

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES

NWN Corporation

CATALOG B

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Issued by:

STATE OF CALIFORNIA

**California Department of Technology Statewide
Procurement**

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CATEGORY 28 – Custom Contact Center Services

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Contractor’s Description of Service:

NWN provided consulting services specific to Contact Center projects.

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	CC-PRO-PC-S	Consulting services as described in 28.4.1, per hour		\$120.00	N/A	Hour	Yes	No	Required
2	Execution and Implementation	CC-PRO-SE-S	Consulting services as described in 28.4.2, per hour		\$175.00	N/A	Hour	Yes	No	Required
3	Specialized Training	CC-3PN-CUST	Consulting services as described in 28.4.3, per hour		\$195.00	N/A	Hour	Yes	No	Required

#	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
4	Operational and Process Improvement	CC-PRO-CON-S	Consulting services as described in 28.4.4, per hour		\$270.00	N/A	Hour	Yes	No	Required
5	Carousel Planning and Migration	CI-Consulting-Svcs	Consulting services as described in 28.4.1, per hour	Methodologies used include appreciative inquiry, service journey mapping, and design thinking.	\$190.00	N/A	Hour	Yes	No	Required
6	Carousel Execution and Implementation	CI-Impl-Svcs	Consulting services as described in 28.4.2, per hour	Methodologies aligned to customer preference: agile, waterfall, and hybrid	\$190.00	N/A	Hour	Yes	No	Required
7	Carousel Specialized Training	CI-Training-Svcs	Consulting services as described in 28.4.3, per hour	Training delivered in multiple formats: live face to face, live webinar, recorded webinar, computer-based training, all with associated artifacts to facilitate learning.	\$190.00	N/A	Hour	Yes	No	Required
8	Carousel Operational and Process Improvement	CI-Adv-Consulting-Svcs	Consulting services as described in 28.4.4, per hour	Includes service journey mapping, chair side observations, interaction metric analysis, survey instruments	\$220.00	N/A	Hour	Yes	No	Required

#	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
9	API Design and Implementation	CC-PRO-API-S		API Design and Implementation Hourly Rate	\$212.00	N/A	Hour	Yes	No	Required
10	Connect Design and Implementation	CC-3PN-CONNECT-S		AWS Connect Certified Engineer Hourly Rate	\$252.00	N/A	Hour	Yes	No	Required
11	Associate Solutions Engineer	CC-PRO-ASE-S		Associate Solution Engineer Hourly Rate	\$104.00	N/A	Hour	Yes	No	Required
12	Sr Solutions Engineer	CC-PRO-SRSE-S		Senior Solutions Engineer Hourly Rate	\$184.00	N/A	Hour	Yes	No	Required
13	Senior Project Manager	CC-PRO-SRPM-S		Senior Project Manager Hourly Rate	\$172.00	N/A	Hour	Yes	No	Required
14	Carousel Agile Transformation	CI-Agile Consulting		Facilitation of organizational adoption of agile practices transformation to agile methodology	\$220.00	N/A	Hour	Yes	No	Required