

Contract Overview

Prior to utilizing this contract, the user should read the contract in its entirety.

CONTRACT DESCRIPTION

Procure and industry leading multi-tenant, multi-channel, interactive contact center platform and comprehensive solution that can scale and adapt to the diverse needs of state government staff and the public it serves.

CONTRACT INFORMATION

Contract Title	Enterprise Contact Center Services	
Contract Number	4400015717	
Solicitation Number	6100035614	
Original Validity Period	07/01/2016 to 06/30/2019 with four (4), one (1) year renewal options	
Current Validity End Date & Renewals Remaining	06/30/2025 no renewals remaining	
Point of Contact	Jessica Wisniewski	
Contact Phone Number	(717) 265-8863	
Contact Email Address	jessiwisni@pa.gov	
Pcard Enabled in SRM <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Pcard Accepted <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	MSCC <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

PRICING HIGHLIGHTS

Please reference Appendix I, Cost Matrix for current pricing.

PROCESS TO ORDER

SRM:

Contract Type: Define Requirements in SRM (Shopping Cart to PO)
Created against Contract 4400015717
Product Category: 80101507 - Information Technology Consultation Services

Contract Number	Vendors Name & Mailing Address	Vendor ID Number	Contact Person	Contact Telephone Number	Contact Fax Number	Contact Email Address
4400015717	Genesys Telecommunications Labs Inc. 2001 Junipero Serra, Blvd. FL 9 Daly City, CA 94014-3891	211326	Marc Diretto	215-715-7889	703-997-0314	marc.diretto@genesys.com