

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES
InterVision Systems, LLC
CATALOG B
September, 30 2025

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 InterVision Systems, LLC 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:

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

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			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

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				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

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				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

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				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

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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

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				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

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				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

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				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

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				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

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				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.						