

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES

InterVision Systems, LLC

CATALOG B

October 7, 2024

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

PO Box 1810

Rancho Cordova, CA 95741

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:

Customized Contact Center Consulting Services

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 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 | 284a1 | Consulting services as described in 28.4.1, per hour | Professional Services to support AWS Connect Planning and Migration for Contact Center Offering | \$195.00 | N/A | Hour | Yes | No | Required |
| 2 | Execution and Implementation | 284a2 | Consulting services as described in 28.4.2, per hour | Professional Services to support AWS Connect Execution and Implementation for Contact Center Offering | \$195.00 | N/A | Hour | Yes | No | Required |
| 3 | Specialized Training | 284a3 | Consulting services as described in | Professional Services to support AWS Connect project for additional | \$140.00 | 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 |
|---|-------------------------------------|-------------------------|--|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | 28.4.3, per hour | Specialized Training not covered under Category 27 | | | | | | |
| 4 | Operational and Process Improvement | 484a4 | Consulting services as described in 28.4.4, per hour | Professional Services to support AWS Connect Operational and Process Improvement for Contact Center Offering | \$150.00 | N/A | Hour | Yes | No | Required |
| 5 | Project Manager | 284b1 | Project Manager | Responsible for the development and implementation of customer projects and provides a single point of contact for them. Takes projects from original concept through final implementation. Develops work plans, schedules, estimates, resource plans and status reports. Manages all project resources. Seeks guidance from Sr PM's or other leadership regularly. | \$160.00 | N/A | Hour | Yes | No | Required |
| 6 | Senior Project Manager | 284b2 | Senior Project Manager | Responsible for managing one or more customer projects and tasks. Retains overall responsibility for project performance including | \$190.00 | 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 |
|---|----------------------------|-------------------------|----------------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | cost, schedule, deliverables and contractual compliance. May work under a Program Manager. Identifies, acquires and utilizes company resources to achieve project objectives. | | | | | | |
| 7 | Senior Program Manager | 284b3 | Senior Program Manager | Oversees and manages multiple complex programs consisting of multiple projects. Provides management oversight and mentorship to Project Managers. Operates independently across multiple organizations within client guidance, contractual limitations and company business directives. Participates in contract negotiations and may manage other vendor relationships. | \$225.00 | N/A | Hour | Yes | No | Required |
| 8 | Infrastructure Engineer L2 | 284b4 | Infrastructure Engineer L2 | Responsible for all deployment activities, including but not limited to: requirements gathering, network / | \$215.00 | 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 |
|----|--------------------------|-------------------------|--------------------------|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | systems solution design, and deployment plans. Ability to troubleshoot complex network / systems issues and perform remediation activities with little oversight. Ability to design complex IT systems based on customer needs with some Architecture oversight. | | | | | | |
| 9 | Infrastructure Architect | 284b5 | Infrastructure Architect | Provides technical expertise in multiple areas of IT. Can perform high level analysis of complex IT systems and translate analysis and requirements into IT solutions to meet customer expectations. Creates and manages project artifacts throughout the project life-cycle. | \$250.00 | N/A | Hour | Yes | No | Required |
| 10 | Cloud Architect | 284b6 | Cloud Architect | Serve as a strategic IT advisor in the planning and vision setting for cloud adoption and modernization of the enterprise IT computing | \$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 |
|----|------------------------|-------------------------|------------------------|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | infrastructure. Interact directly with Component and support teams to develop guidance and high-level architecture that support IT modernization efforts. | | | | | | |
| 11 | Senior Cloud Architect | 284b7 | Senior Cloud Architect | Engage in thought leadership discussions and provide recommendations for the incremental steps required to evolved IT and integrate key infrastructure components across the enterprise. Review Solution level architecture and implementation plans to determine their alignment with the overarching vision. Conduct analyses of IT requirement and transition planning and develop architecture baselines for datacenter consolidations and hybrid cloud programs. | \$225.00 | 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 |
|----|------------------------------------|-------------------------|------------------------------------|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 12 | Principal Cloud Architect | 284b8 | Principal Cloud Architect | Provide over arching technical leadership in all aspects of Cloud migration and Adoption projects. Creating specific cloud native technology adoptions strategies to deliver business value aligning with IT enterprise visions. Ability to Architect, design and implement next generation of cloud-based applications running which are dynamically scalable, fault tolerant and secure. Experience in using one or more relational databases and nosql db's. | \$300.00 | N/A | Hour | Yes | No | Required |
| 13 | Applications Development Architect | 284b9 | Applications Development Architect | The EA will be a leadership consultant and will play an integral role in building a holistic view and roadmap of a company's technology strategy and processes. This resource partners with multiple business leaders | \$265.00 | 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 |
|----|---------------------|-------------------------|---------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | across customer organizations to analyze various use cases and recommend enterprise solutions that align with customers technology strategy and industry best practices. The EA also has an extensive development background with experience building and scaling data platforms as well as integrated software products. | | | | | | |
| 14 | Security Engineer 1 | 284b10 | Security Engineer 1 | Functional Responsibility Analyzes and defines security requirements for a variety of computer and telecommunications issues. Designs, develops, engineers, and implements solutions to requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. | \$200.00 | 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 |
|----|-------------------------------|-------------------------|-------------------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | Performs risk analyses including risk assessment. Develops, analyzes, and implements security architecture(s) as appropriate. | | | | | | |
| 15 | Security Engineer 2 | 284b11 | Security Engineer 2 | Leads developing, implementing, and maintaining enterprise-wide information security capabilities. Analyzes the enterprise business models and IT systems to determine security risks and risk management considerations. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures. | \$250.00 | N/A | Hour | Yes | No | Required |
| 16 | Principal Security Consultant | 284b12 | Principal Security Consultant | Demonstrated ability to work independently or under only general supervision. Demonstrated | \$300.00 | 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 |
|----|---------------|-------------------------|---------------------|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | experience in information security issues as they apply to achieving system accreditation. Responsible for identifying information security requirements for information systems certification and accreditation. Analyzes information security user needs and recommends solutions to the hardware and/or software systems to bring the system to accreditation. | | | | | | |
| 17 | IT Consultant | 284b13 | IT Consultant | Experience with technical or business area in one or more disciplines. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data | \$200.00 | 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 |
|----|----------------|-------------------------|---------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | communications facilities and protocols. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Designs technical and business solutions, mentors and trains client staff, and oversees implementation. | | | | | | |
| 18 | AWS Consultant | 284b14 | AWS Consultant | Deep subject matter experience and business acumen with AWS cloud infrastructure. Functions as a key strategic advisor and technical expert leading complex cloud initiatives. Collaborates with senior stakeholders, to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Provides strategic input and | \$425.00 | 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 |
|---|--------------|-------------------------|---------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | <p>assistance on the design, implementation, and management of cloud infrastructure and services. Deploys applications and services to the cloud platform, automates infrastructure provisioning and management, troubleshoots issues, and provides backend support to help resolve incidents and minimize downtime.</p> | | | | | | |