IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES

AT&T Corp.

CATALOG B

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Issued by:

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California Department of Technology Statewide Procurement

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TABLE OF CONTENTS

CATEGORY 28 – Custom Contact Center Services

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Contractor's Description of Service:

[Customized consulting services shall only be sold and implemented in conjunction with the services or features listed in Category 27: Standard Contact Center Services. These Services are for Custom Contact Center development that exceed the basic elements necessary to configure an instance of working Services in Category 27.]

Geographic Availability:

[Statewide]

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 28.4.a - Customized Contact Center Consulting Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Planning and Migration	ACCC242	Consulting services as described in 28.4.1, per hour		$181.50	N/A	Hour	Yes	No	Required
2	Execution and Implementation	ACCC243	Consulting services as described in 28.4.2, per hour		$181.50	N/A	Hour	Yes	No	Required

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3	Specialized Training	ACCC244	Consulting services as described in 28.4.3, per hour		$181.50	N/A	Hour	Yes	No	Required
4	Operational and Process Improvement	ACCC245	Consulting services as described in 28.4.4, per hour		$181.50	N/A	Hour	Yes	No	Required
5	AT&T CCC Custom Reports	ACCC93		Custom report development based on scoping with customer and executed Statement of Work.	$219.44	$0.00	Hour	Yes	No	Required
6	AT&T CCC Custom PS SOW (General)	ACCC94		Custom Professional Services SKU reserved for general use requests that do not fall into another product identifier/category. Scoping and executed Statement of Work is required.	$312.50	$0.00	Hour	Yes	No	Required
7	AT&T CCC Custom Development	ACCC95		Custom development for integrations, API, dashboards, etc. based on scoping with customer and executed Statement of Work.	$312.50	$0.00	Hour	Yes	No	Required

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8	AT&T CCC Custom IVR Development (DTMF)	ACCC246		Custom IVR development based on scoping with customer and executed Statement of Work. DTMF only.	$333.33	$0.00	Hour	Yes	No	Required
9	AT&T CCC Custom IVR Development (Speech Recognition)	ACCC97		Custom IVR development based on scoping with customer and executed Statement of Work. Speech only, must be accompanied by speech licenses.	$333.33	$0.00	Hour	Yes	No	Required
10	AT&T CCC Custom Training	ACCC231		AT&T CCC Custom Training	$274.31	$0.00	Hour	Yes	No	Required
11	AT&T CCC Optimization Consulting	ACCC83		AT&T Optimization Consulting	$250.25	$0.00	Hour	Yes	No	Required
12	Avaya Custom Features	Multiple (See Below ID's)								

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13	Avaya Custom Application Development	AVCC44		Technical/Implementation Support responsible for the design, and development of basic, complex and advance contact center and unified communication environments.	$204.60	$0.00	Hour	Yes	No	Required
14	Avaya Custom Application Enhancement	AVCC45		Technical/Implementation Support responsible for the design, and development of basic, complex and advance contact center and unified communication environments.	$284.60	$0.00	Hour	Yes	No	Required
15	Avaya Custom Application Support	AVCC46		Technical/Implementation Support performs support activities associated with custom application development, and deployment complex environments.	$284.60	$0.00	Hour	Yes	No	Required
16	Avaya Custom Application Deployment	AVCC47		Technical/Implementation Support responsible for remote integration and deployment.	$284.60	$0.00	Hour	Yes	No	Required

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17	Avaya Project Management	AVCC48		Technical/Implementation Support responsible for the overall project plan, budget, structure, schedule and staffing requirements. Manages the integration of company products and/or systems at customer sites.	$267.50	$0.00	Hour	Yes	No	Required
18	Avaya Custom Application QA Lead	AVCC49		Technical/Implementation Support responsible for the quality assurance plan of custom applications.	$256.11	$0.00	Hour	Yes	No	Required
19	Avaya Advanced Solutions Architect	AVCC50		Technical/Implementation Support performs and oversees the technical design of complex IT-based projects. Leads technical contributions on projects requiring multi-vendor technologies and large complex integrations.	$341.50	$0.00	Hour	Yes	No	Required

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20	Avaya Strategic Consultant	AVCC51		Technical/Implementation Support provides business operations and/or analytical support required to define a technology solution and implementation strategies that meet a business need	$341.50	$0.00	Hour	Yes	No	Required
21	NiceInContact Custom Features	Multiple (See Below ID's)								
22	SmartAction Professional Services Hours	NIC365		Used for Professional Services hours specifically with SmartAction.	$250.00	$0.00	Hour	Yes	No	Required

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23	NICE inContact inView for CXone Professional Services Hourly	NIC347		Implementation and setup of the self-service inContact IVR- Billed as a one-time (non-recurring) charge- Implementation includes: - Adds integration to a single external CRM/database - Up to 50 menu options - Up to 3 database/Web service "calls" (LOOKUP/PUSH/UPDATE) ; not all external CRM solutions supported - Automated Speech Recognition (ASR) NOT included - May increase deployment timeline up to 60 days - Not all CRMs included	$243.15	$0.00	Hour	Yes	No	Required
24	Professional Services Hours (per hour)	NIC130		Hourly rate for Professional Services not covered or included in standard implementation service packages.	$243.15	$0.00	Hour	Yes	No	Required

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25	Professional Services On-Demand (per 15-minute block)	NIC131		Professional Services assistance available during standard business hours for immediate / pressing customer needs.	$75.00	$0.00	Per 15 Minute Block	Yes	No	Required
26	NICE inContact CXone Feedback Management Managed Services per Hour	NIC170		Ad hoc managed services- Billed as a one-time (non-recurring) charge- Travel and accommodations, if requested, are extra- Services includes: - SOW is required - Must be scoped out	$250.00	$0.00	Hour	Yes	No	Required
27	NICE inContact Spice for CXone PS Hours	NIC225		Professional Services hour specifically with Spice-Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required
28	NICE inContact Customer Dynamics for CXone PS Hours	NIC228		Professional Services hour for Customer Dynamics- Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required

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29	NICE inContact Ivinex Unified User Experience for CXone PS Hours	NIC240		Per Hour Professional Services work with Ivinex• Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required
30	NICE inContact Omilia for CXone PS Hours	NIC241		Per Hour Professional Services work specifically with Omilia.- Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required
31	NICE inContact Inbenta for CXone PS Hours	NIC242		Per Hour Professional Services work specifically with Inbenta• Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required
32	NICE inContact RiverStar for CXone PS Hours	NIC248		Additional hour of Professional Services work with RiverStar-Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required
33	NICE inContact Lightico for CXone PS Hours	NIC250		Additional hour of Professional Services work with Lightico-Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required

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34	NICE inContact Textel - Hourly PS Rate	NIC255		Professional Services hour for work specifically with Textel-Billed as a one-time (non-recurring) charge-Used for the creation of new functionality and/or studio scripting as well as custom integration with customer systems. To be estimated and billed at an hourly rate.	$250.00	$0.00	Hour	Yes	No	Required
35	NICE inContact CallVU Professional Services (per hour)	NIC259		Additional hour of Professional Services work with CallVU-Billed as a one-time (non-recurring) charge	$250.00	$0.00	Hour	Yes	No	Required

| 36 | PPE Consulting Discovery Session (per Hour) | NIC265 | | Product & Practice Expert (PPE) session is a tactical, scoping conversation, designed to outline and clearly define the outcomes the client is hoping to achieve in a consulting engagement. This is not a training session.-Billed as a one-time (non-recurring) charge-Session includes: -Creation of an agenda to follow during the follow-up Consulting Engagement   -Focus on pain points, establishing best practices, and desired outcomes   -Session will last up to one hour (or number of hours quoted)   -Remote session only   -Customer needs to have completed any end-user training sessions and e-learning modules associated with the product. | $350.00 | $0.00 | Hour | Yes | No | Required |