

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.



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. Taylel:

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 <a href="mailto:bbooher@pa.gov">bbooher@pa.gov</a> 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 bbooher@pa.gov

Sincerely,

	A. Booher dity Specialist
l agree	to the renewal of the above referenced Contract for the above stated Term of Renewal. All terms, ns and prices remain the same as in the current contract.
Yes X	NO DocuSigned by:
Signatu	e
Title	03A7EBD36239445 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

Revision: 2-3-2011



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.



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.

# 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 lyengar	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	Charles Schwab (2006-2010): Genesys CTI Engineer     Alcatel-Lucent/Genesys (2010-2014):TAM for Genesys UPMC project.     Genesys (2014-Present): PS Tech Lead. Worked on several cloud projects.	BS-Computer Science Engineering MS-Computer Science Engineering	Genesys certifications:  Cloud Administrator 8.5 (GCA8-CLA)  SIP Server 8 Consultant (GCP8-SIP)  Inbound Voice 8 Consultant (GCP8-CIV)  Inbound Voice 8 Developer (GCP8DIV)  CIM8 Troubleshooting for Support (GCS8CIM)  Voice Platform 8.5 Consultant (GCP8CVP)  Services 8 Consultant (GCP8-ESV)  Interaction Recording 8.5 Consultant (GCP8-GIR)  Business Edition Premise 8 Consultant (GCP8-BEP)

Incident Manager	Mark McGraw	John Hueser	100%	18+	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     4 years working with     Genesys software     installation,     configuration, and     technical     troubleshooting as an     analyst specializing in     GVP-World Expert in     GIR	University Degrees in:  Business administration-Major in Marketing  Computer Science- majoring in Information Systems  Currently studying for PMP	Business Edition Premise     8.1 Associate Consultant     (GCA-BEP81)     Genesys Info Mart 8
					GIR  • 1 Year Technical Account Manager for Genesys		
Trainer	Jesus Bravo	Robert Beard	100%	10	Experienced Genesys Computer Telephony Integration (CTI) and technical trainer	BS	
Reporting Specialist	Victor Chaidez	Rachel Radel	100%	4	Historical Reporting (GI2 & GCXI) Realtime Reporting (Pulse)	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.

				0 1						
Change Request Number and Name:	ECCS_CCR_026	6 Update to	MACE	) Support	R	Related CR/Co Sec	ontract tion #:	44000	)15717	
Date Created:	10/14/2019				Date Submitted to COPA:				/19	
Description (Brief):	The purpose of the cost of MACD will MACD changes are in scope for I Definitions:	thout admin within Appei	istrativ ndix W	e support and identified as	nd/if p	provisioned mi	nimums	are ex	ceeded.	
	With MA     per user     provisior     Without     \$150 per	<ul> <li>With MACD Support: 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>Without MACD Support: MACD changes, as defined in Appendix W, are supported for \$150 per change.</li> </ul>								
	<ul> <li>Per year</li> <li>Provision</li> <li>will be added to t</li> <li>If an age</li> <li>for each addition</li> <li>If an age</li> </ul>	Per year/per user will be based on provisioned minimums at the beginning of calendar								
Priority:	□URGENT	ī		□ ORDINAF	RY		☐ LO			
Status: (Please Check)	Approved	Pendin ⊠	g	Rejected □		Cancelled	Comp	leted ]	On Hold	
Category: (Please Check)	Data Ops	Voice O		Security  INFORMAT	ION	ESMS	Supp	oort ]	Contact Center	
Requestor:	Mary Burr	REQUE	310	INFORMATI	ION					
Requestor Email:	Marye.burr@gen	acve com								
Requestor Phone	+1 317-715-8345									
. Number:										
Date Change Requested:	10/14/2019									
Requested:		COBACC	NIT A 4	CT INFORMA	\TIO	N				
COPA Contact:	Amy Kennedy	COPACC	JIN I AV	ST INFORMA	1110	'IN				
COPA Email:	Akennedy@pa.g	01/								
COPA Phone	717-346-1511	OV								
Number: Date Submitted:	11/00/10									
	11/08/19 11/15/19									
Target Date:	11/15/19	CED	VICE	2 AFFECTED	•					
Camina Nama	Enterprise Conta			S AFFECTED	,					
Service Name:	Enterprise Conta	ict Center S	ervice	S						
Product Code:	Code:			☐ New Serv	vice		Char	nge Exi	sting Service	
		FOR F	/CH B	RODUCT CC	)DE					
Unit Price:		1 OR EA	VIII F	KODOOT CC						
Amt of										
Increase/Decrease:										
☐ Increase * –	☐ Decrease * -		Revis	od.	T-	New Catalog		⊠ N	o Unit Price	
(Reference Cost	(Reference Cost	_	IVENIS	<del>-</del> Cu		i New Catalog htrv – Add new		Chang		

Impact Study)	Impact Study)				C	codes to Product Cat.					
				ST IMPACT							
Cost Impact –		The Cost Matrix IMPACT has been updated to align with the CCR and indicates cost revisions							cost revisions		
(None, brief	where applicable.	where applicable.									
description or				61 . 5					ND6		
attached doc):	Product Code			Short Descri	iption		MI		NRC		
	3PG106962ABBA	MACI	D Charg				\$0.		\$150.00		
Technology:	☐ New			Revised		☐ Hardware			Software		
(check all that apply):											
SAP Account			L								
Information, if											
applicable:	SAP Fund: N/A					SAP Cost Cente	er: N/A	4			
••											
Performance	The MACD Suppo	rt upd	ate will	revise the Cos	t Mat	rix to show that M	1ACD's	s will h	ave a cost of		
Impact:						imum or chooses services without					
	administrative sup										
Business	This change reque				ix to f	further clarify the	definiti	on of	the cost withou		
Justification:	administrative sup	port fr	om the	Offeror.							
			oe imm	ediately forward	forwarded to the Comptroller upon acceptance						
ECCS_CCR_026 updat	e to MACD Support										
				_			_	_			
Commonwealth of PA				Genes	sys T	elecommunicat	ions L	.abora	itories, Inc.		
						199					
Kevin Paul, Director				Vikran	Vikram Khosla						
Enterprise Strategic Ted	chnology Services			SVP, Chief Accounting Officer							
Date:02.13.202	20			Date:		2/12/20					



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.

Change Request Number and Name:	ECCS_CCR_027 Additions	ESMS	Catalog	Product	Related CR/Contract Section #:				4400015717	
Date Created:	5/4/2020				Date Submitted to COPA:				5/4/202	20
Description (Brief):	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.									red predictive
Priority:	URGENT			⊠ ORDII				LOW		
Status: (Please Check)	Approved	Pe	Reject	ed	C	Cancelled	Comp	leted ]	On Hold	
Category: (Please Check)	Data Ops	Voice Ops Securi					ESMS	Supp	oort ]	Contact Center
			REQUES	TOR INFO	ORM	IATIO	N			
Requestor:	Mary Burr									
Requestor Email:	Marye.burr@gene	esys.co	om							
Requestor Phone Number:	+1 317-715-8345									
Date Change	5/4/2020									
Requested:	01-1/2020									
		С	OPA CO	NTACT IN	FOR	MATI	ON			
COPA Contact:	Amy Kennedy									
COPA Email:	Akennedy@pa.go	V								
COPA Phone	717-346-1511									
Number: Date Submitted:	5/4/2020									
Target Date:	5/11/2020									
raiget bate.	0/11/2020		SER	ICES AFF	EC	ΓED				
Service Name:	Enterprise Contac	t Cent								
	•									
Product Code:	Code:			⊠ New S					ng Service	
	T		FOR EA	CH PROD	UCT	COD	E			
Unit Price:										
Amt of Increase/Decrease:	□ <b>D</b>	-				57 N	0-1-1-	1	E NI	The CD Co.
☐ Increase * – (Reference Cost	☐ Decrease * - (Reference Cost		Rev	sea	New Catalog     Fatty Add now codes to				<ul><li>☐ No Unit Price</li><li>Change</li></ul>	
Impact Study)	Impact Study)				Entry – Add new codes to Product Cat.				Change	
, , ,	, , , , , , , , , , , , , , , , , , , ,		C	OST IMP	ACT					
Cost Impact – (None, brief	The following prod	ducts v	vill be add	led to the (	Gene	esys E	SMS produ	ct Catalog:		
description or attached doc):	Product or service		ong Descr		М	IRC	NRC	Usage		Part Number
	Genesys Advanced Chat		nced Chat chronous	supports			n/a	n/a	3G	F109187ABAA
	Advanced Chat		oilities for \	Neb and						
		Mobile	e Channels	s. Along						
			synchrono							
			d Mobile Ap ort, Rich M							
			aging for B							
		Desig	ner OOB t	emplates.	\$	24.32	,	00.55		
	Genesys Voicebots Intxn		le voicebo interactio				n/a	\$0.38	3G	F110685ABAA
	V Olocoots IIIIAII		um of 15k							
		intera	ctions/mor	ıth		n/a				
	Genesys Voicebots		le voicebo minute. M				n/a	\$0.16	3G	F110686ABAA
	Minutes		minute. Iv minutes/r			n/a				

\$0.19 Genesys Google chatbot billed by n/a 3GP110683ABAA Chatbot the interaction. Minimum of 15k interactions/month n/a Genesys Predictive Routing using n/a \$0.08 3GP109185ABAA Predictive Genesys Al Minimum of Routing for 100K Interactions/Month Cust. Svc. n/a Agent Assist Agent Assist billed by n/a with Google peak busy hour. Peak Agent Fee per concurrent agents Agent Hour 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. \$1.03 n/a Technology: □ New ☐ Revised ☐ Hardware (check all that apply): **SAP Account** Information, if SAP Fund: N/A SAP Cost Center: N/A applicable: The Service offerings need to be added to the ESMS catalog so agencies will be able to order **Performance** Impact: 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. **Business** Without detailed information on the available product and its associated cost, agency would not Justification: 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	Vikram Khosla
Service Value Management	SVP, Chief Accounting Officer
Date: _05.20.2020	Date:5/20/20



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.

Change Request Number and Name:	Product Addition	og	Related CR/Contract Section #:				4400015717 CCR_027				
Date Created:	5.22.20				Date Submitted to COPA:				5.22.20		
Description (Brief):	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.										
Priority:	URGENT			⊠ ORDI				☐ LOW	'		
Status:	Approved	Pend	ling	Reject	ed		Cancelled	Comp	leted	On Hold	
(Please Check)		$\boxtimes$	]					Ė	]		
Category:	Data Ops	Voice	Ops	Secur	ity		ESMS	Supp	ort	Contact Cen	ter
(Please Check)		<u> </u>	<u> </u>						]		
	T., _	R	EQUES	STOR INF	ORM	<u>ATIOI</u>	N				
Requestor:	Mary Burr										
Requestor Email:	Marye.burr@gene	esys.com	)								
Requestor Phone Number:	+1 317-715-8345										
Date Change	5.22.20										
Requested:	0.22.20										
•		СО	PA COI	NTACT IN	FOR	MATI	ON				
COPA Contact:	Amy Kennedy										
COPA Email:	Akennedy@pa.go	V									
COPA Phone	717-346-1511										
Number:											
Date Submitted:	5.22.20										
Target Date:	5.26.20										
			SERV	ICES AFI	FECT	ED					
Service Name:	Enterprise Contac	ct Center	Service	es							
Product Code:	Code:			⊠ New S	Servi	ce		∐Chang	e Ex	isting Service	
		F	OR EA	CH PROD	UCT	CODI	E				
Unit Price:											
Amt of											
Increase/Decrease:											
☐ Increase * –	☐ Decrease * -		] Revi	ised					☐ No Unit Price		
(Reference Cost	(Reference Cost				Entry – Add new codes to				Change		
Impact Study)	Impact Study)					Produ	uct Cat.				
0 ( 1 (	T1 - (-11- 1	1 9		OST IMP			0140				
Cost Impact – (None, brief	The following pro-	ducts wii	be add	ied to the	Gene	sys E	SIVIS produc	ci Catalog.			
description or	Product or									Part Number	
attached doc):	service		g Descr		MI	RC	NRC	Usage	)		
•	Genesys		voicebo				n/a	\$500		3GP110686ABAAC	2
	Voicebots	by the n									
	Minutes-per 10,000 units	of 1000l	k minute	s/montn		n/a					
	Genesys	Google	voicebot	billed at		11/a	n/a	\$416,667		3GP110686ABAAZ	,
	Voicebot	a flat rat					.,.	ψσ,σσ.			
	minutes -	Note: th	is is a or	ne-time							
	unlimited			ble to DLI							
		UC for a									
		case ag	amst ช0(	0 inbound		n/a					
Technology:	☐ New	Ports	ПП	Revised		ПП	Hardware			Software	
(check all that				. 10 11000			· iaiamaio				
apply):											
	î					•					

SAP Account Information, if applicable:	SAP Fund: N/A	SAP Cost Center: N/A						
Performance		e ESMS catalog so agencies will be able to order						
Impact:		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.							
Business	Without detailed information on the available prod							
Justification:		irement. CoPA leadership has requested that these						
	new offerings be made available ASAP.							
(*) NOTE: All stateme	ents that affect billing must be immediately forwarde	ed to the Comptroller upon acceptance						

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

Commonwealth of PA	Genesys Telecommunications Laboratories, Ir
Kevin Paul, Director	Vikram Khosla
Service Value Management	SVP, Chief Accounting Officer
Date:05.26.2020	5/22/2020



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.

Change Request Number and Name:	ECCS_CCR_028 W Connection Produ		net		Related CR/Contract Section #:				4400015717		
Date Created:	7.1.20			D	Date Submitted to COPA:				7.1.20		
Description (Brief):	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 wor at home system users.										
Priority:	□URGENT		□ ORDIN		•		☐ LOW		_		
Status: (Please Check)	Approved		Pending Rejecte  □ □			celled	Completed		On Hold		
Category: (Please Check)	Data Ops □	Voice Ops	Securit	ty	ES	SMS	Supp	ort	Contact Center		
(i icase officer)		REQUES	STOR INFO	RMA	TION			1			
Requestor:	Mary Burr										
Requestor Email:	Marye.burr@genes	ys.com									
Requestor Phone	+1 317-715-8345										
Number:											
Date Change Requested:	7.1.20										
2271.2		COPA CO	NTACT IN	-ORN	IATION						
COPA Contact:	Amy Kennedy										
COPA Phone	Akennedy@pa.gov										
COPA Phone Number:	717-346-1511										
Date Submitted:	7.1.20										
Target Date:	7.10.20										
go. 2		SERV	ICES AFF	ECTE	ED						
Service Name:	Enterprise Contact										
Product Code:	Code:		New S								
		FOR EA	CH PRODU	JCT (	CODE						
Unit Price:											
Amt of Increase/Decrease:											
☐ Increase * –	☐ Decrease * -	☐ Rev	ised					☐ No Unit Price			
(Reference Cost	(Reference Cost		1000	Entry – Add new codes to				Change			
Ìmpact Study)	Ìmpact Study)				Product			onange			
			OST IMPA								
Cost Impact – (None, brief	The following produ	cts will be add	led to the C	Senes	sys ESM	1S produ	ct Catalog:				
description or attached doc):	Product or service	Long De	scrintion		MRC	NRC	He	age	Standard Interval		
attacheu doc).	WebRTC Internet	WebRTC Int			WI CO	n/a	n/a	ugo	60 days		
	Connection –	Connection is	s to provide								
	PEC Part Number	internet conn									
	-	between age WebRTC and									
	3GP110593ABAA	PureEngage									
		is to support									
		voice commu			8 each						
Technology:	 ☐ New		Revised	1 4		ardware			Software		
(check all that apply):			rtevioca			araware			Conward		
SAP Account								ı		_	
Information, if applicable:	SAP Fund: N/A				SAP C	Cost Cer	nter: N/A				
- p											

Performance Impact:	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.
Business	Without detailed information on the available product and its associated cost, agency would not be
Justification:	able to place order to meet their business requirement. CoPA leadership has requested that these new
	offerings be made available ASAP.
(*) NOTE: All stateme	ents that affect billing must be immediately forwarded to the Comptroller upon acceptance

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

|--|

**Genesys Telecommunications Laboratories, Inc.** 

Kevin Paul, Director	Vikram Khosla
Service Value Management	SVP, Chief Accounting Officer
Date:07.27.2020	Date: 7/27/2020



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.

Change Request	ECCS_CCR_029 p	roduct addition	on	Related CR/Contract 4400				44000	15717	
Number and	l outbound calling				Section #:					
Name:	•									
Date Created:	8.18.20			ı	Date Sub	mitted to	COPA:	8.18.2	0	
Description (Brief):	The purpose of this contract change request (CCR) is to update the Genesys ESMS product catalog								alog	
Description (Brief).	with additional Gen									
		, ,	THE HEW	Onen	ing includ	es munip	ne outbo	unu chan	irieis to supp	OIL
	outbound campaigns.									
		T								
Priority:	URGENT		⊠ ORDIN				☐ LO			
Status:	Approved	Pending	Rejecte	ed	Cano	elled	Com	pleted	On Ho	old
(Please Check)		$\boxtimes$			L					
Category:	Data Ops	Voice Ops	Securi	ty	ES	MS	Su	oport	Contact C	enter
(Please Check)										
		REQUES	TOR INFO	ORM	ATION					
Requestor:	Mary Burr									
Requestor Email:	Marye.burr@genes	vs com								
Requestor Phone	+1 317-715-8345	70.00111								
Number:	113177130040									
Date Change	8.18.20									
	0.10.20									
Requested:		0004 004	ITA OT IN		MATION					
20712	A 14 1	COPA COM	NIACIIN	FOR	MATION					
COPA Contact:	Amy Kennedy									
COPA Email:	Akennedy@pa.gov									
COPA Phone	717-346-1511									
Number:										
Date Submitted:	8.18.20									
Target Date:	8.25.20									
		SERV	ICES AFF	ECT	ED					
Service Name:	Enterprise Contact									
			-							
Product Code:	Code:		⊠ New S	Servi	ce		Chan	ge Existi	ng Service	
	Couc.		<u> </u>					igo Exiloti	119 001 1100	
		FOR FAC	CH PROD	UCT	CODE					
Unit Price:		I OR EAC	<u> </u>	<del>.</del>	OODL					
Amt of										
Increase/Decrease:		□ Davi			☑ Na… (	Cotolo a			a Hait Drian	
☐ Increase * –	☐ Decrease * -	☐ Revi	sea		⊠ New (			1 =	Unit Price	
(Reference Cost	(Reference Cost				•		Id new codes to Change			
Impact Study)	Impact Study)				Product (	Jat.				
			OST IMPA							
Cost Impact –	The following produ	<u>icts will be add</u>	led to the (	Gene	esys ESM	S produc	ct Catalo	g:		1
(None, brief										
description or	Product or								Standard	
attached doc):	Service	Sku#	Lone	Des	cription	MRC	NRC	Usage	Interval	
		3GP89316ABAA		, –	p					
		(MRC);								
		3GP89316ABAA	Text E	nabled	d Toll Free					
	TETFN Lease	(NRC)	Numb	er		\$2	\$2	n/a	Monthly	
			Text F	nahled	d Toll Free					
			Numb							
	TETFN per Message	3GP110440ABAA		•		n/a	n/a	\$0.015	Monthly	
			Tout 5		I Tall Fran					
			Numb		d Toll Free MMS					
	MMS TETFN	3GP11044ABAA				n/a	n/a	\$0.04	Monthly	
						,~	.,,	Ŧ O .	,	
	Email Messaging	3GP89325ABAA	Email		ging per	n/a	n/a	\$0.0096	Monthly	
	Liliali iviessagilig	3GP89325ABAA 3GP89318ABAA	EIIIdll	ivic22d	ige.	11/4	11/4	טפטט.טק	iviolitilly	
	Email IP and Domain	(MRC);	Dedica	ated Fr	mail IP and					
	Name	3GP89313ABAA	Doma			\$63.125	\$757.50	n/a	Monthly	

					1		•	r	
	(NRC)								
		1							
Technology: (check all that	☐ New	☐ Revise	ed	☐ Ha	rdware			Software	
apply):									
SAP Account		•					•		
Information, if applicable:	SAP Fund: N/A			SAP C	ost Cen	ter: N/A			
аррпсаыс.									
Performance	The Service offerings need to								
Impact:	products needed. These new citizens of the Commonweals		ill help C	oPA prov	vide outh	oound ca	mpaign c	apabilities	to th
Business	Without detailed information		able prod	uct and i	its assoc	iated cos	st, agenc	y would no	t be
Justification:	able to place order to meet the	heir busines	s requirer	ment. DL	I at CoF	A is requ	uesting th	is.	
(*) NOTE: All stateme	ents that affect billing must be	immediately	forwarde	ed to the	Comptro	oller upor	n accepta	ınce	
ECCS_CCR_029 pro Commonwealth of P	duction addition outbound o	calling	Genesy	/s Telec	ommun	ications	Laborat	ories, Inc.	
							_		
Kevin Paul, Director			Vikram	Khosla				_	
Service Value Manag	ement		SVP, C	hief Acco	ounting (	Officer			
Date: 08.31.2020	1		Date:	8/31/2	2020				



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.

Change Request	ECCS_CCR_029.1 Correct Cost Error Related CR/Contract 4400015717							5717		
Number and	and NRC Description for Dedicated Section #:									
Name:		Email IP and Domain Name Product								
Date Created:	9.2.20	9.2.20 Date Submitted to COPA: 9.3.20								
Description (Brief):	The purp	The purpose of this contract change request (CCR) is to correct a pricing error for the Dedicated Email								
(,		P and Domain Name Product added via approved CCR ECCS_CCR_029.The original cost was								
			e decimal poir							
Priority:	URGE	NT		⊠C	RDINAF	RY		LOW	1	
Status:	Appro	ved	Pending	R	ejected	Ca	ancelled	Comp	leted	On Hold
(Please Check)			$\boxtimes$						]	
Category:	Data	Ops	Voice Op	s S	ecurity		ESMS	Supp	port	Contact Center
(Please Check)			<u> </u>	LIEGEGE		117101			]	
D	Mana		REQ	<u>UESTOR</u>	INFORM	IAHON				
Requestor:	Mary Bur		2001/2000							
Requestor Email: Requestor Phone	+1 317-7		nesys.com							
Number:	+1 31 <i>1-1</i>	15-654	5							
Date Change	9.2.20									
Requested:	5.2.20									
			COPA	CONTAC	T INFO	RMATIO	N			
COPA Contact:	Amy Ken	nedy								
COPA Email:	Akenned	y@pa.g	yov							
COPA Phone	717-346-	1511								
Number:										
Date Submitted:	9.3.20									
Target Date:	9.8.20									
				ERVICES	AFFEC	TED				
Service Name:	Enterpris	e Conta	act Center Se	rvices						
Product Codo	Code:   ☐ Change Existing Service									
Product Code:	Code:			N	New Serv	ice		∐Chang	e Existin	g Service
Product Code:	Code:		FOR					∐Chang	e Existin	g Service
	Code:		FOR	EACH P				∐Chang	e Existin	g Service
Unit Price:	Code:		FOR					∐Chang	e Existin	g Service
Unit Price:	Code:		FOR					∐Chang	e Existin	g Service
Unit Price: Amt of Increase/Decrease: Increase * –	☐ Decr	ease *	-   _			Γ CODE	w Catalog		□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * – (Reference Cost	☐ Decr	ce Cost	-   _	EACH P		CODE  Ne• Entry -	w Catalog - Add new			Unit Price
Unit Price: Amt of Increase/Decrease: Increase * –	☐ Decr	ce Cost	-   _	EACH P	RODUCT	⊠ Nev Entry -	w Catalog		□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)	☐ Decr	ce Cost	-   _	EACH P		⊠ Nev Entry -	w Catalog - Add new		□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact -	☐ Decr (Referend Impact S	ce Cost	-   _	EACH P	RODUCT	⊠ Nev Entry -	w Catalog - Add new	codes to	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief	Decr (Reference Impact S	ce Cost	-	EACH P	RODUCT	⊠ Nev Entry -	w Catalog - Add new ct Cat.	codes to	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	☐ Decr (Referend Impact S	ce Cost	-   _	EACH P	RODUCT	⊠ Nev Entry -	w Catalog - Add new	codes to	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief	Decr (Reference Impact S	ce Cost tudy)	Long description	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard	codes to  Corrected MRC	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and	ce Cost tudy)	Long description  Dedicated	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard	codes to  Corrected MRC	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard	codes to  Corrected MRC	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and	ce Cost tudy)	Long description  Dedicated Email IP and Domain	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard	codes to  Corrected MRC	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time,	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain Name	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning and	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain Name	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning and configuration	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain Name	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning and	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain Name	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning and configuration of a	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price
Unit Price: Amt of Increase/Decrease: Increase * - (Reference Cost Impact Study)  Cost Impact - (None, brief description or	Product or Service Email IP and Domain Name  Email IP and Domain	ce Cost tudy)	Long description  Dedicated Email IP and Domain Name One-time, non-recurring set up fee for provisioning and configuration of a dedicated	EACH P	RODUC1	⊠ Nev Entry - Produc	w Catalog - Add new ct Cat. Standard Interval	Corrected MRC Pricing	□ No	Unit Price

Technology: (check all that apply):	New	Revised	☐ Hardware	
SAP Account Information, if applicable:	SAP Fund: N/A	1	SAP Cost Center: N	/A
Performance Impact:	The Service offerings need to products needed. This CCR description.	is to update the Er	mail IP and Domain Name	e price as well as NRC
Business Justification:	Without this corrected CCR of agency would not be able to			
(*) NOTE: All stateme	ents that affect billing must be	immediately forwa	rded to the Comptroller u	pon acceptance
Commonwealth of P	orrect Cost Error and NRC D	•	esys Telecommunicatio	
		<b>.</b>		
Kevin Paul, Director			am Khosla	
Service Value Manag	ement	SVP	, Chief Accounting Officer	•
Date:09/21/202	0	Date	9/16/2020	



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.



**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 <a href="mailto:bbooher@pa.gov">bbooher@pa.gov</a> by close of business Friday, October 2, 2020.

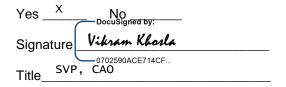
If the Contract is renewed, the Department of General Services will issue a change notice to reflect the renewed contract period.

Thank you for your immediate response. If you have any questions, please contact me at (717) 346-4294 or <a href="mailto:bbooher@pa.gov">bbooher@pa.gov</a>

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.



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



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.

Change Request Number and Name:	ECCS_CCR_030 Application Suppor		Custom	Rel	ated CR/Cont	ract Se	ection #:	44000157	717
Date Created:	9.10.20 <b>Date Submitted to COPA:</b> 9.17.20								
Description (Brief):	Support ("CAS") TI assistance with pro	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.							ans for
Priority:	URGENT			RDINARY			] LOW		
Status: (Please Check)	Approved	Pending		ejected	Cancelled		Comple		On Hold
Category: (Please Check)	Data Ops □	Voice O		ecurity	ESMS		Suppo	ort	Contact Center
D 1	Mari Davi	REC	QUESTOR	INFORM <i>A</i>	TION				
Requestor: Requestor Email:	Mary Burr Marye.burr@genes	21/0 00m							
Requestor Phone	+1 317-715-8345	sys.com							
Number:	113177130343								
Date Change Requested:	9.15.20								
•		COPA	CONTAC	T INFORM	MATION				
COPA Contact:	Amy Kennedy								
COPA Email:	Akennedy@pa.gov	/							
COPA Phone Number:	717-346-1511								
Date Submitted:	9.17.20								
Target Date:	9.25.20		SERVICES	AFFECTI	-D				
Service Name:	Enterprise Contact			AFFECTI	שב				
Corvice Hame:	Zintorprioo Comact	Contor Co	71 11000						
Product Code:	Code:		⊠ No	ew Servic	Э		Change	Existing S	Service
		FOF	R EACH PR	ODUCT (	CODE				
Unit Price:									
Amt of Increase/Decrease:									
☐ Increase * –	Decrease * -		Revised		New Catalo     New Catalo				nit Price
(Reference Cost Impact Study)	(Reference Cost Impact Study)				Entry – Add ne Product Cat.	w code	es to	Change	
impact Otday)	impact Otday)		COSTI	MPACT	Toddet Oat.		<u> </u>		
Cost Impact – (None, brief	The following prod	ucts/Servic			ne Genesys E	SMS pr	roduct C	atalog:	
description or attached doc):	Product or	Ç.		Lana D	o o o rimtio m	MDC	NDC	Heene	Standard
	Service	3K	u#		escription CAS is a	MRC	NRC	Usage	Interval
				break/fix service fo	support				
	Variable Rate			customiz					
	for Custom			the Gene					
	Application	<b>.</b>			products,				
	Support (End User)-GEC-PS	SKU-A-00	0007606 341ACAA	and Cust Software		N/A	\$1.00		
	USEI)-GEU-FS	/JUF III	J+ IACAA	Juliwale		IN//A	φ1.00		
Technology:	☐ New		Revis	ed	☐ Hardwar	e		⊠ Sof	tware
(check all that									
apply):									

SAP Account Information, if applicable:	SAP Fund: N/A	SAP Cost Center: N/A
Performance		s Care, with response times subject to the service
Impact:		vill be conducted by Consultants other than Software
	Developers from the Custom Solutions Team. This	
		ion. CAS provides support from the Custom Solutions
	Team so once the issue is reported, it is directly ro	outed to that team decreasing response time and
	lessening impact.	
Business		nce directly from the development team responsible
Justification:	for building the application. It reduces risk, and lin	
	time to get directly to Custom Solutions team for tr	oubleshooting means the issue is resolved more
	efficiently.	
(*) NOTE: All stateme	ents that affect billing must be immediately forwarde	d to the Comptroller upon acceptance

ECCS\_CCR\_030 Addition of Custom Application Support ("CAS")

	• • •	• • • •	,			
Commonwealth of PA			Genesys 7	Геlecommunication	ns Laboratories, I	nc.
Kevin Paul, Director			Vikram Kh	osla		
Service Value Management			SVP, Chie	f Accounting Officer		
Date:10.27.2020			Date:	10/26/2020		

Change Request Number and Name:	and Cost Reduction					elated CR/C Se	4400	0015717	
Date Created:	10/12/20			Date Submitted to COPA: 10/12/20					
Description (Brief):	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.								
Priority:	URGENT		□ ORDIN	NARY			☐ LOW		
Status: (Please Check)	Approved	Pending ⊠	Rejecte	ed	С	ancelled	Compl	eted 	On Hold
Category:	Data Ops	Voice Ops	Securi	ty		ESMS	Supp	ort	Contact Center
(Please Check)	Ш				TION	<u> </u>			
Doguester	Mon / Durr	REQUES	STOR INFO	JKMA	IION	1			
Requestor: Requestor Email:	Mary Burr Marye.burr@gene	0.40.000							
Requestor Phone	+1 317-715-8345	Sys.com							
Number:	+1317-713-0343								
Date Change Requested:	10/12/20								
•		COPA CO	NTACT IN	FORM	IATIO	ON			
COPA Contact:	Amy Kennedy								
COPA Email:	Akennedy@pa.go	V							
COPA Phone Number:	717-346-1511								
Date Submitted:	10/12/20								
Target Date:	10/26/20								
			/ICES AFF	ECT	ED				
Service Name:	Enterprise Contac	t Center Servic	es						
Product Code:	Code:		☐ New S	Servic	е		⊠Chang	e Exis	sting Service
		FOR FA	CH PROD	UCT (	CODE	<u> </u>			
Unit Price:		TORLA	OIII KOD	<u> </u>	<i>,</i>	-			
Amt of									
Increase/Decrease:									
☐ Increase * –	☐ Decrease * -	□ Rev	ised			w Catalog			No Unit Price
(Reference Cost	(Reference Cost					<ul> <li>Add new of</li> </ul>	codes to	Char	nge
Impact Study)	Impact Study)				Produ	ct Cat.			
Os at Immas at	A -1 -1	C	OST IMPA	ACT					
Cost Impact – (None, brief	Add products: ESMS Product			MRC	` ~ "	Current			
description or	Number	Long Desc	ription	NR		Cost	New Co	st	
attached doc):	GE-CC-	Agent With Sup				\$94	\$74		
	CCCS000001		•	N	ИRC				
	Remove Product	s·							
	ESMS Product	<u>.                                    </u>		MRC	c or		1		
	Number	Long Desc	ription	NR		Cost			
	GE-CC-					\$78			
	CCCCS000101	Agent Without S		N	ИRC				
Technology:	☐ New		Revised			Hardware			Software
(check all that									
apply):									

SAP Account Information, if applicable:	SAP Fund: N/A	SAP Cost Center: N/A					
Performance	The contract will be extended through June 30, 2023 as the Commonwealth has chosen to use the						
Impact:	option to Renew Clause.						
Business	The term of the current Contract commenced on July 1, 2018 for a 3 year term, with an option of two						
Justification:							
	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

Date: \_10.27.2020\_\_\_\_\_

# Commonwealth of PA Genesys Telecommunications Laboratories, Inc. Kevin Paul, Director Vikram Khosla Service Value Management SVP, Chief Accounting Officer

Date: \_\_\_\_10/26/2020\_\_\_\_\_



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

#### **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.

Change Request Number and Name:	ECCS_CCR_032 - Hosting Fee Product Additions		Related CR/Contract Section #:			4400015717				
Date Created:	1/6/2021			Date Submi	tted to	COPA:	1/6/2021			
Description (Brief):	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.  Low: Minimal maintenance of infrastructure for security updates. Annual certificate change, quarterly									
	security audit. Standard infrastructure and networking model.  Medium: Quarterly change management, data purges, weekly data monitoring. Specialized infrastructure and/or networking model.  High: 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									
Priority:	URGENT	D P	⊠ ORDIN		L	LOW		O . Hald		
Status: (Please Check)	Approved □	Pending ⊠	Rejecte	d Cancell	ed	Comple	ted	On Hold		
Category:	Data Ops	Voice Ops	Security	y ESMS		Support		ontact Center		
(Please Check)					<b>'</b>					
	REQUESTOR INFORMATION									
Requestor:										
Requestor Email:										
Requestor Phone Number:	+1 317-715-8345									
Date Change Requested:	1/6/2021									
COPA CONTACT INFORMATION										
COPA Contact:										
COPA Email:										
COPA Phone Number:	717-346-1511									
Date Submitted:	1/6/2021									
Target Date:										
SERVICES AFFECTED										
Service Name:	Enterprise Contact Center Services									
Product Code:	Code:   ☐ New Service ☐ Change Existing Service				Service					
		FOR EACH	PRODUC'	Γ CODE						
Unit Price:	n/a									
Amt of Increase/Decrease:	n/a									
☐ Increase * –	☐ Decrease * - ☐ Revised ☐ New Catalog ☐ No Unit Price									
(Reference Cost	(Reference Cost Impact Entry – Add new codes to Change									
Impact Study)	Study) Product Cat.									
Coat Immast	COST IMPACT									
Cost Impact – (None, brief	The following products/services will be <b>added</b> to the Genesys ESMS product catalog:									
description or attached doc):	Product or Service	Sku#		Description	MRC	NRC	Usage	Standard Interval		
	Hosting Fee – All Agencies	GE-CC- SPSUP000300		g Fee – All es - LOW	n/a	\$3.350	n/a	Annually		

	Hosting Fee –	GE-CC-		Hosting Fe	e – All				Annually			
	All Agencies	SPSUP0004	400	Agencies -	- MEDIUM	n/a	\$5,350	n/a				
	Hosting Fee –	GE-CC-		Hosting Fe	e – All				Annually			
	All Agencies	SPSUP0005	500	Agencies -	HIGH	n/a	\$9,350	n/a				
Technology:	☐ New		☐ Re	evised	☐ Hardw	vare		⊠ Sof	itware			
(check all that												
apply):												
SAP Account												
Information, if	SAP Fund: N/A				SAP Cost Center: N/A							
applicable:	OAI TUIIU. NA				OAI COSI	Cente	1.14/					
Performance	The Service offerion					o agend	cies will be	able to	order or			
Impact:	request the custor	n solutions tha	at requir	e the hosting	g service.							
Business	This allows an age	ency using a c	custom s	solution, that	cannot be o	offered i	n a standa	ard Gene	sys produc			
Justification:	Justification: to be hosted in a cloud environment such as AWS											
(*) NOTE: All stateme	ents that affect billin	g must be imr	mediatel	y forwarded	to the Comp	otroller	upon acce	ptance				
ECCS_CCR_032_ Hosting Fee Product Additions  Commonwealth of PA  Genesys Telecommunications Laboratories, Inc.									Inc.			
Director Service Value Manag				ŭ	nior Director							
Date:01.28.202	.1			Date	1/28/2021				_			

Change Request	ECCS_CCR_03	3 Hosting Fee	Product Re	vision	Rela	ated CR	/Contract	440001	15717		
Number and							Section #:				
Name:											
Date Created:	1/12/2021						mitted to COPA:				
Description (Brief):	The purpose of										
	product noted b 04.18.2019	elow. This prod	duct was orig	inally adde	ed via app	roved E	CCS_CCF	R_019, ef	fective		
	Current Product reports.	Long Description	on:Hosting fee	for Labor	and Indus	try ONL	∕ - Require	d when or	dering custom		
	New Product Lo		: Hosting fee	for Labor	and Indu	stry <mark>and</mark>	<mark>OA</mark> ONLY	′ - Require	ed when		
Priority:	☐ URGENT			⊠ ORDI	NARY		□ LO¹	W			
Status:	Approv								On Hold		
(Please Check)	" 🗖										
Category:	Data C	ps	Voice Ops	Securit	y E	SMS	Sup	port	Contact		
(Please Check)									Center ⊠		
		REQI	UESTOR INF	ORMATIC	ON						
Requestor:											
Requestor Email:	. 4 047 745 004	_									
Requestor Phone Number:		317-715-8345									
Date Change Requested:	01.13.2021										
		COPA CONTACT INFORMATION									
COPA Contact:											
COPA Email:											
COPA Phone Number:	717-346-1511										
Date Submitted:	01.13.2021										
Target Date:	01.20.2021										
			ERVICES AF	FECTED							
Service Name:	Enterprise Cont	act Center Ser	vices								
Product Code:	Code: GE-CC-S			☐ New S			⊠Char	nge Existii	ng Service		
		FOR	EACH PROD	DUCT CO	DE						
Unit Price:											
Amt of Increase/Decrease:											
☐ Increase * –		- (Reference	⊠ Rev	rised		w Catal		_	Unit Price		
(Reference Cost Impact Study)	Cost Impact Stu	ıdy)				– Add n oduct Ca	ew codes t.	Change	9		
			COST IMP	ACT							
Cost Impact – (None, brief	The following pr	oducts/service	s will be <b>revi</b>	sed on the	e Genesy	s ESMS	product ca	atalog:			
description or attached doc):	Product or Service	Product Cod	Current Long Descrip	Nev	v Long scription	MRC	NRC	Usage	Standard Interval		
	Hosting Fee for Custom- Built Solutions	GE-CC- SPSUP00021	Hosting f for Labor and Indu ONLY - Required when ord	ee Hos	sting fee Labor Industry OA LY -	N/A	\$2 400		N/A		

			repo	rts	when or ing cust reports					
Technology: (check all that apply):	☐ New			⊠ Rev	ised		Hardwar	e	⊠ S	oftware
SAP Account Information, if applicable:	SAP Fund: N/A	1				SAF	Cost C	enter: N/	A	
Performance Impact: Business Justification:	application is fo	OA to the L&I hosting OA Help Desk Action OA to the hosting solemented.	ctive I	Directory	Azure Lo	okup	Service.			
(*) NOTE: All stateme			diate	ly forward	ded to the	e Com	ptroller	upon acce	eptance	
Commonwealth of P	A			Genes	sys Teled	comm	nunicati	ons Labo	ratories, l	nc.
					UZUF/BAAZ IE	045Z		<u> </u>		
Director				Land	Carrier D		_			
Service Value Manage				Legal	Senior Di	recto /2021	_			



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

## **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.

Change Request	ECCS_CCR_35	-Channe	I		Related CR/	Contract,	tract, 4400015717			
Number and Name:	<b>Outbound Prod</b>	luct A	ddition				PCR,			
						Contract S				
Date Created:	2.9.21					Date Sub	omitted to COPA:	2.12.21		
Description (Brief):	The purpose of									
	Omni-channel o									
	calls (either age Commonwealth									
	effective and eff		imunicate	WITH ITS CITIZ	ens t	oroactively vi	a iliose cha	mineis mai	are most	
Priority:	URGENT			□ OR	DINA	\RY		OW		
Status:	Approved		Pending			Cancell		npleted	On Hold	
(Please Check)					]		_			
Category:	Data Ops		Voice Op	os Secu	ırity	ITSM	l Su	ipport		
(Please Check)			CUECTO		ATIO	<u> </u>				
Requestor:	Trenton Lewis	KE	QUEST	OR INFORM	4110	'N				
Requestor Email:	Trenton Lewis@	nenes	vs com							
Requestor Phone	+1 317-493-439		y 3.00111							
Number:										
Date Change										
Requested:										
		COP	A CONT	ACT INFORI	MAT	ION				
COPA Contact:	Amy Kennedy									
COPA Email:	Akennedy@pa.g	gov								
COPA Phone	717-346-1511	717-346-1511								
Number: Date Submitted:	2.12.21									
Target Date:										
raiget Date.	2.13.21		SERVIC	ES AFFECT	FD					
Service Name:			OLIVIO	20711201						
Product Code:	Code:			⊠ Ne	ew S	ervice	☐ Chan	ge Existing	Service	
						_				
Unit Drice		FC	R EACH	PRODUCT	COD	)E				
Unit Price:										
Increase/Decrease:										
☐ Increase * –	☐ Decrease *		☐ Rev	/ised		New Cat	alog	☐ No Un	it Price	
(Reference Cost	(Reference Cos					Entry - Add	new	Change		
Impact Study)	Impact Study)					codes to Pro	duct Cat.			
			COS	ST IMPACT	<u> </u>				T	
Cost Impact – (None,	Product or	CI#		Long		MDG	NDC		Standard	
brief description or attached doc):	Service United States	Sku#		<b>Descriptio</b> Non-	n	MRC	NRC	Usage	Interval 12	
attached doc).	Short Code			recurring					Weeks	
	Set Up One	PCSN	/IS-170-	charge for					VVCCKS	
	Time Charge	NV-		Short Code	•					
		USSC	COTC	Setup		N/A	\$813.00	N/A		
	United States			Non-					6 Weeks	
	Free to End-	GCSI		recurring						
	User (FTEU)	170-N		charge for			ΦE 000 00			
	Setup One	USFT	EU	FTEU Code		NI/A	\$5,200.00	NI/A		
	Time Charge	PCMI	MS-	Setup Non-		N/A		N/A	12	
	US Short	170-N		recurring					Weeks	
	Code MMS		COTC	charge for					770010	
	One Time		<del>-</del>	MMS Short						
	Setup			Code Setup		N/A	\$625.00	N/A		

				Т	Г	
United States Short Code Vanity 3 Month Recurring Charge	PCSMS-170- NV- USSCV3M	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	GCSMS-170-	quarterry.	ψ5,750.00	IN/A	11/73	IN//A
and Canada Short Code Hosting 3 Month Recurring Charge	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

	US Short Code MMS Outbound	PCMMS-17	·O-	U.S. Outbound Short Code						
	Per Message	NV-USSCO	-	Message Rate	N/	A	N/A	\$0.025	N/A	
	US Short Code MMS Inbound Per Message	PCMMS-17 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/		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	
Technology: (check all that apply):	☐ New			Revised		☐ Hard	dware	☐ Soft	ware	
SAP Account Information, if applicable:	SAP Fund: N/A					SAP Cost Center: N/A				
Performance Impact:	this Omni-Chan messaging capa	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.								
Business Justification:		Without adding these products to the catalog along with the associated costs, the agencies								
Justification: 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.

DocuSigned by:	
J	
Date: 3/8/2021	



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

## **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.

Change Request Number and	Google Agent F	6 Agent Assist wit ee per Agent Add		Relate	d CR/Cont Contract		4400015717				
Name:											
Date Created:					Submitted			23.21			
Description (Brief):		his CCR is to add a									
		ssist with Google A									
		e knowledge sugge	estions	provided b	y the produ	ict to im	prove th	ne custo	mer's		
Drioritu	experience.  URGENT	l r	⊠ ORI	DINARY			LOW				
Priority: Status:		Pending	Reje		Cancelled	$\Box$	Compl	atad	On Ho	old	
(Please Check)				1		'		eleu		Jiu	
Category:		Voice Ops	Secu	ıritv	ITSM		Supp	ort			
(Please Check)				]				011			
,		REQUEST	OR IN	FORMATIC	DN				· L		
Requestor:	Trenton Lewis										
Requestor Email:	Trenton.Lewis@	genesys.com									
Requestor Phone	+1 317-493-4395										
Number:											
Date Change											
Requested:											
	T	COPA CON	TACT I	NFORMAT	TION						
COPA Contact:											
COPA Email:	, , ,	OV									
COPA Phone	717-346-1511										
Number: Date Submitted:	3.23.21	22.04									
Target Date:											
raiget Date.	3.30.21	SERVI	CES AI	FFECTED							
Service Name:		OLIVI	OLO AI	ILOILD							
Product Code:	Code:		⊠ Ne	w Service		☐ Ch	ange E	kisting S	Service		
	FOR EACH PRODUCT CODE										
Unit Price:		FUR EAC	пРКО	וטטנו כטו	JE						
Amt of											
Increase/Decrease:											
☐ Increase * – ☐	Decrease * -	Revised		⊠ N	ew Catalog		ПП	No Un	it Price		
<del>-</del>	Reference Cost				<ul><li>Add new</li></ul>			nange			
	npact Study)				ıct Cat.			J			
		CC	OST IMI	PACT							
Cost Impact -											
(None, brief				Long				St	andard		
description or	Service	Sku#	De	scription	MRC	NRC	Usag		nterval		
attached doc):	Agent Assist		Ag	ent Assist							
	with Google			h Google							
	Agent Fee			ent Fee							
	per Agent			r Agent							
	(Average		٠,	/erage							
	Usage Less			age Less in or							
	than or Equal to 64 hours)	3GP113035ABAA									
		OSI TIOOSOADAA	ABAA1   Equal to hours) R		\$64.00	N/A	N/A	N/A			
	Agent Assist			ent Assist	\$500	. 4/1	. 4// (	,, (		1	
	with Google			h Google							
	Agent Fee			ent Fee							
	per Agent			r Agent							
	(Average			(Average							
	Usage	00044000745		age							
	Greater than	3GP113035ABAA		eater than	ф <del>7</del> 4.00	N1/A	N 1 / A	N1/A			
	64 hours)		64	hours)	\$74.00	N/A	N/A	N/A		]	

				Rate						
Technology: (check all that apply):	☐ New		☐ Revised	I		Hardwar	е		Software	
SAP Account Information, if applicable:	SAP Fund: N/A				SA	P Cost C	enter: N	I/A		
Performance Impact:	These products r as these Agent A display relevant, based on the live	ssist witl real-time agent a	n Google Age , knowledge nd caller conv	ent Seats are suggestions rersation.	imp to C	olemented CoPA's ag	l. These ents for	new offe use in th	erings will use A. e Genesys work	l. to space
Business Justification:	Without adding the implement this so								agencies lookin	g to
(*) NOTE: All stateme									ptance	
ECCS_CCR_036 Age	ent Assist with Go	ogle Ag	ent Fee per	Agent Addi	tion					
Commonwealth of P	A		•		Supp	plier Sign	ing Aut	hority		
		•								
Kevin Paul, Director					Jaim	e Borja, L	egal Se	nior Dire	ctor	
Bureau of Service Val	ue Management									
Date:4/16/2021				[	Date	:	4/9/2	021		



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.

Change Request Number and	ECCS_CCR_037 ( ServiceNow - PEC		for	Rela	Related CR/Contract, PCR, Contract Section #: 4400015717						
Name:											
Date Created:	08.23.22					mitted to (		08.24.22			
Description (Brief):	The purpose of this										
	additional Genesys										
	ServiceNow which	provides integ	rated ma	nagemei	nt of cor	mmunication	on chanr	nels within the	ServiceNow		
Dul - ult	CRM.			DINIADY				10.7			
Priority:	URGENT	Dandina		DINARY	Cor	اممالمما	LO'		On Hold		
Status: (Please Check)	Approved	Pending ⊠	Keje	cted	Car	ncelled	Con	npleted	On Hold □		
Category:	Data Ops	Voice Ops	Sec	urity	ľ	<u></u> ГSM	Su	pport			
(Please Check)											
		REQUE	STOR IN	<b>FORMA</b>	TION						
Requestor:	Trenton Lewis										
Requestor Email:	Trenton.Lewis@ge	enesys.com									
Requestor Phone	+1 317-493-4395										
Number:											
Date Change	08.24.22										
Requested:		CODA CO	NITACT	INICODIA	ATION						
CODA Contacti	Tom Schwartz	COPA CO	NIACI	INFORM	AHON						
COPA Contact: COPA Email:	thschwartz@pa.go	N/									
COPA Phone	717-214-4188	V									
Number:	111-214-4100										
Date Submitted:	08.24.22										
Target Date:	08.31.22										
raigot Bato.	00.01.22	SERVICES AFFECTED									
Service Name:	Enterprise Contact	nterprise Contact Center Services									
Product Code:	Code:										
	T	FOR EA	CH PRO	DUCT C	ODE						
Unit Price:											
Amt of Increase/Decrease:											
☐ Increase * — ☐	Decrease * -	Revised			New C	atalog		☐ No Unit F	rice		
1 —	eference Cost					d new cod	es to	Change			
`	pact Study)				duct Ca			J			
, , ,	, , ,	(	COST IM				•				
Cost Impact –	The following prod	ucts will be add	ded to the	e Genesy	/s produ	ıct catalog					
(None, brief											
description or											
attached doc):	Product or			Loi	na				Standard		
	Service	Sku	#	Descri	_	MRC	NRC	Usage	Interval		
				Gplus		_		3			
	Gplus Adapter for	r		Adaptei	r for						
	ServiceNow -	3GP10922	29ABA	Service	Now –						
	PEC			PEC		\$20.00	N/A	N/A	N/A		
Tachnalagy	□ Now		viaad			arduoro		□ Coffue			
Technology: (check all that	□ New	□ New □ Revised □ Hardware ☒ Software									
apply):											
SAP Account											
Information, if	SAP Fund: N/A				SAP C	Cost Cente	er: N/A				
applicable:											
Performance	The Gplus Adapter										
Impact:	the ServiceNow CRM. It will allow the agents to have CTI control over the Genesys Phone via the										
	Service Now interfa								in order to		
	allow screen pops	llow screen pops that contain relevant information about the caller from Service Now.									

Business
Justification: 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

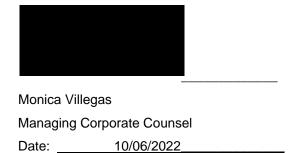


Kevin Paul, Director

Bureau of Service Value Management

Date: 10/07/2022

#### Genesys Cloud Services, Inc.



Change Request Number and	ECCS_CCR_037 ( ServiceNow - PEC		for	Rela	Related CR/Contract, PCR, Contract Section #: 4400015717						
Name:											
Date Created:	08.23.22					mitted to (		08.24.22			
Description (Brief):	The purpose of this										
	additional Genesys										
	ServiceNow which	provides integ	rated ma	nagemei	nt of cor	mmunication	on chanr	nels within the	ServiceNow		
Dul - ult	CRM.			DINIADY				10.7			
Priority:	URGENT	Dandina		DINARY	Cor	اممالمما	LO'		On Hold		
Status: (Please Check)	Approved	Pending ⊠	Keje	cted	Car	ncelled	Con	npleted	On Hold □		
Category:	Data Ops	Voice Ops	Sec	urity	ľ	<u></u> ГSM	Su	pport			
(Please Check)											
		REQUE	STOR IN	<b>FORMA</b>	TION						
Requestor:	Trenton Lewis										
Requestor Email:	Trenton.Lewis@ge	enesys.com									
Requestor Phone	+1 317-493-4395										
Number:											
Date Change	08.24.22										
Requested:		CODA CO	NITACT	INICODIA	ATION						
CODA Contacti	Tom Schwartz	COPA CO	NIACI	INFORM	AHON						
COPA Contact: COPA Email:	thschwartz@pa.go	N/									
COPA Phone	717-214-4188	V									
Number:	/11-214-4100										
Date Submitted:	08.24.22										
Target Date:	08.31.22										
raigot Bato.	00.01.22	SERVICES AFFECTED									
Service Name:	Enterprise Contact	nterprise Contact Center Services									
Product Code:	Code:										
	T	FOR EA	CH PRO	DUCT C	ODE						
Unit Price:											
Amt of Increase/Decrease:											
☐ Increase * — ☐	Decrease * -	Revised			New C	atalog		☐ No Unit F	rice		
1 —	eference Cost					d new cod	es to	Change			
`	pact Study)				duct Ca			J			
, , ,	, , ,	(	COST IM				•				
Cost Impact –	The following prod	ucts will be add	ded to the	e Genesy	/s produ	ıct catalog					
(None, brief											
description or											
attached doc):	Product or			Loi	na				Standard		
	Service	Sku	#	Descri	_	MRC	NRC	Usage	Interval		
				Gplus		_		3			
	Gplus Adapter for	r		Adaptei	r for						
	ServiceNow -	3GP10922	29ABA	Service	Now –						
	PEC			PEC		\$20.00	N/A	N/A	N/A		
Tachnalagy	□ Now		viaad			arduoro		□ Coffue			
Technology: (check all that	□ New	□ New □ Revised □ Hardware ☒ Software									
apply):											
SAP Account											
Information, if	SAP Fund: N/A				SAP C	Cost Cente	er: N/A				
applicable:											
Performance	The Gplus Adapter										
Impact:	the ServiceNow CRM. It will allow the agents to have CTI control over the Genesys Phone via the										
	Service Now interfa								in order to		
	allow screen pops	llow screen pops that contain relevant information about the caller from Service Now.									

Business
Justification: 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

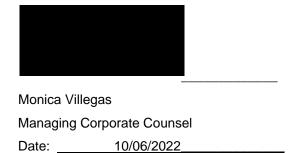


Kevin Paul, Director

Bureau of Service Value Management

Date: 10/07/2022

#### Genesys Cloud Services, Inc.





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.

## Bach, Kristen

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 <u>via this link</u> under the Sole Source Preparation Section.

This email was sent from an unmonitered account. Please contact gs-procure@state.pa.us for help.



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.

			CCR Inf	formation						
Supplier Name:	Genesys Cloud	d Services, Inc								_
Contract Number and Contract Service Name:	4400015717 Enterprise Contact Center Services									
Change Request Number and Name of Request:	ECCS_CCR_039 Nuance CCAI Mix Dialog									
Schedule and/or Section Reference:	Enterprise Contact Center Services Catalog Update									
Description:	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.									
Date Submitted to COPA:	12/19/2023									
Target Completion Date:	12/22/2023									
<b>Priority:</b> (align with Target Date)	Urgent (0-3 business days) Norm			mal (4-7 bus	nal (4-7 business days) Low (8+ business days)					
Technology: (check all that apply)	New	Revised			Haro [		ware		Software	
Category: (check all that apply)	Data Ops	Voice Ops Se		curity	ITSM		Support		Wireless	
		Supp	lier Cont	act Informa	ition					
Supplier Contact:	Marc Diretto									
Supplier Email:	Marc.diretto@genesys.com									
Supplier Phone:	215.715.7889									
	COPA Contact Information									
COPA Contact:	Tom Schwartz									
COPA Email:	thschwartz@pa.gov									
COPA Phone:	717-214-4188									
	Service Affected									
Service Name:	Enterprise Cor	ntact Center Sei	vice							_
Service Type:										
			lm	pact						
		1								ī
	Product or Service	Sku#		Long De	scription	MRC	NRC	Usage	Standard Interval	
Cost/Catalog Impact:	Nuance CCAI Mix Dialog for Voice	GCAFP-17 NUAMXDFOR		Nuance CC Dialog for N Automated Recognitio	Voice d Speech	N/A	N/A	\$0.0472	Per minute	
Performance Impact:	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.							_		
Business Justification:	This software is required for DHS' electronic signature project but may also be beneficial to other agencies in the future.									
	Supplier Approval									
Authorized Signature:	Monica Villegas  3B5DAFC70D55410									
Name / Title:	Monica Villegas, Managing Corporate Counsel									

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