

INTERACTIVE VOICE RESPONSE EQUIPMENT

Background:

The OGS Procurement Services Group (PSG) provides centralized statewide contracts for commodities, services and technologies for use by all state agencies, political sub-divisions (such as municipalities, towns, villages, etc.), and others authorized by law to use state contracts. The Office of General Services is soliciting responses for the transition to negotiated contracts for Premised Based IVR hardware and software. OGS will accept and review proposals on a continuous basis effective immediately.

Qualifications:

The bidder must be a qualified Premise Based **INTERACTIVE VOICE RESPONSE (IVR) MANUFACTURER** who meet the following minimum qualifications:

- A. Proof of a minimum sales volume of \$250,000 in the last calendar year **or** 5% of the US Interactive Voice Response market share.
- B. Have an organization which is financially and logistically able to handle a statewide contract with simultaneous multiple orders to multiple locations.
- C. Be willing to host the contract at its web site; update contract information in accordance with instructions provided by OGS; provide on-line historical pricing information for a 12-month period; and provide an online configurator.
- D. Agree to allow semi-annual or annual audits of pricing history by an independent or state auditor.
- E. Agree to provide semi-annual sales reports.
- F. Be able to meet all other contract terms and conditions.

Manufacturers may sell direct or utilize authorized resellers/distributors to fulfill the contract. Separate Education pricing and/or programs if available may be included in the contract.

[View the requirements of eligible contract users.](#)

NOTE:

All proposals are to be placed in a three-ring binder separated by numbered tabs and are to include an index that reflects the contents of each numbered tab. Proposals are to be submitted within the original format. Do not repaginate when downloading for submission.

Mail Responses to:

*New York State Office of General Services
Procurement Services Group
Attn: Betsey McBride
Empire State Plaza, Corning Tower, 38th Floor
Albany, NY 12242*

To obtain a copy of the [Interactive Voice Response Template](#):

Upon review of your submission, OGS Procurement Services will contact bidders to complete the contract negotiation process. If you have any questions, or need additional information please contact:

Betsey McBride

Phone: 518-474-7153

Email: betsey.mcbride@ogs.state.ny.us