

February 24, 2016

***VIA ELECTRONIC FILING  
AND OVERNIGHT DELIVERY***

Gary Widerburg  
Commission Secretary  
Public Service Commission of Utah  
Heber M. Wells Building  
160 East 300 South  
Salt Lake City, Utah 84114

**Re: Notice of Non-Competitive Procurement with Genesys Telecommunications Labs Inc.**

Commissioners:

In accordance with PacifiCorp's Procurement Policy, the Company must report to the Commission purchases of goods or services exceeding \$500,000 that are not competitively bid. This letter hereby serves as notice that, on February 5, 2016, PacifiCorp entered into a non-competitively bid amendment to a software license and services contract for customer telephone call routing software, which exceeds \$500,000. The amendment has a projected cost of \$728,000.00.

Pursuant to PacifiCorp's Procurement Policy, a supplier may be awarded a contract on a non-competitive basis under certain circumstances, such as when competitive bidding is impossible or impractical, or when otherwise a non-competitive procurement has been demonstrated to be in the best interest of the Company. Accordingly, the contract entered into by PacifiCorp with General Electric was justified. The Genesys system is a \$5m investment put into service in July 2014 for routing customer contact center telephone calls and workflows. It was procured through competitive bidding at that time. This contract extension continues support from that system, which is unavailable through other companies and is economically in the best interest of the Company at this time.

If you have any questions, please feel free to contact Bob Lively at 801-220-4052.

Sincerely,

Jeffrey K. Larsen  
Vice President, Regulation

cc: Division of Public Utilities  
Office of Consumer Services