

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	API Design and Implementation	CC-PRO-API-S		API Design and Implementation Hourly Rate	\$212.00	N/A	Hour	Yes	No	Required
6	Connect Design and Implementation	CC-3PN-CONNECT-S		AWS Connect Certified Engineer Hourly Rate	\$252.00	N/A	Hour	Yes	No	Required
7	Associate Solutions Engineer	CC-PRO-ASE-S		Associate Solution Engineer Hourly Rate	\$104.00	N/A	Hour	Yes	No	Required
8	Sr Solutions Engineer	CC-PRO-SRSE-S		Senior Solutions Engineer Hourly Rate	\$184.00	N/A	Hour	Yes	No	Required
9	Senior Project Manager	CC-PRO-SRPM-S		Senior Project Manager Hourly Rate	\$172.00	N/A	Hour	Yes	No	Required