

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

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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 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-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	Yes	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	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
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	Yes	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	Yes	No	Required
5	Recurrent Training - Instructor Webinar	CC-14079TW		Recurrent Training via Instructor Led Webinar. Computer Based Training & Job Aids included	\$150.00	\$ -	Hour	Yes	No	Required
6	Report Analysis/Custom Report Support	CC-14079RP		Systems Analyst support for additional/custom reporting	\$150.00	\$ -	Hour	Yes	No	Required
7	Strategy/Business Rules Development	CC-14079DV		Software Development for Strategy and Business Rules	\$150.00	\$ -	Hour	Yes	No	Required
8	Specialized Application Training	CC-14079ST		Advanced application training for WFM, VH, and reporting design	\$250.00	\$ -	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
				beyond initial system implementation.						