

RSWC# 313 I-3 CIC Software Maintenance
Contract Information and Usage Instructions

Contract Period: July 11, 2016 – July 10, 2019 (two initial years with one annual renewal option).

Summary/Background Information: This sole-source, restricted statewide contract was awarded to Avtex Solutions LLC. for the maintenance of legacy-owned Interactive Intelligence (I-3) Customer Interaction Center (CIC) systems.

The only executive branch State agencies authorized to use this contract are Department of Human Services and Department of Safety and Homeland Security.

State Contact Information

Contract Administrator:

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Category Specialist
Central Procurement Office
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Vendor Contact Information:

Avtex Solutions

Edison Contract # 50690
Vendor Number # 16014

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Client Account Manager
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Avtex 24/7 Help Desk
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Manufacturer Contact Information:

Interactive Intelligence, Inc.

Matt Arrandale

Area Director of Sales, Central Region

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Frank Sailer

Territory Manager—TN and KY

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Indianapolis, Indiana 46278

Usage Instructions:

This contract is a restricted Statewide Contract that can only be utilized by Department of Human Services and Department of Safety and Homeland Security.

The only hardware, software, related components, and services that can be purchased under this contract are to support the current I-3

The most current Contract Documents including Catalog can be found at: [Supplier Portal Contract Documents](#)

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please click on the "Agency Upgrade User Guide" link on the following page:

<http://tn.gov/generalservices/article/agency-reference-material>.

Billing and Payment Instructions:

- **Freight F.O.B. State and Local Government Agencies (Dock)**

All quotations shall be F.O.B. destination. The term F.O.B. destination shall mean delivered and unloaded onto the receiving dock of any state agency and, when applicable, any local government agency or authorized corporation within the State of Tennessee, with all charges for transportation and unloading prepaid by the vendor/contractor.

- **Net 30**