IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 28 – CUSTOM CONTACT CENTER SERVICES

Verizon Business Services

CATALOG B

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Issued by:

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CATEGORY 28 – Custom Contact Center Services

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Contractor's Description of Service:

Verizon consulting services for customizations that involve planning, implementation, training and process improvement services at hourly rates.

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	CPLM0000	Consulting services as described in 28.4.1, per hour		$160.00	N/A	Hour	Yes	No	Required
2	Execution and Implementation	CPLE0000	Consulting services as described in 28.4.2, per hour		$170.00	N/A	Hour	Yes	No	Required
3	Specialized Training	CCTN0000	Consulting services as described in 28.4.3, per hour		$155.00	N/A	Hour	Yes	No	Required

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4	Operational and Process Improvement	CNSO0000	Consulting services as described in 28.4.4, per hour		$160.00	N/A	Hour	Yes	No	Required
5	Senior Digital Customer Experience (DCX) Specialist	TPPH0000		A Senior Digital Customer Experience (DCX) Specialist will provide consulting services that include the basic planning and migration skills in 28.4.1, planning and migration as well as the additional skills and capabilities listed below. Resources provided for this level of expertise must have attained accredited certifications directly related to delivering digital experience solutions. These services to include: - A Certification Customer Experience Professional (CCXP) team member for your project. This higher level of certification is for those projects that need additional certified expertise required to complete these advanced tasks.	$ 235.00	N/A	Per Hour	Yes	No	Required

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				- Verizon will provide equivalent Sr. level resources as these Digital Customer Experience Certifications continue to evolve within the Contact Center space. - As the market evolves, the integration projects will likely require levels of certification to conduct certain types of programming that will simultaneously impact Verizon provided solutions and third party vendors, such as CRM provider, solutions. - Sr. level experience required to provide design components around content management, delivery and digital transformation. - Sr. level experience required to Create content for Six Sigma, ITIL or Design Thinking Workshops for framework around the evolving customer contact center experience.						

| 6 | Senior Contact Center Identity Management Security Specialist (CCIMSS) | TATU0000 | | A Senior Contact Center Identity Management Security Specialist (CCIMSS) will provide consulting services that include the basic planning and migration skills in addition to the advanced consulting required to develop the interface Custom Identity Management Applications. These activities may include platform integration to Genesys, MS Speech Server and Nuance. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. CCIMSS will also be responsible for ensuring that information systems used in supporting task requirements comply with initial and ongoing information systems security requirements, in accordance with FIPS Publication 200, Minimum Security Requirements of Federal Information Systems. This includes | $ 219.00 | N/A | Per Hour | Yes | No | Required |

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				preparing all required documentation for the compliance process, including a security plan, risk assessments, contingency and contingency test plans, a configuration management plan, system test and evaluation reports, security certifications, and an accreditation package.						

| 7 | Senior AI/ML Engineer | GRGZ0000 | | Senior AI/ML Engineer will provide AI and/or Machine Learning (ML) development (e.g. Chat, AI with agents and customers) services. Senior AI/ML experience includes:
- working with Cloud Providers (i.e.) Azure, GCP, AWS;
- working with Structured and Unstructured Data (i.e. MongoDB, SQL, NoSQL, Hadoop); with Integrated Development Environments (IDE's: i.e. XCode, Android Studio, Visual Studio); with languages (i.e. Python, Go, Angular/Node.js and other JavaScript, Java, C Sharp (C#);
- working with multi-platform OS support development (i.e. Linux, Windows, Android, iOS, OSX); in one or more of the following roles; Data Analytics, Data Scientist, Natural Language Engineer, Natural Language Processing Developer, and AI/ML Developer, Mathematician. Additional activities include developing actionable | $ 207.00 | N/A | Per Hour | Yes | No | Required |

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				plans for customer user story/outcomes; Understanding of release cycles and DevOps for Continuous Integration (CI) and Continuous Delivery (CD); Support Customer with test, development, User Acceptance Testing (UAT), and implementation; Awareness of Software Development Lifecycle.						
8	Professional Voice Recording	VCRD0000		Professional Voice Recording enhancement allows the development and recording of IVR scripts using professional voice talent.	$ 190.00	N/A	Per Hour	Yes	No	Required
9	Basic Support	MMPR0000		Verizon provides additional support options above the standard Contact Center support included with the service. Basic Support provides customer assistance for advance support to include the following:	$ 118.22	N/A	Per Hour	Yes	No	Required

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				-Priority call routing and priority case handling by senior resources - up to 5 customer resources authorized to work with Verizon Services, and receive notifications to distribute to the organization -Designated Technical Account Manager (TAM) provides guidance, advocacy, best practice sharing and assistance in achieving business objectives -TAMs are available M-F during normal business hours for your primary time zone -Designated Support Engineering Service -3 On-Demand hours provides a service for immediate quick-hit help from a Verizon Implementer on any configuration requirements -Live webinars and University e-learning courses						

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10	Essentials Support	MPRP0000		Essentials Support provides customer assistance for advance support to include the following: -Priority call routing and priority case handling by senior resources - up to 7 customer resources authorized to work with Verizon Services, and receive notifications to distribute to the organization -Designated Technical Account Manager (TAM) provides guidance, advocacy, best practice sharing and assistance in achieving business objectives -TAMs are available M-F during normal business hours for your primary time zone -Designated Support Engineering Service -1 Optimization Sessions annually	$ 197.03	N/A	Per Hour	Yes	No	Required

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				-5 On-Demand hours provides a service for immediate quick-hit help from a Verizon Implementer on any configuration requirements -1 hour of project-based professional services per month -Live webinars and University e-learning courses -2 complimentary Interactions Conference registrations						
11	Choice Support	MSCE0000		Choice Support provides customer assistance for advance support to include the following: -Priority call routing and priority case handling by senior resources - up to 10 customer resources authorized to work with Verizon Services, and receive notifications to distribute to the organization	$ 219.77	N/A	Per Hour	Yes	No	Required

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				-Designated Technical Account Manager (TAM) provides guidance, advocacy, best practice sharing and assistance in achieving business objectives -TAMs are available M-F during normal business hours for your primary time zone -Designated Support Engineering Service -1 Executive Sponsor Engagement annually -Up to 2 Optimization Sessions annually -7 On-Demand hours provides a service for immediate quick-hit help from a Verizon Implementer on any configuration requirements -3 hours of project-based professional services per month -Live webinars and University e-learning courses						

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				-3 complementary Interactions Conference registrations						
12	Elite Support	MSCP0000		Elite Support provides customer assistance for advance support to include the following: -Priority call routing and priority case handling by senior resources - up to 12 customer resources authorized to work with Verizon Services, and receive notifications to distribute to the organization -Designated Technical Account Manager (TAM) provides guidance, advocacy, best practice sharing and assistance in achieving business objectives -TAMs are available M-F during normal business hours for your primary time zone -Designated Support Engineering Service	$ 219.77	N/A	Per Hour	Yes	No	Required

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				-Up to 2 Executive Sponsor Engagements annually -Up to 4 Optimization Sessions annually -10 On-Demand hours provides a service for immediate quick-hit help from a Verizon Implementer on any configuration requirements -5 hours of project-based professional services per month -Live webinars and University e-learning courses -4 complementary Interactions Conference registrations						
13	Custom Help Desk Services	NBHD0000		Custom Help Desk Services enhancement provides for development of customized help desk services and ongoing support associated with Contact Center applications, deployment and ongoing operation.	$ 205.00	N/A	Per Hour	Yes	No	Required