

05.21.2026

TO: ALL REQUESTORS

SUBJECT: INVITATION FOR BID (IFB) #IFB FTB-2627-00076 GENESYS SOFTWARE
 SUBSCRIPTIONS AND APPLICATION SUPPORT SERVICES QUESTION AND ANSWER SET #1

The following is a list of questions submitted to the State in response to **IFB FTB-2627-00076**:

#	Requestor Question	State Response
1	Could you please confirm if the IFB for Event ID 0000039282 is for the renewal of your current Genesys Engage contact center solution? Additionally, I am having trouble accessing the documents as Cal eProcure website is not allowing me to download the IFB.	The IFB for Event ID 0000039282 is for the renewal of Franchise Tax Board's (FTB) Genesys Contact Center Platform (CCP) Software Subscriptions and Application Support Services <u>and</u> to purchase new additional licenses. See the first paragraph of the Description section of the Event Details for Event ID 0000039282. See IFB FTB-2627-00076, Section I. INTRODUCTION, on page 2 of 50 and EXHIBIT 1 - STATEMENT OF WORK, beginning on page 14 of 50. FTB is able to download the attached files for Event ID 0000039282 on Cal eProcure. FTB suggests contacting Cal eProcure System Support. FI\$Cal Cal eProcure Portal Support Email: vendors@fiscal.ca.gov Phone (Toll Free): 1-855-421-6355 Hours: 8:00 AM - 5:00 PM Pacific Time
2	Will you please confirm whether we must already be on the California State contract to bid on this software opportunity, or if being a registered vendor is sufficient?	The Genesys Software Subscriptions and Application Support Services requested in IFB FTB-2627-00076 is not on any California Statewide Contracts. IFB FTB-2627-00076 is advertised to the public on Cal eProcure so interested vendors can bid.

If you have any questions, please contact me via email at TaNita.Guereca@ftb.ca.gov or by telephone at (916) 845-7199.

Sincerely,

TaNita Guereca

Procurement Official