



This FAQ answers commonly asked questions about our vendor program including those about supplier diversity.

» Supplier Diversity

Frequently Asked Questions about our Supplier Diversity Program

Q: Who is required to register as a vendor?

Any entity desiring to do business with inContact is required to register as a vendor. Vendors that register are evaluated and placed in an approved, on hold or not approved status. Diverse vendors are encouraged to register with inContact.

Q: How do I register to be a vendor for inContact?

If you would like to register to be an inContact vendor, visit <https://supplierdiversity.incontact.com/Account/Login?ReturnUrl=%2f>. You must complete the entire application, and any subsequent requests, in order to be on the approved vendor list. Registering as a vendor with inContact does not guarantee a right to Request for Proposals, Request for Quotes or contract awards.

Q: What is Supplier Diversity?

inContact has established a Supplier Diversity Program to create opportunity for vendors that are at least fifty-one percent owned and operated by a Minority (Asian, Black, Hispanic or Native American), Woman, Person with Disability, or Service-Disabled Veteran-owned Business Enterprise. These vendors, after proper registration and verification, may have the opportunity for fair consideration for inContact business.

Q: If I register will I automatically be selected as an inContact vendor?

Registration as an inContact vendor does not guarantee your company a bid. Furthermore it does not guarantee your company business with inContact. However, without registration you will not be considered for business.

Q: Why did I receive an email to complete a Security Questionnaire?

All Critical Vendors are required to complete a Security Questionnaire. inContact defines critical vendors as those providing services or an application that could potentially impact the Company's financial statements, application systems materially or products integrated with inContact's platform. A Critical Vendor may be a consultant or firm that houses, processes or modifies data. Vendors with access to intellectual property ("code"), customer or employee information may also be considered as a critical vendor.

Q: How do I upload my quote?

You can upload a document in your vendor profile or application. There is an Upload Document link in your application. Only requested quotes will be reviewed. Unsolicited quotes may be removed.

Q: Why is my status "on hold?"

Your status may be "on hold" if you have not completed your vendor application, completed your annual renewal, or verification by inContact has not been completed. Vendors with an "on hold" status may not be selected. If you need additional information on your status please contact vendorinformation@incontact.com

Q: Why is my status "not approved?"

Your status may be "not approved" for various reasons, most likely because you have not completed your vendor application or vendor application renewal. It could also be "not approved" if your vendor application was rejected due to invalid information.

Q: How do I register to become a vendor?

Visit <https://supplierdiversity.incontact.com/Account/Login?ReturnUrl=%2f> and complete the application.

If you have questions, please contact vendorinformation@incontact.com