

December 19, 2012

***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 84145

**Re: Notice of Sole Source Contract with Genesys Telecommunications Lab**

Commissioners:

In accordance with the Company's procurement policy, we hereby notify you that PacifiCorp has entered into a sole source contract with Genesys Telecommunications Lab. The estimated value of the contract is estimated to be \$2,177,532.

PacifiCorp call centers use call control and routing technologies and software supplied by Genesys Telecommunications Lab in the IVRAAR and ACD systems and the ACD software now requires upgrading. Alternative approaches using similar technologies from other vendors were evaluated and the use of the Genesys systems is still sound. Genesys was previously selected through an RFP to provide this upgrade, but the project was suspended due to budget constraints. The project has been restarted and since PacifiCorp already has Genesys products within its call center infrastructure, the use of another vendor's product would increase the cost and delay the completion of the replacement project. In addition to the software upgrade, Genesys will provide training, maintenance, and other professional services.

This sole source procurement contract was authorized on November 2, 2012 by Geoff Matthews, Vice President, Sourcing and Procurement.

If you have any questions, please feel free to contact Dave Taylor at 801-220-2923.

Sincerely,

Jeffrey K. Larsen  
Vice President, Regulation & Government Affairs

cc: Division of Public Utilities  
Office of Consumer Services