

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES
NWN Corporation
CATALOG B
August 28, 2026
Issued by:
STATE OF CALIFORNIA
California Department of Technology Statewide
Procurement
PO Box 1810
Rancho Cordova, CA 95741

Catalog products and services in this category may contain Generative Artificial Intelligence (GenAI). Prior to ordering, Executive Branch State Entities shall work with CALNET NWN Corporation to determine whether products or services to be ordered contain GenAI and comply with the requirements set forth in State Administrative Manual section 4986.9 GenAI PROCUREMENT, including but not limited to performing GenAI Risk Assessment (SIMM 5305-F).

TABLE OF CONTENTS

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES3

 Table 28.4.a - Customized Contact Center Consulting Services 3

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: All services in this catalog will have a 2% fee applied. 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	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	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	No	Required
3	Specialized Training	CC-3PN-CUST	Consulting services as described in 28.4.3, per hour		\$195.00	N/A	Hour	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	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	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	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	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	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	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	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	No	Required
10	Connect Design and Implementation	CC-3PN-CONNECT-S		AWS Connect Certified Engineer Hourly Rate	\$252.00	N/A	Hour	No	Required
11	Associate Solutions Engineer	CC-PRO-ASE-S		Associate Solution Engineer Hourly Rate	\$104.00	N/A	Hour	No	Required
12	Sr Solutions Engineer	CC-PRO-SRSE-S		Senior Solutions Engineer Hourly Rate	\$184.00	N/A	Hour	No	Required
13	Senior Project Manager	CC-PRO-SRPM-S		Senior Project Manager Hourly Rate	\$172.00	N/A	Hour	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	No	Required