

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

InterVision Systems, LLC

CATALOG B

March 24, 2021

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

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CATEGORY 27 – Standard Contact Center Services

27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor’s Description of Service:

Contact Center Services General Features

Geographic Availability:

United States of America

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 27.2.2.a – Contact Center General Features

#	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	Web Call Back	2722a1	Web call back functionality as described.	Amazon Connect APIs: Web Call Back is a contact Center feature that provides the ability for customers to leave their phone number via a website interface and get a callback by filling out a form on the Customer website.	\$0.00	\$1.00	Port	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
2	Web and SMS Text Chat	2722a2	Web and SMS text chat functionality as described.	Connect Chat: Web and SMS Text Chat is a Contact Center solution that provides the contact center agents the ability to engage in web and SMS text chat with callers directed from their website.	\$0.00	\$50.00	Agent	Yes	No	Required
3	Digital Recording	2722a3	Digital recording functionality as described.	Connect Call Recording: Digital recording and monitoring of inbound/outbound voice calls.	\$0.00	\$0.00	Agent	Yes	No	Required
4	Digital Recording-Storage- Gigabyte	2722a4	Storage for the digital recording functionality as described.	Recording & Transcription Storage: Storage- Gigabyte for digital recording and monitoring of inbound/outbound voice calls.	\$0.00	\$0.02	Gigabyte	Yes	No	Required
5	Collaborative Browsing	2722a5	Collaborative browsing functionality as described.	eGain Solve: Collaborative browsing includes: 1) Bidirectional sharing of web pages between the contact center agent and the caller;	\$0.00	\$56.35	Agent	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
				2) Enable a caller to request a co-browse session with a contact center agent; 3) The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and, 4) The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.						
6	Email Response Management (ERM)	2722a6	ERM functionality as described.	eGain Solve:	\$0.00	\$56.35	Agent	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
				<p>Shall provide email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. Shall provide the following minimum ERM functionality:</p> <ol style="list-style-type: none"> 1) Auto response; 2) Automatic Acknowledgement; 3) Email classification and prioritization; 4) Email routing based upon business rules; 5) Ability to filter; 6) Content analysis and knowledge base for suggested and personalized responses; 7) Management reports; 8) Multiple language support; 9) Real time exception reports 						

#	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
7	Workforce Management (WFM) System	2722a7	WFM functionality as described.	Calabrio ONE: Workforce Management (WFM) System provides a WFM that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system enables Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended application. The following are minimum WFM system capabilities: 1) Forecasting staffing needs including agent's skills, skill levels and shift;	\$0.00	\$40.00	Agent	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
				<p>2) Forecast contact volumes and workload - overall call volume by contact channel;</p> <p>3) Provide agent scheduling and create optimized agent schedules by shift and skill;</p> <p>4) Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule;</p> <p>5) Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.</p>						
8	Automated Preview Outbound Dialing	2722a8	Preview outbound dialing functionality as described.	Usan Dialer:	\$0.00	\$50.00	Agent	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
				<p>Automated Preview Outbound Dialing provides a preview dialer that provides automated preview outbound dialing. It provides the following preview dialing features:</p> <p>1) The preview dialer shall support either centralized or distributed contact center environments;</p> <p>2) The preview dialer shall automatically initiate domestic and international outbound calls;</p> <p>3) The preview dialer shall allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed;</p>						

#	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) The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer.						
9	Automated Predictive Outbound Dialing	2722a9	Predictive outbound dialing functionality as described.	Usan Dialer: Automated Predictive Outbound Dialing provides a predictive dialer that provides for predictive outbound dialing. It provides the following predictive dialing features: 1) Capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate;	\$0.00	\$50.00	Agent	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
				<p>2) The predictive dialer shall integrate with centralized or distributed contact center environments;</p> <p>3) The predictive dialer shall automatically initiate domestic and international outbound calls;</p> <p>4) The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result;</p> <p>5) The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX;</p> <p>6) Performance reports for the predictive dialer shall be available to the Customers;</p>						

#	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
				7) Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.						
10	Voice Callback	2722a10	Voice callback functionality as described.	Connect Callback: Voice Callback provides the ability to allow a caller utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time.	\$0.00	\$0.00	Port	Yes	No	Required
11	Quality Management	2722a11	Quality management functionality as described.	Amazon Contact Lens:	\$0.00	\$19.00	Agent	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
				Quality Management provides for quality management. The solution includes role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution includes reporting functionality that allows managers to review results or identify trends at either the Group or Agent level.						
12	Screen Capture	2722a12	Screen capture functionality as described.	Voice Foundry Screen Capture:	\$0.00	\$10.00	Agent	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
				Screen Capture shall provide for screen capture. Screen captures are associated with the call recording when an agent is handling a call. The solution provides synchronized playback of screen captures and audio recordings. The solution integrates with the quality management solution to facilitate scoring of agents.						
13	Blended Agent	2722a13	Blended agent functionality as described.	Usan Dialer: Blended Agent provides Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.	\$0.00	\$50.00	Agent	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
14	Variable Telephone Number Charges - (USA)									
15	Per Month Charge Per Toll Free number (1 time cost, not a charge per call)	2722b2		Variable Telephone Number Charges - (USA):	\$0.00	\$2.1045	Month	Yes	No	Required
16	Per Month Charge per DID number (1 time cost, not a charge per call)	2722b3		Per Month Charge Per Toll Free number (1 time cost, not a charge per call)	\$0.00	\$1.04995	Month	Yes	No	Required
17	Variable Call Charges - (USA) -									
18	Per Min via inbound Toll Free #	2722b5		Variable Call Charges - (USA) -	\$0.0138	\$0.00	Minute	Yes	No	Required
19	Per Min via inbound DID #	2722b6		Per Min via inbound Toll Free #	\$0.00253	\$ 0.00	Minute	Yes	No	Required
20	Per Min outbound (from USA to USA)	2722b7		Variable Call Charges - (USA) -	\$0.00552	\$ 0.00	Minute	Yes	No	Required
21	Amazon Connect Charges - (Globally)									
22	Per Min via Amazon Connect Calls	2722b9		Amazon Connect Charges - (Globally): Per Min via Amazon Connect Calls	\$0.0207	\$ 0.00	Minute	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
23	Per Message via Amazon Connect Chat	2722b10		Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat	\$0.0046	\$0.00	Per Message	Yes	No	Required
24	Amazon Lex Charges (Globally)									
25	Per Voice Request	2722b12		Amazon Lex Charges (Globally): Per Voice Request	\$0.0046	\$ 0.00	Per Request	Yes	No	Required
26	Per Text Request	2722b13		Per Voice Request	\$0.0008625	\$0.00	Per Text Request	Yes	No	Required
27	AWS Lambda Charges - (USA) (Note that currently the first 1M Lambda Invocations are at no charge per month)									
28	Per Request	2722b15		AWS Lambda Charges - (USA) (Note that currently the first 1M Lambda Invocations are at no charge per month Per Request	\$0.00002898	\$0.00	Per Request	Yes	No	Required
29	S3 Standard, Storage Charges - (USA)									

#	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
30	Per GB per Month	2722b17		S3 Standard, Storage Charges - (USA): Per GB per Month	\$0.00	\$0.02645	GB (512 Recording Minutes Per GB)	Yes	No	Required
31	Contact Lens for Amazon Connect Charges - (Globally)									
32	Per min for first 5M mins per month	2722b19		Contact Lens for Amazon Connect Charges - (Globally):	\$0.01725	\$0.00	Minute	Yes	No	Required
33	Per min for mins above 5M mins per month	2722b20		Per min for first 5M mins per month	\$0.014375	\$0.00	Minute	Yes	No	Required
34	Per Chat message	2722b21		Contact Lens for Amazon Connect Charges - (Globally):	\$0.001725	0.00	Per Chat Message	Yes	No	Required
35	Quality Management - Calabrio ONE	2722b22		Per min for mins above 5M mins per month	\$0.00	\$40.00	Agent	Yes	No	Required
36	Screen Capture - Calabrio ONE	2722b23		Contact Lens for Amazon Connect Charges - (Globally):	\$0.00	\$40.00	Agent	Yes	No	Required

27.2.3 Automatic Call Distributor (ACD)

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

Contractor's Description of Service:

ACD Basic Agent Package

Geographic Availability:

United States of America

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 27.2.3.7.1.a – ACD Basic Agent Package Features

#	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	Basic Agent Package - Agent	272371a1	Basic Agent Software package as described.	Amazon Connect: Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features: - Agent Inbound Line - Agent Status - Multiple Queue Options - Remote Agent - Position ID - Call Present - Incoming Call Queue	\$0.00	\$ 45.00	Agent	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
				- Agent Priority Call Transfer - Emergency Alert - Call Source Identification						

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

ACD Basic Supervisor's Package

Geographic Availability:

United States of America

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 27.2.3.7.2.a – ACD Supervisor's Package

#	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	Basic Supervisor's Package- Agent	272372a1	Basic Supervisor's Package Software as described.	Amazon Connect: Basic Supervisor's Package that includes all of the features from the Basic Agent's Package in addition to the following features: 1) Call Agent - Allows supervisor to directly call an agent by pressing a single key; 2) Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;	\$0.00	\$45.00	Supervisor	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) Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and, 4) Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.						
2	Additional Supervisor Positions	272372a2	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Amazon Connect: Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	\$0.00	\$22.50	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

Contractor's Description of Service:

ACD System Administrator Software Package

Geographic Availability:

United States of America

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 27.2.3.7.3.a – ACD System Administrator Software Package

#	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	Basic System Administrator's Package	272373a1	Basic Administrator's Package Software as described.	Amazon Connect: System Administrator Software Package that includes the following features: 1) Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide; 2) Activate or deactivate the entire contact center group or queues within the group;	\$0.00	\$0.00	Package	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) Assign passwords to agents; 4) Increase or decrease number of agents; 5) Increase or decrease the number of queues; 6) Move agent(s) to another contact center agent group within the System; 7) Control queues by changing the queue slots, queue size, and maximum wait time; 8) Change overflow routes and ring thresholds; and, 9) Change password levels of supervisors in the System.						

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

IVR Services and Features

Geographic Availability:

United States of America

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 27.2.4.5.a – IVR Services and Features

#	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	IVR Usage	27245a1	Usage charge associated with the IVR solution.	Amazon Connect: Usage charge associated with the IVR solution.	\$0.0207	N/A	Minute	Yes	No	Required
2	IVR Usage- Speech Recognition	27245a2	Usage charge associated with the IVR solution with speech recognition input.	Amazon Connect + Lex: Usage charge associated with the IVR solution with speech recognition input.	\$0.0437	N/A	Minute	Yes	No	Required
3	Transcribe	27246b1		Transcribe	\$0.0276	\$0.00	Minute	Yes	No	Required