



IVR SOFTWARE

NON-MANDATORY FOR STATE AGENCIES AND POLITICAL SUBDIVISIONS

Term: September 1, 2012 through August 31, 2017
Term includes four one-year renewals to be exercised solely by the state.

The Division of General Services has established a non-mandatory contract #2013-9900-1373 with Interactive Intelligence, Inc. for Interactive Voice Recognition (IVR) Software for all state agencies and political subdivisions. This document only contains a few of the terms and conditions that apply to this contract and is not intended to be the complete contract.

VENDOR CONTACT INFORMATION FOR INTERACTIVE INTELLIGENCE, INC:

Primary Contact
Derek Wong
Client Account Manager
317/957-6491
Derek.Wong@inin.com

Secondary Contact:
Clare Kawamura
Account Manager
800/267-1364 Ext 8421
Clare.Kawamura@inin.com

CONTRACT INTENT: This non-mandatory contract was established to provide a method for agencies of the State of Alaska to meet the ETS standards for Interactive Voice Recognition (IVR). Software licensing, maintenance, installation, configuration and hardware are available through this contract.

CONTRACT ADMINISTRATION: The administration of this contract is the responsibility of the contracting officer appointed by the Department of Administration, Division of General Services (DGS).

PAYMENT FOR STATE PURCHASES: Payment for the undisputed purchase of goods or services provided to a state agency will be made within 30 days of the receipt of a proper billing. A late payment is subject to 1.5% interest per month on the unpaid balance.

INVOICES: Invoices must be sent directly to the ordering agency's address shown on the individual Purchase Order or Delivery Order and should include the contract number. The ordering agency will only make payment after it receives the service and the invoice. Question concerning payment must be addressed to the ordering agency. Payment will be made as authorized by the state and in accordance with the terms and conditions of this contract.

If you have questions that are not addressed in this document please contact the contracting officer listed below.

Victor Leamer
Contracting Officer
State of Alaska
(907) 465-5678
victor.leamer@alaska.gov