

Brief Overview

inContact has developed a supplier diversity program to create mutually beneficial business relationships with diverse suppliers that strengthen the communities we serve and create value for our shareholders.

Objectives

- To be a recognized leader for the software-as-a-service industry in the area of supplier diversity.
- To have a comprehensive supplier diversity portfolio that reflects the demographic diversity of our marketplace and contributes to the success of the company.
- To partner with qualified minority, women, person with disability and service-disabled veteran-owned business enterprises that can provide competitive and high-quality commodities and services in a competitive market.
- Provide increased opportunities for MWDVBs to participate in inContact's procurement of products and services.

Supplier Diversity Definitions

Below you will find the definitions of language that is used within the Supplier Diversity information page(s).

Affiliates

Business concerns, organizations, or individuals that control each other or that are controlled by a third party. Control may include shared management or ownership; common use of facilities, equipment, and employees; or family interest.

Best and Final Offer

Best and Final Offer -For negotiated procurements, a contractor's final offer following the conclusion of discussions.

Business Information Centers (BICs)

Business Information Centers (BICs) -One-stop locations for information, education, and training designed to help entrepreneurs start, operate, and grow their businesses. The centers provide free on-site counseling, training courses, and workshops and have resources for addressing a broad variety of business startup and development issues.

Certificate of Competency

Certificate of Competency -A certificate issued by the Small Business Administration (SBA) stating that the holder is "responsible" (in terms of capability, competency, capacity, credit, integrity, perseverance, and tenacity) for the purpose of receiving and performing a specific government contract.

Certified 8(a) Firm

Certified 8(a) Firm -A firm owned and operated by socially and economically disadvantaged individuals and eligible to receive federal contracts under the Small Business Administration's 8(a) Business Development Program.

Contract

Contract -A mutually binding legal relationship obligating the seller to furnish supplies or services (including construction) and the buyer to pay for them.

Contracting

Contracting -Purchasing, renting, leasing, or otherwise obtaining supplies or services from nonfederal sources. Contracting includes the description of supplies and services required, the selection and solicitation of sources, the preparation and award of contracts, and all phases of contract administration. It does not include grants or cooperative agreements.

Disabled Veteran Business Enterprise

Disabled Veteran Business Enterprise means a business concern certified by the administering agency as meeting all of the following requirements: [1] It is a sole proprietorship at least 51% owned by one or more disabled veterans or, in the case of a publicly owned business, at least 51% of its stock is owned by one or more disabled veterans; a subsidiary which is wholly owned by a parent corporation, but only if at least 51% of the voting stock of the parent corporation is owned by one or more disabled veterans; or a joint venture in which at least 51% of the joint venture's management and control and earnings are held by one or more disabled veterans. [2] The management and control of the daily business operations are by one or more disabled veterans. The disabled veterans who exercise management and control are not required to be the same disabled veterans as the owners of the business concern. [3] It is a sole proprietorship, corporation, or partnership with its home office located in the United States, which is not a branch or subsidiary of a foreign corporation, foreign firm, or other foreign-based business.

Diversity-Owned Business

A diversity-owned business is a for-profit enterprise, regardless of size, physically located in the United States or its trust territories, which is owned, operated and controlled by diversity group members. "Diversity group members" are United States citizens who are Asian, Black, Hispanic and Native American. Ownership by diversity individuals means the business is at least 51% owned by such individuals or, in the case of a publicly-owned business, at least 51% of the stock is owned by one or more such individuals. Further, the management and daily operations are controlled by those diversity group members.

Equity

Equity -An accounting term used to describe the net investment of owners or stockholders in a business. Under the accounting equation, equity also represents the result of assets less liabilities.

Fair and Reasonable Price

Fair and Reasonable Price -A price that is fair to both parties, considering the agreed-upon conditions, promised quality, and timeliness of contract performance. "Fair and reasonable" price is subject to statutory and regulatory limitations.

Full and Open Competition

Full and Open Competition -With respect to a contract action, "full and open" competition means that all responsible sources are permitted to compete.

Negotiation

Negotiation -Contracting through the use of either competitive or other-than-competitive proposals and discussions. Any contract awarded without using sealed bidding procedures is a negotiated contract.

NSSDP

National Standardized Supplier Diversity Profile Form

Partnering

Partnering -A mutually beneficial business-to-business relationship based on trust and commitment and that enhances the capabilities of both parties.

Prime Contract

Prime Contract -A contract awarded directly by the Federal government.

Request for Proposal (RFP)

Request for Proposal (RFP) -A document outlining an entities requirements and the criteria for the evaluation of offers.

Request for Quote (RFQ)

Request for Quote (RFQ) -A document outlining a vendors price for products and/or services.

Small Business Development Centers (SBDC)

Small Business Development Centers (SBDC) -SBDCs offer a broad spectrum of business information and guidance as well as assistance in preparing loan applications.

Standard Industrial Classification (SIC) Code

Standard Industrial Classification (SIC) Code A code representing a category within the Standard Industrial Classification System administered by the Statistical Policy Division of the U.S. Office of Management and Budget. The system was established to classify all industries in the US economy. A two-digit code designates each major industry group, which is coupled with a second two-digit code representing subcategories

Subcontract

A contract between a prime contractor and a subcontractor to furnish supplies or services for the performance of a prime contract or subcontract.

Women-owned Small Business

Women-owned Small Business means a small business concerns (a Which is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women lb) Whose management and daily business operations are controlled by one or more women.