The Division of Shared Services (formerly General Services) has established a non-mandatory contract with Genesys for Interactive Voice Recognition (IVR) software and maintenance 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.

CONTACT INFORMATION FOR GENESYS:

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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.