IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

CATALOG B

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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 Contractor Level 3 Communications, LLC dba CenturyLink dba LUMEN 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).

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CATEGORY 28 – Custom Contact Center Services

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Contractor's Description of Service:

Lumen provides an expert team of Contact Center consultants to offer a holistic Contact Center solution that can improve customer interactions and drive efficiency for Contact Centers of all shapes and sizes.

Geographic Availability:

All areas within the United State of America with Internet Access

State Associated Administrative Fee (SAAF):
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-14079PM	Consulting services as described in 28.4.1, per hour	Planning and Migration consulting services as described in 28.4.1	$175.00	$ -	Hour	No	Required
2	Execution and Implementation	CC-14079EI	Consulting services as described in 28.4.2, per hour	Execution and Implementation consulting services as described in 28.4.2	$175.00	$ -	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
3	Specialized Training	CC-14079TG	Consulting services as described in 28.4.3, per hour	Training delivered following the initial system installation: Computer Based Training, Instructor Led Webinar & Job Aids for Administrators and Supervisors. Computer Based Training & Job Aids for Agents.	$150.00	$ -	Hour	No	Required
4	Operational and Process Improvement	CC-14079OP	Consulting services as described in 28.4.4, per hour	Operational and Process Improvement consulting services as described in 28.4.4	$175.00	$ -	Hour	No	Required
5	Recurrent Training - Instructor Webinar	CC-14079TW		Recurrent Training via Instructor Led Webinar. Computer Based Training & Job Aids included	$150.00	$ -	Hour	No	Required
6	Report Analysis/Custom Report Support	CC-14079RP		Systems Analyst support for additional/custom reporting	$150.00	$ -	Hour	No	Required
7	Strategy/Business Rules Development	CC-14079DV		Software Development for Strategy and Business Rules	$150.00	$ -	Hour	No	Required
8	Specialized Application Training	CC-14079ST		Advanced application training for WFM, VH, and reporting design	$250.00	$ -	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
				beyond initial system implementation.					