of 15k interactions/month	n/a	n/a	\$0.19	3GP110683ABAA
	Genesys Predictive Routing for Cust. Svc. -	Predictive Routing using Genesys AI Minimum of 100K Interactions/Month	n/a	n/a	\$0.08	3GP109185ABAA
	Agent Assist with Google Agent Fee per Agent Hour	Agent Assist billed by peak busy hour. Peak concurrent agents connected to Agent Assist each hour; sampled every minute, top four measurements discarded to account for shift changes. Hourly peaks added up over the course of a month.	n/a	n/a	\$1.03	
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New <input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software	
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>		
<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order products needed. These new offerings will help CoPA more effectively deliver vital services and information to citizens of the Commonwealth during the Covid-19 pandemic and beyond. CoPA leadership has specifically requested these new offerings be made available ASAP.					
<b>Business Justification:</b>	Without detailed information on the available product and its associated cost, agency would not be able to place order to meet their business requirement. CoPA leadership has requested that these new offerings be made available ASAP.					
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance						

### ECCS\_CCR\_027 ESMS Catalog Product Additions

Commonwealth of PA

Genesys Telecommunications Laboratories, Inc.



\_\_\_\_\_  
 Kevin Paul, Director  
 Service Value Management  
 Date: 05.20.2020

\_\_\_\_\_  
 Vikram Khosla  
 SVP, Chief Accounting Officer  
 Date: 5/20/20



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 6  
Change Effective Date : 05/26/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_027.1 ESMS Catalog Product Additions	<b>Related CR/Contract Section #:</b>	4400015717 CCR_027				
<b>Date Created:</b>	5.22.20	<b>Date Submitted to COPA:</b>	5.22.20				
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to update ESMS with additional Genesys Offerings. Request for CCR to update the Voicebot minute products to add an unlimited option specifically for DLI UC and a 5 cent per minute option.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Mary Burr						
<b>Requestor Email:</b>	Marye.burr@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	5.22.20						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	5.22.20						
<b>Target Date:</b>	5.26.20						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact - (None, brief description or attached doc):</b>	The following products will be added to the Genesys ESMS product Catalog:						
	<b>Product or service</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Part Number</b>	
	Genesys Voicebots Minutes-per 10,000 units	Google voicebot billed by the minute. Minimum of 1000k minutes/month	n/a	n/a	\$500	3GP110686ABAAQ	
	Genesys Voicebot minutes - unlimited	Google voicebot billed at a flat rate per month. Note: this is a one-time offer only available to DLI UC for a specific use case against 800 inbound ports	n/a	n/a	\$416,667	3GP110686ABAAZ	
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software



**OA/OIT – Contract Compliance – Contract Change Control Procedures**

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<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>	<b>SAP Cost Center: N/A</b>
<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order products needed. These new offerings will help CoPA more effectively deliver vital services and information to citizens of the Commonwealth during the Covid-19 pandemic and beyond. CoPA leadership has specifically requested these new offerings be made available ASAP.	
<b>Business Justification:</b>	Without detailed information on the available product and its associated cost, agency would not be able to place order to meet their business requirement. CoPA leadership has requested that these new offerings be made available ASAP.	
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance		

**ECCS\_CCR\_027.1 ESMS Catalog Product Additions\_adjustment to CCR\_027**

Commonwealth of PA

Genesys Telecommunications Laboratories, Inc.



\_\_\_\_\_  
 Kevin Paul, Director  
 Service Value Management

\_\_\_\_\_  
 Vikram Khosla  
 SVP, Chief Accounting Officer

Date: \_\_\_\_\_05.26.2020\_\_\_\_\_

Date: \_\_\_\_\_5/22/2020\_\_\_\_\_



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 7  
Change Effective Date : 07/27/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_028 WebRTC Internet Connection Product Addition	<b>Related CR/Contract Section #:</b>	4400015717				
<b>Date Created:</b>	7.1.20	<b>Date Submitted to COPA:</b>	7.1.20				
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to update ESMS with additional Genesys offerings. The new offering includes WebRTC Internet Connection that will assist with supporting work at home system users.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Mary Burr						
<b>Requestor Email:</b>	Marye.burr@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	7.1.20						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	7.1.20						
<b>Target Date:</b>	7.10.20						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact - (None, brief description or attached doc):</b>	The following products will be added to the Genesys ESMS product Catalog:						
	<b>Product or service</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>	
	WebRTC Internet Connection - PEC Part Number - 3GP110593ABAA	WebRTC Internet Connection is to provide internet connection between agents using WebRTC and PureEngage Cloud. This is to support agent voice communications for remote workers.	\$8 each	n/a	n/a	60 days	
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>			

## OA/OIT – Contract Compliance – Contract Change Control Procedures

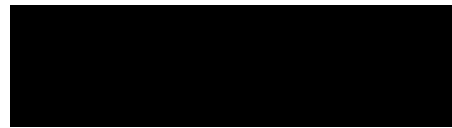
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<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order products needed. These new offerings will help CoPA more effectively deliver vital services and information to citizens of the Commonwealth during the Covid-19 pandemic and beyond. CoPA leadership has specifically requested these new offerings be made available ASAP.
<b>Business Justification:</b>	Without detailed information on the available product and its associated cost, agency would not be able to place order to meet their business requirement. CoPA leadership has requested that these new offerings be made available ASAP.
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance	

### ECCS\_CCR\_028 ESMS WebRTC Internet Connection Product Addition

Commonwealth of PA

Genesys Telecommunications Laboratories, Inc.



\_\_\_\_\_  
Kevin Paul, Director  
Service Value Management

\_\_\_\_\_  
Vikram Khosla  
SVP, Chief Accounting Officer

Date: 07.27.2020

Date: 7/27/2020



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 8  
Change Effective Date : 08/31/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_029 product addition outbound calling	<b>Related CR/Contract Section #:</b>	4400015717				
<b>Date Created:</b>	8.18.20	<b>Date Submitted to COPA:</b>	8.18.20				
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to update the Genesys ESMS product catalog with additional Genesys offerings. The new offering includes multiple outbound channels to support outbound campaigns.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Mary Burr						
<b>Requestor Email:</b>	Marye.burr@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	8.18.20						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	8.18.20						
<b>Target Date:</b>	8.25.20						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * – (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products will be added to the Genesys ESMS product Catalog:						
	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	TETFN Lease	3GP89316ABAA (MRC); 3GP89316ABAA (NRC)	Text Enabled Toll Free Number	\$2	\$2	n/a	Monthly
	TETFN per Message	3GP110440ABAA	Text Enabled Toll Free Number per SMS Message Fee	n/a	n/a	\$0.015	Monthly
	MMS TETFN	3GP11044ABAA	Text Enabled Toll Free Numberper MMS Message Fee	n/a	n/a	\$0.04	Monthly
	Email Messaging	3GP89325ABAA	Email Messaging per Email Message	n/a	n/a	\$0.0096	Monthly
	Email IP and Domain Name	3GP89318ABAA (MRC); 3GP89313ABAA	Dedicated Email IP and Domain Name	\$63.125	\$757.50	n/a	Monthly

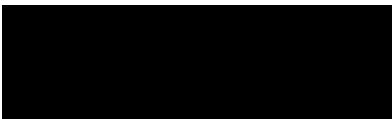
**OA/OIT – Contract Compliance – Contract Change Control Procedures**

	(NRC)						
<b>Technology:</b> (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software			
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>			
<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order products needed. These new offerings will help CoPA provide outbound campaign capabilities to the citizens of the Commonwealth						
<b>Business Justification:</b>	Without detailed information on the available product and its associated cost, agency would not be able to place order to meet their business requirement. DLI at CoPA is requesting this.						
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance							

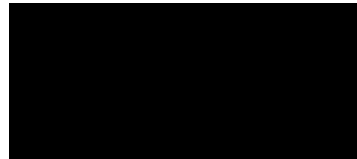
**ECCS\_CCR\_029 production addition outbound calling**

**Commonwealth of PA**

**Genesys Telecommunications Laboratories, Inc.**



\_\_\_\_\_  
 Kevin Paul, Director  
 Service Value Management  
 Date: 08.31.2020



\_\_\_\_\_  
 Vikram Khosla  
 SVP, Chief Accounting Officer  
 Date: 8/31/2020



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 9  
Change Effective Date : 09/21/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2021

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**



### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_029.1 Correct Cost Error and NRC Description for Dedicated Email IP and Domain Name Product	<b>Related CR/Contract Section #:</b>	4400015717					
<b>Date Created:</b>	9.2.20	<b>Date Submitted to COPA:</b>	9.3.20					
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to correct a pricing error for the Dedicated Email IP and Domain Name Product added via approved CCR ECCS_CCR_029. The original cost was shown with three decimal points instead of two. The CCR also updates the NRC description.							
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW			
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>		
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>		
<b>REQUESTOR INFORMATION</b>								
<b>Requestor:</b>	Mary Burr							
<b>Requestor Email:</b>	Marye.burr@genesys.com							
<b>Requestor Phone Number:</b>	+1 317-715-8345							
<b>Date Change Requested:</b>	9.2.20							
<b>COPA CONTACT INFORMATION</b>								
<b>COPA Contact:</b>	Amy Kennedy							
<b>COPA Email:</b>	Akennedy@pa.gov							
<b>COPA Phone Number:</b>	717-346-1511							
<b>Date Submitted:</b>	9.3.20							
<b>Target Date:</b>	9.8.20							
<b>SERVICES AFFECTED</b>								
<b>Service Name:</b>	Enterprise Contact Center Services							
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service				
<b>FOR EACH PRODUCT CODE</b>								
<b>Unit Price:</b>								
<b>Amt of Increase/Decrease:</b>								
<input type="checkbox"/> Increase * – (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * – (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change			
<b>COST IMPACT</b>								
<b>Cost Impact – (None, brief description or attached doc):</b>	<b>Product or Service</b>	<b>SKU#</b>	<b>Long description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>	<b>Corrected MRC Pricing</b>
	Email IP and Domain Name		Dedicated Email IP and Domain Name	\$63.125		n/a	Monthly	63.13
	Email IP and Domain Name Setup Fee		One-time, non-recurring set up fee for provisioning and configuration of a dedicated email IP and Domain name		\$757.50	n/a	One time	

**OA/OIT – Contract Compliance – Contract Change Control Procedures**

<b>Technology:</b> (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>		<b>SAP Cost Center: N/A</b>	
<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order products needed. This CCR is to update the Email IP and Domain Name price as well as NRC description.			
<b>Business Justification:</b>	Without this corrected CCR detailed information on the available product and its associated cost, agency would not be able to place order to meet their business requirement .			
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance				

**ECCS\_CCR\_029.1 Correct Cost Error and NRC Description for Dedicated Email IP and Domain Name Product**

**Commonwealth of PA**

**Genesys Telecommunications Laboratories, Inc.**



Kevin Paul, Director  
Service Value Management

Vikram Khosla  
SVP, Chief Accounting Officer

Date: 09/21/2020

Date: 9/16/2020



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 10  
Change Effective Date : 09/29/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

In accordance with the Option to Renew clause of the subject contract, the Commonwealth of Pennsylvania and Genesys Telecommunications Labs Inc. have mutually agreed to renew this Contract for an additional two years. The Commonwealth is renewing the contract for two (2) years. The new termination date of the contract will be June 30, 2023. This will be for the final two renewal years allowed within this contract.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**



**DATE:** September 25, 2020

Genesys Telecommunications Labs Inc.  
2001 Junipero Serra, Blvd. FL 9  
Daly City, CA 94014-3891

**SUBJECT:** Renewal of Contract #4400015717  
Contract Title: Enterprise Contact Center Services  
Term of Renewal: 07/01/2021 through 06/30/2023  
Renewal Security Required:  Yes  No

Dear Ms. Tayiel:

Per the terms of the Contract, the Commonwealth of Pennsylvania ("Commonwealth") is considering exercising its option to renew the Enterprise Contact Center Services Contract ("Contract") with Genesys Telecommunications Labs Inc. ("Genesys").

Section 5 of the Contract states: "The term of this Contract (the "Term") shall commence on the Effective Date and shall expire three (3) years after the Effective Date, subject to the other provisions of this Contract. The Commonwealth's Contracting Officer may extend the Term, at the Commonwealth's sole option, for up to four (4) additional years, in single or multiple year increments, by notice to the Contractor." The Commonwealth previously exercised its option to renew the Contract for two (2) of its options years, which extended the Contract until June 30, 2021. The Commonwealth now wishes to exercise the remaining two (2) option years, which will extend the Contract until June 30, 2023.

For the renewal years (July 1, 2021 to June 30, 2023), Genesys will provide With Support for all Agents at the cost of the Without Support monthly charge of \$78. In addition, Genesys will provide a 5% reduction and lower the Without Support monthly charge to \$74. The Commonwealth estimates a reduction of \$920,000 over the extension years of the Contract.

We are requesting your concurrence to renew the above referenced Contract. If you agree to the renewal, please complete the bottom section of this letter and email a copy to [bbooper@pa.gov](mailto:bbooper@pa.gov) by close of business Friday, October 2, 2020.

If the Contract is renewed, the Department of General Services will issue a change notice to reflect the renewed contract period.

Thank you for your immediate response. If you have any questions, please contact me at (717) 346-4294 or [bbooper@pa.gov](mailto:bbooper@pa.gov)

Sincerely,

Barbara A. Booher  
Commodity Specialist

I agree to the renewal of the above referenced Contract for the above stated Term of Renewal. All terms, conditions and prices remain the same as in the current contract except as detailed above.

Yes  No   
DocuSigned by:  
Signature Vikram Khosla  
0702590ACE714CF...  
Title SVP, CAO

(Person signing this renewal agreement must have the power to bind their company by their signature.)



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 11  
Change Effective Date : 10/27/2020

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Barbara A. Booher **Telephone:** (717) 346-4294 **Email:** bbooher@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_030 Addition of Custom Application Support ("CAS")	<b>Related CR/Contract Section #:</b>	4400015717				
<b>Date Created:</b>	9.10.20	<b>Date Submitted to COPA:</b>	9.17.20				
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to provide a variable rate for Custom Application Support ("CAS") The Genesys CAS is a break/fix support service that provides support plans for assistance with problem identification and resolution for customizations to the Genesys licensed products, and Custom Software.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	<b>Contact Center</b> <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Mary Burr						
<b>Requestor Email:</b>	Marye.burr@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	9.15.20						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	9.17.20						
<b>Target Date:</b>	9.25.20						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * – (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change			
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products/Services will be added to the Genesys ESMS product Catalog:						
	<b>Product or Service</b>	<b>SKU#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Variable Rate for Custom Application Support (End User)-GEC-PS	SKU-A-00007606 /3GP111341ACAA	Genesys CAS is a break/fix support service for customizations to the Genesys licensed products, and Custom Software.	N/A	\$1.00		
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software	

**OA/OIT – Contract Compliance – Contract Change Control Procedures**

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<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>	<b>SAP Cost Center: N/A</b>
<b>Performance Impact:</b>	Without CAS, support is provided through Genesys Care, with response times subject to the service level agreements per the MSA. Troubleshooting will be conducted by Consultants other than Software Developers from the Custom Solutions Team. This could lead to extended performance issues and business impacts due to the issue needing resolution. CAS provides support from the Custom Solutions Team so once the issue is reported, it is directly routed to that team decreasing response time and lessening impact.	
<b>Business Justification:</b>	Custom App Support provides more timely assistance directly from the development team responsible for building the application. It reduces risk, and limits the impact of issues because of the shortened time to get directly to Custom Solutions team for troubleshooting means the issue is resolved more efficiently.	
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance		

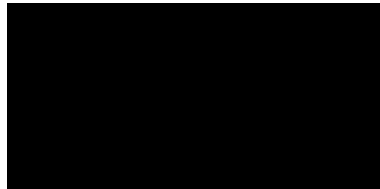
**ECCS\_CCR\_030** Addition of Custom Application Support (“CAS”)

**Commonwealth of PA**



\_\_\_\_\_  
 Kevin Paul, Director  
 Service Value Management  
 Date: \_\_\_10.27.2020\_\_\_\_\_

**Genesys Telecommunications Laboratories, Inc.**



\_\_\_\_\_  
 Vikram Khosla  
 SVP, Chief Accounting Officer  
 Date: \_\_\_\_\_10/26/2020\_\_\_\_\_



### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_031 Contract Extension and Cost Reduction	<b>Related CR/Contract Section #:</b>	4400015717		
<b>Date Created:</b>	10/12/20	<b>Date Submitted to COPA:</b>	10/12/20		
<b>Description (Brief):</b>	The purpose of this contract change request (CCR) is to document that the Commonwealth has chosen to use the Option to Renew Clause and extend the current contract so the expiration is now June 30, 2023.. The renewal years will provide With Support for all Agents (\$94 per agent) at the Without Support monthly charge of \$78. In addition, Genesys will provide a 5% reduction and lower monthly charge to \$74.				
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>
<b>REQUESTOR INFORMATION</b>					
<b>Requestor:</b>	Mary Burr				
<b>Requestor Email:</b>	Marye.burr@genesys.com				
<b>Requestor Phone Number:</b>	+1 317-715-8345				
<b>Date Change Requested:</b>	10/12/20				
<b>COPA CONTACT INFORMATION</b>					
<b>COPA Contact:</b>	Amy Kennedy				
<b>COPA Email:</b>	Akennedy@pa.gov				
<b>COPA Phone Number:</b>	717-346-1511				
<b>Date Submitted:</b>	10/12/20				
<b>Target Date:</b>	10/26/20				
<b>SERVICES AFFECTED</b>					
<b>Service Name:</b>	Enterprise Contact Center Services				
<b>Product Code:</b>	Code:	<input type="checkbox"/> New Service		<input checked="" type="checkbox"/> Change Existing Service	
<b>FOR EACH PRODUCT CODE</b>					
<b>Unit Price:</b>					
<b>Amt of Increase/Decrease:</b>					
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input checked="" type="checkbox"/> Revised		<input type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change
<b>COST IMPACT</b>					
<b>Cost Impact – (None, brief description or attached doc):</b>	<b>Add products:</b>				
	<b>ESMS Product Number</b>	<b>Long Description</b>	<b>MRC or NRC</b>	<b>Current Cost</b>	<b>New Cost</b>
	GE-CC-CCCCS000001	Agent With Support	MRC	\$94	\$74
	<b>Remove Products:</b>				
	<b>ESMS Product Number</b>	<b>Long Description</b>	<b>MRC or NRC</b>	<b>Cost</b>	
	GE-CC-CCCCS000101	Agent Without Support	MRC	\$78	
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input checked="" type="checkbox"/> Revised		<input type="checkbox"/> Hardware
					<input type="checkbox"/> Software

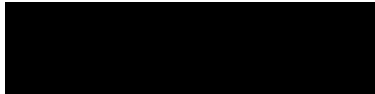
**OA/OIT – Contract Compliance – Contract Change Control Procedures**

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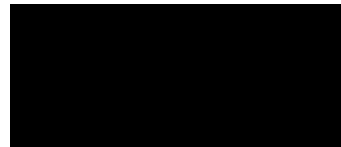
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>	<b>SAP Cost Center: N/A</b>
<b>Performance Impact:</b>	The contract will be extended through June 30, 2023 as the Commonwealth has chosen to use the option to Renew Clause.	
<b>Business Justification:</b>	The term of the current Contract commenced on July 1, 2018 for a 3 year term, with an option of two (2) additional 2-year extensions. The first extension was completed, bringing the contract expiration through June 30, 2021. The Commonwealth now wishes to utilize the second 2-year extension, bringing the contract expiration through June 30, 2023. The extended years will provide With Support for all Agents (\$94 per agent) at the Without Support monthly charge of \$78. In addition, Genesys will provide a 5% reduction and lower monthly charge to \$74.	
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance		

**ECCS\_CCR\_031 Contract Extension and Cost Reduction**

**Commonwealth of PA**



**Genesys Telecommunications Laboratories, Inc.**



Kevin Paul, Director  
Service Value Management

Date: 10.27.2020

Vikram Khosla  
SVP, Chief Accounting Officer

Date: 10/26/2020



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 12  
Change Effective Date : 01/28/2021

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Christopher Price   **Telephone:** (717) 346-8188   **Email:** [chrisprice@pa.gov](mailto:chrisprice@pa.gov)

**CHANGE SUMMARY:**

Commodity Specialist has been updated to Christopher Price.

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_032 - Hosting Fee Product Additions	<b>Related CR/Contract Section #:</b>	4400015717				
<b>Date Created:</b>	1/6/2021	<b>Date Submitted to COPA:</b>	1/6/2021				
<b>Description (Brief):</b>	<p>The purpose of this contract change request (CCR) is to provide additional items in the Product Catalog that provides for Hosting Fees in a tiered cost model.</p> <p><b>Low:</b> Minimal maintenance of infrastructure for security updates. Annual certificate change, quarterly security audit. Standard infrastructure and networking model.</p> <p><b>Medium:</b> Quarterly change management, data purges, weekly data monitoring. Specialized infrastructure and/or networking model.</p> <p><b>High:</b> Weekly or higher frequency of change management such as modifying files and databases. Detailed monitoring of data and customer reporting. Very custom, multiple region infrastructure and/or networking model with signification intercommunication</p>						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	[REDACTED]						
<b>Requestor Email:</b>	[REDACTED]						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	1/6/2021						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	[REDACTED]						
<b>COPA Email:</b>	[REDACTED]						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	1/6/2021						
<b>Target Date:</b>	1/15/2021						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>	n/a						
<b>Amt of Increase/Decrease:</b>	n/a						
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change			
<b>COST IMPACT</b>							
<b>Cost Impact - (None, brief description or attached doc):</b>	The following products/services will be <b>added</b> to the Genesys ESMS product catalog:						
	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Hosting Fee - All Agencies	GE-CC-SPSUP000300	Hosting Fee - All Agencies - LOW	n/a	\$3,350	n/a	Annually

## OA/OIT – Contract Compliance – Contract Change Control Procedures

	Hosting Fee – All Agencies	GE-CC-SPSUP000400	Hosting Fee – All Agencies – MEDIUM	n/a	\$5,350	n/a	Annually
	Hosting Fee – All Agencies	GE-CC-SPSUP000500	Hosting Fee – All Agencies - HIGH	n/a	\$9,350	n/a	Annually
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>			
<b>Performance Impact:</b>	The Service offerings need to be added to the ESMS catalog so agencies will be able to order or request the custom solutions that require the hosting service.						
<b>Business Justification:</b>	This allows an agency using a custom solution, that cannot be offered in a standard Genesys product, to be hosted in a cloud environment such as AWS..						
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance							

### ECCS\_CCR\_032\_ Hosting Fee Product Additions

Commonwealth of PA

Genesys Telecommunications Laboratories, Inc.

\_\_\_\_\_

\_\_\_\_\_  
 Director  
 Service Value Management  
 Date: \_\_\_\_01.28.2021\_\_\_\_\_

\_\_\_\_\_  
 Legal Senior Director  
 Date: \_\_\_\_1/28/2021\_\_\_\_\_

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_033 Hosting Fee Product Revision			<b>Related CR/Contract Section #:</b>	4400015717		
<b>Date Created:</b>	1/12/2021			<b>Date Submitted to COPA:</b>	01.13.2021		
<b>Description (Brief):</b>	<p>The purpose of the Contract Change Request (CCR) is revise the existing Labor and Industry only product noted below. This product was originally added via approved ECCS_CCR_019, effective 04.18.2019</p> <p>Current Product Long Description: Hosting fee for Labor and Industry ONLY - Required when ordering custom reports.</p> <p>New Product Long Description: Hosting fee for Labor and Industry <b>and OA</b> ONLY - Required when ordering custom reports.</p>						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contact Center <input checked="" type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	[REDACTED]						
<b>Requestor Email:</b>	[REDACTED]						
<b>Requestor Phone Number:</b>	+1 317-715-8345						
<b>Date Change Requested:</b>	01.13.2021						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	[REDACTED]						
<b>COPA Email:</b>	[REDACTED]						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	01.13.2021						
<b>Target Date:</b>	01.20.2021						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code: GE-CC-SPSUP000210		<input type="checkbox"/> New Service		<input checked="" type="checkbox"/> Change Existing Service		
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * – (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)		<input checked="" type="checkbox"/> Revised		<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products/services will be <b>revised</b> on the Genesys ESMS product catalog:						
	<b>Product or Service</b>	<b>Product Code</b>	<b>Current Long Description</b>	<b>New Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>
Hosting Fee for Custom-Built Solutions	GE-CC-SPSUP000210	Hosting fee for Labor and Industry ONLY - Required when ordering custom	Hosting fee for Labor and Industry <b>and OA</b> ONLY - Required	N/A	\$2,400	N/A	N/A

## OA/OIT – Contract Compliance – Contract Change Control Procedures

			reports	when ordering custom reports				
<b>Technology:</b> (check all that apply):	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software		
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>				<b>SAP Cost Center: N/A</b>			
<b>Performance Impact:</b>	Failure to add OA to the L&I hosting fee will lead to inability to build OA's custom solution. This custom application is for OA Help Desk Active Directory Azure Lookup Service.							
<b>Business Justification:</b>	The addition of OA to the hosting service will allow OA to order and have their custom-built solution created and implemented.							
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance								

### ECCS\_CCR\_033 Hosting Fee Product Revision

**Commonwealth of PA**



**Genesys Telecommunications Laboratories, Inc.**



\_\_\_\_\_  
 [Redacted] Director  
 Service Value Management  
 Date: \_\_\_\_01.28.2021\_\_\_\_\_

\_\_\_\_\_  
 [Redacted] Legal Senior Director  
 Date: \_\_\_\_1/28/2021\_\_\_\_\_



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 13  
Change Effective Date : 03/09/2021

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Christopher Price   **Telephone:** (717) 346-8188   **Email:** [chrisprice@pa.gov](mailto:chrisprice@pa.gov)

**CHANGE SUMMARY:**

Commodity Specialist has been updated to Christopher Price.

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**



### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_35 Omni-Channel Outbound Product Addition	<b>Related CR/Contract, PCR, Contract Section #:</b>	4400015717				
<b>Date Created:</b>	2.9.21	<b>Date Submitted to COPA:</b>	2.12.21				
<b>Description (Brief):</b>	The purpose of this CCR is to add Omni-channel outbound products to the product catalog. Omni-channel outbound products include such modes of outbound communication as voice calls (either agent and/or agentless), emails and SMS. These products will enable the Commonwealth to communicate with its citizens proactively via those channels that are most effective and efficient.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ITSM <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Trenton Lewis						
<b>Requestor Email:</b>	Trenton.Lewis@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-493-4395						
<b>Date Change Requested:</b>							
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	2.12.21						
<b>Target Date:</b>	2.19.21						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>							
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	United States Short Code Set Up One Time Charge	PCSMS-170-NV-USSCOTC	Non-recurring charge for Short Code Setup	N/A	\$813.00	N/A	12 Weeks
	United States Free to End-User (FTEU) Setup One Time Charge	GCSMS-170-NV-USFTEU	Non-recurring charge for FTEU Code Setup	N/A	\$5,200.00	N/A	6 Weeks
	US Short Code MMS One Time Setup	PCMMS-170-NV-USSCOTC	Non-recurring charge for MMS Short Code Setup	N/A	\$625.00	N/A	12 Weeks

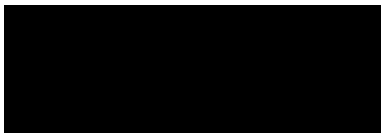
**OA/OIT – Contract Compliance – Contract Change Control Procedures**

	United States Short Code Vanity 3 Month Recurring Charge	PCSMS-170-NV-USCV3M	Recurring charge for the lease of a Vanity Short Code. Billed quarterly	\$5,625.00	N/A	N/A	N/A
	United States Short Code Random 3 Month Recurring Charge	PCSMS-170-NV-USSCR3M	Recurring charge for the lease of a non-Vanity Short Code. Billed quarterly.	\$3,750.00	N/A	N/A	N/A
	United States and Canada Short Code Hosting 3 Month Recurring Charge	GCSMS-170-NV-USCASCH	Recurring charge for hosting a third party Short Code. Billed quarterly.	\$1,350.00	N/A	N/A	N/A
	SMS Number MRC Rate A	PCSMS-170-NV-MRCA	SMS Number MRC Rate A – first Outbound Rate	N/A	N/A	\$1.25	N/A
	SMS Number MRC Rate B	PCSMS-170-NV-MRCB	SMS Number MRC Rate B – Second Outbound Rate	N/A	N/A	\$2.50	N/A
	United States FTEU Short Code SMS Outbound Per Message	GCSMS-170-NV-USFTEUSCOB	U.S. FTEU Outbound Message Rate	N/A	N/A	\$0.10	N/A
	United States FTEU Short Code SMS Inbound Per Message	GCSMS-170-NV-USFTEUSCIN	U.S. FTEU Inbound Message Rate	N/A	N/A	\$0.10	N/A
	US MMS Outbound Per Message	PCMMS-170-NV-USOB	U.S. MMS Outbound Message Rate	N/A	N/A	\$0.035	N/A
	US MMS Inbound Per Message	PCMMS-170-NV-USIB	U.S. MMS Inbound Message Rate	N/A	N/A	\$0.018	N/A

## OA/OIT – Contract Compliance – Contract Change Control Procedures

	US Short Code MMS Outbound Per Message	PCMMS-170-NV-USSCOB	U.S. Outbound Short Code Message Rate	N/A	N/A	\$0.025	N/A	
	US Short Code MMS Inbound Per Message	PCMMS-170-NV-USSCIB	U.S. MMS Inbound Message Rate	N/A	N/A	\$0.0125	N/A	
	US Toll-Free MMS Outbound Per Message	GC-MMS-170-NV-USTFOB	U.S. Toll-Free MMS Outbound Message Rate	N/A	N/A	\$0.04	N/A	
	US Toll-Free MMS Inbound Per Message	GC-MMS-170-NV-USTFIN	U.S. Toll-Free MMS Inbound Message Rate	N/A	N/A	\$0.03	N/A	
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input type="checkbox"/> Software	
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>				
<b>Performance Impact:</b>	These products need to be added to the catalog so agencies will be able to order products as this Omni-Channel Outbound service is created. These new offerings will allow CoPA to provide messaging capabilities to the citizens of the Commonwealth.							
<b>Business Justification:</b>	Without adding these products to the catalog along with the associated costs, the agencies looking to implement this solution, would be unable to place an order for these services.							
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance								

**Commonwealth of PA**



Kevin Paul, Director  
 Service Value Management  
 Date: \_03.09.21\_\_\_\_\_

**Genesys Telecommunications Laboratories, Inc.**



Date: 3/8/2021 \_\_\_\_\_



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 14  
Change Effective Date : 04/16/2021

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Christopher Price   **Telephone:** (717) 346-8188   **Email:** [chrisprice@pa.gov](mailto:chrisprice@pa.gov)

**CHANGE SUMMARY:**

Commodity Specialist has been updated to Christopher Price.

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_036 Agent Assist with Google Agent Fee per Agent Addition	<b>Related CR/Contract, PCR, Contract Section #:</b>	4400015717				
<b>Date Created:</b>	3.17.21	<b>Date Submitted to COPA:</b>	3.23.21				
<b>Description (Brief):</b>	The purpose of this CCR is to add a new product, Agent Assist with Google Agent, to the product catalog. Agent Assist with Google Agent enables agents working for the Commonwealth to use relevant, real-time knowledge suggestions provided by the product to improve the customer's experience.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ITSM <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Trenton Lewis						
<b>Requestor Email:</b>	Trenton.Lewis@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-493-4395						
<b>Date Change Requested:</b>	03.24.21						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Amy Kennedy						
<b>COPA Email:</b>	Akennedy@pa.gov						
<b>COPA Phone Number:</b>	717-346-1511						
<b>Date Submitted:</b>	3.23.21						
<b>Target Date:</b>	3.30.21						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>							
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact - (None, brief description or attached doc):</b>	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Agent Assist with Google Agent Fee per Agent (Average Usage Less than or Equal to 64 hours)	3GP113035ABAA1	Agent Assist with Google Agent Fee per Agent (Average Usage Less than or Equal to 64 hours) Rate	\$64.00	N/A	N/A	N/A
	Agent Assist with Google Agent Fee per Agent (Average Usage Greater than 64 hours)	3GP113035ABAA2	Agent Assist with Google Agent Fee per Agent (Average Usage Greater than 64 hours)	\$74.00	N/A	N/A	N/A

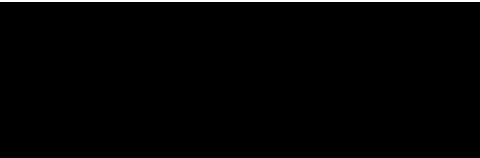
**OA/OIT – Contract Compliance – Contract Change Control Procedures**

			Rate				
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input type="checkbox"/> Software			
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>		<b>SAP Cost Center: N/A</b>				
<b>Performance Impact:</b>	These products need to be added to the catalog so agencies will be able to order the related products as these Agent Assist with Google Agent Seats are implemented. These new offerings will use A.I. to display relevant, real-time, knowledge suggestions to CoPA's agents for use in the Genesys workspace based on the live agent and caller conversation.						
<b>Business Justification:</b>	Without adding these products to the catalog along with the associated costs, the agencies looking to implement this solution, would be unable to place an order for these services.						
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance							

**ECCS\_CCR\_036 Agent Assist with Google Agent Fee per Agent Addition**

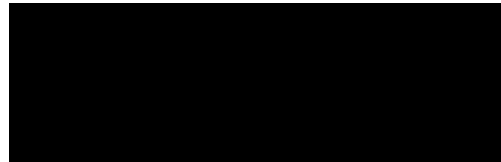
Commonwealth of PA

Supplier Signing Authority



Kevin Paul, Director  
Bureau of Service Value Management

Date: 4/16/2021



Jaime Borja, Legal Senior Director

Date: 4/9/2021



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 15  
Change Effective Date : 10/07/2022

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2023

**Commodity Specialist:** Kristen Bach **Telephone:** (717) 783-1200 **Email:** krbach@pa.gov

**CHANGE SUMMARY:**

Commodity Specialist has been updated to Kristen Bach.

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_037 Gplus Adapter for ServiceNow - PEC	<b>Related CR/Contract, PCR, Contract Section #:</b>	4400015717				
<b>Date Created:</b>	08.23.22	<b>Date Submitted to COPA:</b>	08.24.22				
<b>Description (Brief):</b>	The purpose of this Contract Change Request (CCR) is to update the Genesys product catalog with an additional Genesys offering. This new PureEngage Cloud (PEC) offering is the Gplus Adapter for ServiceNow which provides integrated management of communication channels within the ServiceNow CRM.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ITSM <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Trenton Lewis						
<b>Requestor Email:</b>	Trenton.Lewis@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-493-4395						
<b>Date Change Requested:</b>	08.24.22						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Tom Schwartz						
<b>COPA Email:</b>	thschwartz@pa.gov						
<b>COPA Phone Number:</b>	717-214-4188						
<b>Date Submitted:</b>	08.24.22						
<b>Target Date:</b>	08.31.22						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products will be added to the Genesys product catalog:						
	<b>Product or Service</b>	<b>SKU#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Gplus Adapter for ServiceNow – PEC	3GP109229ABA	Gplus Adapter for ServiceNow – PEC	\$20.00	N/A	N/A	N/A
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>			
<b>Performance Impact:</b>	The Gplus Adapter for ServiceNow provides integrated management of communication channels within the ServiceNow CRM. It will allow the agents to have CTI control over the Genesys Phone via the Service Now interface. It will also enable the passing of attached data between platforms in order to allow screen pops that contain relevant information about the caller from Service Now.						



## OA/OIT – Contract Compliance – Contract Change Control Procedures

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<b>Business Justification:</b>	Without adding these products to the catalog along with the associated costs, the agencies looking to implement this solution to meet their business needs would be unable to place an order.
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance	

### ECCS\_CCR\_037 Gplus Adapter for ServiceNow - PEC

#### Commonwealth of PA



\_\_\_\_\_  
Kevin Paul, Director  
Bureau of Service Value Management  
Date: 10/07/2022

#### Genesys Cloud Services, Inc.



\_\_\_\_\_  
Monica Villegas  
Managing Corporate Counsel  
Date: 10/06/2022

### Contract Change Request Form

<b>Change Request Number and Name:</b>	ECCS_CCR_037 Gplus Adapter for ServiceNow - PEC	<b>Related CR/Contract, PCR, Contract Section #:</b>	4400015717				
<b>Date Created:</b>	08.23.22	<b>Date Submitted to COPA:</b>	08.24.22				
<b>Description (Brief):</b>	The purpose of this Contract Change Request (CCR) is to update the Genesys product catalog with an additional Genesys offering. This new PureEngage Cloud (PEC) offering is the Gplus Adapter for ServiceNow which provides integrated management of communication channels within the ServiceNow CRM.						
<b>Priority:</b>	<input type="checkbox"/> URGENT		<input checked="" type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
<b>Status: (Please Check)</b>	Approved <input type="checkbox"/>	Pending <input checked="" type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>	
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ITSM <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>	
<b>REQUESTOR INFORMATION</b>							
<b>Requestor:</b>	Trenton Lewis						
<b>Requestor Email:</b>	Trenton.Lewis@genesys.com						
<b>Requestor Phone Number:</b>	+1 317-493-4395						
<b>Date Change Requested:</b>	08.24.22						
<b>COPA CONTACT INFORMATION</b>							
<b>COPA Contact:</b>	Tom Schwartz						
<b>COPA Email:</b>	thschwartz@pa.gov						
<b>COPA Phone Number:</b>	717-214-4188						
<b>Date Submitted:</b>	08.24.22						
<b>Target Date:</b>	08.31.22						
<b>SERVICES AFFECTED</b>							
<b>Service Name:</b>	Enterprise Contact Center Services						
<b>Product Code:</b>	Code:	<input checked="" type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service			
<b>FOR EACH PRODUCT CODE</b>							
<b>Unit Price:</b>							
<b>Amt of Increase/Decrease:</b>							
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input checked="" type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.		<input type="checkbox"/> No Unit Price Change		
<b>COST IMPACT</b>							
<b>Cost Impact – (None, brief description or attached doc):</b>	The following products will be added to the Genesys product catalog:						
	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Gplus Adapter for ServiceNow – PEC	3GP109229ABA	Gplus Adapter for ServiceNow – PEC	\$20.00	N/A	N/A	N/A
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New		<input type="checkbox"/> Revised		<input type="checkbox"/> Hardware		<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund: N/A</b>			<b>SAP Cost Center: N/A</b>			
<b>Performance Impact:</b>	The Gplus Adapter for ServiceNow provides integrated management of communication channels within the ServiceNow CRM. It will allow the agents to have CTI control over the Genesys Phone via the Service Now interface. It will also enable the passing of attached data between platforms in order to allow screen pops that contain relevant information about the caller from Service Now.						

## OA/OIT – Contract Compliance – Contract Change Control Procedures

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<b>Business Justification:</b>	Without adding these products to the catalog along with the associated costs, the agencies looking to implement this solution to meet their business needs would be unable to place an order.
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance	

### ECCS\_CCR\_037 Gplus Adapter for ServiceNow - PEC

#### Commonwealth of PA



\_\_\_\_\_  
Kevin Paul, Director  
Bureau of Service Value Management  
Date: 10/07/2022

#### Genesys Cloud Services, Inc.



\_\_\_\_\_  
Monica Villegas  
Managing Corporate Counsel  
Date: 10/06/2022



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 16  
Change Effective Date : 12/27/2022

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2024

**Commodity Specialist:** Kristen Bach **Telephone:** (717) 783-1200 **Email:** krbach@pa.gov

**CHANGE SUMMARY:**

Enterprise Contact Center Services Contract 4400015717 has been extended for one (1) year with the option for two (2) 6-month renewal periods via sole source # 47744.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

## Bach, Kristen

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**From:** RA-pa-emarketplace@pa.gov  
**Sent:** Monday, November 7, 2022 3:33 PM  
**To:** Bach, Kristen; Bach, Kristen  
**Cc:** Bach, Kristen  
**Subject:** Source Justification Form.

Your source justification has been approved for Enterprise Contact Center Services. Your ID# is 47744.

Note:

- For Material Sole Source awards, DGS must send the No Bid Contract letter and the Political Contributions Reporting form to the vendor who has been awarded a non-bid contract by the Commonwealth.
- For all other types of awards, the Agencies must provide the No Bid Contract letter and the Political Contributions Reporting form to the vendor who has been awarded a non-bid contract by the Commonwealth.
- The non-bid letter template and the political Contributions form can be found [via this link](#) under the Sole Source Preparation Section.

**This email was sent from an unmonitored account. Please contact [gs-procure@state.pa.us](mailto:gs-procure@state.pa.us) for help.**



Parent Contract Number: 6100035614  
SAP/SRM Contract Number: 4400015717  
Change Number: 17  
Change Effective Date : 01/22/2024

**Using Agency:** All Using Agencies

**Contract Title:** Enterprise Contact Center Services

**Contract Period:** Beginning July 1, 2016 and Ending June 30, 2024

**Commodity Specialist:** Jess Wisniewski   **Telephone:** (717) 265-8863   **Email:** jessiwisni@pa.gov


**CHANGE SUMMARY:**

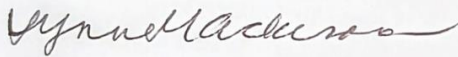
Commodity Specialist has been updated to Jess Wisniewski.

Enterprise Contact Center Services Contract 4400015717 has been revised through the following Contract Change Request Form. See attached.

**ALL OTHER TERMS AND CONDITIONS OF THIS AGREEMENT NOT CHANGED BY THIS CHANGE NOTICE REMAIN AS ORIGINALLY WRITTEN.**

# Contract Change Request Form

CCR Information							
<b>Supplier Name:</b>	Genesys Cloud Services, Inc						
<b>Contract Number and Contract Service Name:</b>	4400015717 Enterprise Contact Center Services						
<b>Change Request Number and Name of Request:</b>	ECCS_CCR_039 Nuance CCAI Mix Dialog						
<b>Schedule and/or Section Reference:</b>	Enterprise Contact Center Services Catalog Update						
<b>Description:</b>	The purpose of this Contract Change Request (CCR) is to provide foreign language automated speech recognition (ASR) for DHS and any other agencies that have a need for this solution.						
<b>Date Submitted to COPA:</b>	12/19/2023						
<b>Target Completion Date:</b>	12/22/2023						
<b>Priority:</b> <small>(align with Target Date)</small>	Urgent (0-3 business days) <input checked="" type="checkbox"/>	Normal (4-7 business days) <input type="checkbox"/>	Low (8+ business days) <input type="checkbox"/>				
<b>Technology:</b> <small>(check all that apply)</small>	New <input checked="" type="checkbox"/>	Revised <input type="checkbox"/>	Hardware <input type="checkbox"/>	Software <input checked="" type="checkbox"/>			
<b>Category:</b> <small>(check all that apply)</small>	Data Ops <input type="checkbox"/>	Voice Ops <input checked="" type="checkbox"/>	Security <input type="checkbox"/>	ITSM <input type="checkbox"/>	Support <input type="checkbox"/>	Wireless <input type="checkbox"/>	
Supplier Contact Information							
<b>Supplier Contact:</b>	Marc Diretto						
<b>Supplier Email:</b>	Marc.diretto@genesys.com						
<b>Supplier Phone:</b>	215.715.7889						
COPA Contact Information							
<b>COPA Contact:</b>	Tom Schwartz						
<b>COPA Email:</b>	<a href="mailto:thschwartz@pa.gov">thschwartz@pa.gov</a>						
<b>COPA Phone:</b>	717-214-4188						
Service Affected							
<b>Service Name:</b>	Enterprise Contact Center Service						
<b>Service Type:</b>	<input checked="" type="checkbox"/> New Service			<input type="checkbox"/> Existing Service			
Impact							
<b>Cost/Catalog Impact:</b>	<b>Product or Service</b>	<b>Sku#</b>	<b>Long Description</b>	<b>MRC</b>	<b>NRC</b>	<b>Usage</b>	<b>Standard Interval</b>
	Nuance CCAI Mix Dialog for Voice	GCAFP-170-NV-NUAMXDFORVOICE	Nuance CCAI Mix Dialog for Voice Automated Speech Recognition	N/A	N/A	\$0.0472	Per minute
<b>Performance Impact:</b>	Currently this software is required for the DHS electronic signature project. Without this software being available on the catalog the project could not move forward.						
<b>Business Justification:</b>	This software is required for DHS' electronic signature project but may also be beneficial to other agencies in the future.						
Supplier Approval							
<b>Authorized Signature:</b>	DocuSigned by:						
	 <small>3B5DAFC70D55410...</small>						
<b>Name / Title:</b>	Monica Villegas, Managing Corporate Counsel						

<b>Date:</b>	01/18/2024
<b>COPA Approval</b>	
<b>Authorized Signature:</b>	
<b>Name / Title:</b>	Lynne Ackerman, Acting Director, Bureau of Service Value Management
<b>Date:</b>	01/22/2024