INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

NWN Corporation

Statement of Work

TECHNICAL REQUIREMENTS

10/27/2020

BAFO

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Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

AMENDMENT LOG

Amendment #	Date	Amendment Description
7	06/01/21	Section 27.2.1 - Modified eVAQ Section Reference. Table 27.2.2.b – Unsolicited General Features – Modified Language. Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features – Removed Duplicate Items. Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features – Removed Extra Blank Lines. Table – 27.2.3.7.3.b – Unsolicited ACD Administrator's Package Features – Modified Language. Table 27.2.4.5.a – IVR Services and Features – Modified Language. Table 27.2.4.5.b – Unsolicited IVR Services and Features – Modified Language.
14	9/15/2022	Adding all Carousel Industries SKUs to the NWN Category 27 offering. Table 27.2.2.a Contact Center General Features Table 27.2.2.b Unsolicited General Features Table 27.2.3.7.1.a ACD Basic Agent Package Features Table 27.2.3.7.2.a ACD Supervisor's Package Table 27.2.3.7.3.a ACD System Administrator Software Package Table 27.2.4.5.a – IVR Services and Features
21	02/02/2024	Added SKUs for Table 27.2.2.b Unsolicited General Features including AWS. Added SKUs to Table 27.2.3.7.1.b Unsolicited ACD Agent Package Features Added SKUs to Table 27.2.3.7.2.b Unsolicited ACD Supervisor's Package Features Added SKUs to Table 27.2.3.7.3.b Unsolicited ACD Administrator Package Features Added SKUs to Table 27.2.4.5.b Unsolicited IVR Services and Features

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TECHNICAL REQUIREMENTS

CATEGORY 27 – Standard Contact Center Services

27.1 OVERVIEW

This Category 27 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standard Contact Center Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

27.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one of the following:

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

"Bidder understands this requirement and shall meet or exceed it? Yes**"**

Or,

2. Example B (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Yes

27.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M-S)".

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets.

Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

27.1.3 Pacific Time Zone

Unless specified otherwise, all times stated herein are times in the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.1.4 Contractor Reference – Single Engagement Limitations

Contractors shall provide qualifying references in Part 1 Exhibits, Exhibit 4.1 Corporate Experience Summary and References. Contractors with references less than $1.5 million for a single engagement (as defined in Part 1 Exhibits, Exhibit 4.1) will be limited to engagements (single order) under $1.5 million.

Each Contractor's single engagement limitations will be published in the CALNET Customer User Instructions and where deemed appropriate by the CALNET Contract Management Office (CMO).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2 CONTACT CENTER SERVICES

27.2.1 General Requirements

Contractor shall provide a Contact Center solution that does not require major contact center components to reside on the Customer premise. The Contractor shall provide the necessary system components required for the Contact Center solution including but not limited to physical, logical or virtual hardware and software.

In accordance with General Provisions - eVAQ, Section 76 - Service Costs, all costs will include all elements necessary to configure an instance of working Service including activation, delivery, and training.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide one electronic copy of the architecture components and network for the Contact Center solution proposed for CALNET DNCS. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Drawings shall include but not necessarily be limited to the following:

1. Geographic location of architecture components;
2. Interconnection of architecture components;
3. Example call flow voice channel;
4. Network connections between architecture components; and,
5. Detail of the components available at each contact center.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Bidder's CALNET DNCS Contact Center solution descriptive text shall label and describe components and network elements identified in the drawings, and shall address:

1. Load Balancing – the ability to load balance calls across redundant and geographically diverse components/systems.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Redundancy – having one or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Geographic Diversity – distributed components and diverse network connections minimize the chance of a single point of failure.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.1 Load Balancing and Automatic Failover

The Contact Center solution must utilize load balancing and automatic failover between components.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.2 Geographic Distribution

The Contact Center solution shall be geographically distributed and calls shall be distributed across contact center locations.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.3 Redundancy

The Contact Center solution shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.4 ACD and IVR

The Contact Center solution shall include Automatic Call Distributor (ACD) as described in Section 27.2.3 and Interactive Voice Response (IVR) as described in Section 27.2.4.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.5 Virtual Contact Center Support

The Contact Center solution shall allow for a virtual contact center that supports agents distributed throughout California, including single site, multiple site, and enterprise wide contact centers.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.6 Intelligent Call Routing

The Contact Center solution shall intelligently route calls to agents associated with a virtual group according to Customer defined business rules including dialed number, calling number, time of day, caller location, agent skill set, and caller entered data.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.7 Network Queuing

The Contact Center solution shall place callers in a network queue if no agent is available. The Contact Center solution shall support multiple communication methodologies (channels) including voice, web, email, and chat.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.8 ACD and IVR Integration

The Contractor shall provide ACD and IVR Services that integrate with the Contact Center Solution, as identified in this Technical SOW.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2 Contact Center General Features

In addition to the basic Contact Center functionality requirements described above, the Contact Center solution shall include the following features.

27.2.2.1 Web Call Back

The Contact Center shall provide web call back functionality that allows a caller to request a call back by filling out a form on the Customer website. The call back algorithm shall be based upon the availability of a contact center agent. The call back request shall be automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.2 Web and SMS Text Chat

Contact Center solution shall provide the contact center agents the ability to engage in web and SMS text chat with callers directed from their website. The text chat shall provide the following minimum functionalities:

1. Archive text chat session (create transcripts);

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Allow agents to manage multiple text chat sessions;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide an automatic spell check option that is enabled when an agent is typing in an active session.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.3 Digital Recording

The Contact Center solution shall provide digital recording and monitoring of inbound/outbound voice calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall offer the following minimum functionalities:

1. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call shall be captured and recorded;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Archive recordings;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Playback of recording;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Provide the ability for the recording of an agent to be activated and deactivated on demand;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Remote monitoring and playback;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Reporting (management and administrative);

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Scheduled and random call recording;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Selective recording (based on business rules); and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. This service shall be measured and charged in gigabyte increments.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.4 Collaborative Browsing

The Contact Center solution shall provide collaborative browsing that includes:

1. Bidirectional sharing of web pages between the contact center agent and the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Enable a caller to request a co-browse session with a contact center agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

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.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.5 Email Response Management (ERM)

The Contact Center solution 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. The Contractor shall provide the following minimum ERM functionality:

1. Auto response;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Automatic acknowledgement;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Email classification and prioritization;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Email routing based upon business rules;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Ability to filter;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Content analysis and knowledge base for suggested and personalized responses;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Management reports;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Multiple language support; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Real time exception reports.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.6 Workforce Management (WFM) System

The Contact Center solution shall provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system shall enable Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The Contractor shall provide the following minimum WFM system capabilities:

1. Forecasting staffing needs including agents skills, skill levels and shifts;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Forecast contact volumes and workload – overall call volume by contact channel;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide agent scheduling and create optimized agent schedules by shift and skill;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.7 Automated Preview Outbound Dialing

The Contact Center solution shall provide a preview dialer that provides automated preview outbound dialing. The Contractor shall provide the following preview dialing features:

1. The preview dialer shall support either centralized or distributed contact center environments;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The preview dialer shall automatically initiate domestic and international outbound calls;

Bidder understands the Requirement and shall meet or exceed it? Yes

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; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

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.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.8 Automated Predictive Outbound Dialing

The Contact Center shall provide a predictive dialer that provides for predictive outbound dialing. The Contractor shall provide 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.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The predictive dialer shall integrate with centralized or distributed contact center environments.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The predictive dialer shall automatically initiate domestic and international outbound calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Performance reports for the predictive dialer shall be available to the Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

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.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.9 Voice Callback

The Contact Center solution 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.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.10 Quality Management

The Contact Center solution shall provide for quality management. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution shall include reporting functionality that allows managers to review results or identify trends at either the Group or Agent level.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.11 Screen Capture

The Contact Center solution shall provide for screen capture. Screen captures shall be associated with the call recording when an agent is handling a call. The solution shall provide synchronized playback of screen captures and audio recordings. The solution shall integrate with the quality management solution to facilitate scoring of agents.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.12 Blended Agent

The Contractor shall provide 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.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Bidder shall offer the Contact Center General Features in Table 27.2.2.a.

Table 27.2.2.a – Contact Center General Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Web Call Back	Web call back functionality as described.		CC-AAS-CDNCS27-WCB	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.		CC-AAS-CDNCS27-CHAT	Yes
3	Digital Recording	Digital recording functionality as described.		CC-AAS-CDNCS27-RECORD	Yes
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.		CC-AAS-CDNCS27-STRG1G	Yes
5	Collaborative Browsing	Collaborative browsing functionality as described.		CC-AAS-CDNCS27-BROWSE	Yes
6	Email Response Management (ERM)	ERM functionality as described.		CC-AAS-CDNCS27-ERM	Yes
7	Workforce Management (WFM) System	WFM functionality as described.		CC-AAS-CDNCS27-WFM	Yes
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.		CC-AAS-CDNCS27-PREVOUT	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
9	Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described.		CC-AAS-CDNCS27-PREDOUT	Yes
10	Voice Callback	Voice callback functionality as described.		CC-AAS-CDNCS27-CALLBACK	Yes
11	Quality Management	Quality management functionality as described.		CC-AAS-CDNCS27-QM	Yes
12	Screen Capture	Screen capture functionality as described.		CC-AAS-CDNCS27-SCRCAP	Yes
13	Blended Agent	Blended agent functionality as described.		CC-AAS-CDNCS27-BLENDAGT	Yes
14	Carousel Web Call Back	Carousel Web call back functionality as described	Cloud based API enabled callback solution for ASAP and scheduled callback. Included with the purchase of CC-CI-Basic-CC-AGT	CC-CI-Basic-CC-AGT-INC	Yes
15	Carousel Web and SMS Text Chat	Carousel Web and SMS text chat functionality as described	Cloud omni-channel routing solution for routing SMS and web chat to agents. Add on feature to CC-CI-Basic-CC-AGT.	CC-CI-SMS-CHAT-Agent	Yes
16	Carousel Digital Recording	Carousel Digital recording	Cloud based compliance recording. 1 month	CC-CI-Basic-CC-AGT-INC	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
		functionality as described	storage included with purchase of CC-CI-Basic-CC-AGT.		
17	Carousel Digital Recording-Storage-Gigabyte	Carousel Storage for the digital recording functionality as described	Public cloud storage of recordings	CC-CI-CLD-Recording-Storage	Yes
18	Carousel Collaborative Browsing	Carousel Collaborative browsing functionality as described	Provide Cobrowse feature to agents. Add on feature to CC-CI-Basic-CC-AGT.	CC-CI-CoBrowse	Yes
19	Carousel Email Response Management (ERM)	Carousel ERM functionality as descrbed	E-mail inbound with standard ACD functionality. Add on feature to CC-CI-Basic-CC-AGT.	CC-CI-Email-Agent	Yes
20	Carousel Workforce Management (WFM) System	Carousel WFM functionality as described	Workforce Management Agent License	CC-CI-WFM-Agent	Yes
21	Carousel Automated Preview Outbound Dialing	Carousel Preview outbound dialing	Outbound preview dialer license. Included with the purchase of CC-CI-Basic-CC-AGT	CC-CI-Basic-CC-AGT-INC	Yes
22	Carousel Automated Predictive Outbound Dialing	Carousel Predictive outbound dialing functionality as described	Outbound predictive dialer license. Included with the purchase of CC-CI-Basic-CC-AGT	CC-CI-Basic-CC-AGT-INC	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
23	Carousel Voice Callback	Carousel Voice callback functionality as described	Callback license. Included with the purchase of CC-CI-Basic-CC-AGT	CC-CI-Basic-CC-AGT-INC	Yes
24	Carousel Quality Management	Carousel Quality management functionality as described	Quality management license.	CC-CI-CLD-AQM	Yes
25	Carousel Screen Capture	Carousel Screen capture functionality as described	Screen capture license. Included with the purchase of CC-CI-CLD-AQM	CC-CI-CLD-AQM-INC	Yes
26	Carousel Blended Agent	Carousel Blended agent functionality as described	Blended agent license	CC-CI-CLD-Omni-Agent	Yes

The Contractor may offer additional Unsolicited General Features in Table 27.2.2.b

Table 27.2.2.b – Unsolicited General Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Virtual Agent Package	CC-BUN-ENT-IVA	Intelligent Virtual Agent to include license and support.
2	Webtext Service	CC-AAS-ENT-WEBTEXT	Enhanced contact center messaging integration, including SMS, Direct, and Social Messaging. This only applies to the Single Tenant platform.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
3	Webtext Service Usage	UC-AAS-CIR-SMS	Enhanced contact center messaging usage. This only applies to the Single Tenant platform
4	UC Private Voicemail Transcription User	UC-AAS-PRIVATE-VMU	Transcription of Voicemail to text or email
5	Single Tenant Enterprise Chat & Email Agent Support	CC-MSR-ENT-ECE	Enterprise Email & Chat Support
6	Work From Home Agent Bundle	CC-AAS-WFH-AGENT	Enables agents or supervisors to work from a location outside of the customer network environment, includes basic support for customer provided remote network connection. This only applies to the Single Tenant Platform
7	Work From Home Supervisor Bundle	CC-AAS-WFH-SUP	Enables agents or supervisors to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system.
8	Work From Home Administrator Bundle	CC-AAS-WFH-ADMIN	Enables agents, supervisors or administrators to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system. Includes an NWN managed endpoint device configured for contact center applications only.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
9	562 Wireless Dual Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS562M	Cisco 562 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
10	561 Wireless Single Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS561M	Cisco 561 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
11	562 Wireless Dual Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS562S	Cisco 562 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
12	561 Wireless Single Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS561S	Cisco 561 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
13	Headset 531 Wired Single + USB Headset Adapter	UC-AAS-HAAS-HS531	Cisco 531 with USB or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
14	Headset 532 Wired Dual + USB Headset Adapter	UC-AAS-HAAS-HS532	Cisco 532 or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).
15	Single Tenant Infrastructure Support	CC-MSR-ENT-SINGLE	Support of Private Contact Center Tenant
16	Multi-tenant Standard Agent Support	CC-MSR-CLOUD-STA	Standard Agent Support for Named Agents in excess of Concurrent Agent count

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
17	Multi-tenant Premium (Supervisor) Agent Support	CC-MSR-CLOUD-PRE	Premium Agent Support for Named Agents in excess of Concurrent Agent count
18	Multi-tenant WFO Analytics Named Agent	CC-AAS-CLOUD-WFO-A	Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS)
19	Multi-tenant WFO Analytics with Transcription Named Agent	CC-AAS-CLOUD-WFO-AT	Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS), plus transcription of call recordings
20	Multi-tenant WFO Bundle Named Agent	CC-AAS-CLOUD-WFO	WFO bundled service that includes Workforce Management (WFM), Quality Management (QM), and Analytics
21	Multi-tenant WFO Analytics Named Agent Overage	CC-3PN-CLOUD-WFO-AO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
22	Multi-tenant WFO Analytics with Transcription Named Agent Overage	CC-3PN-CLOUD-WFO-ATO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
23	Multi-tenant WFO Bundle Named Agent Overage	CC-3PN-CLOUD-WFO-O	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
24	Enterprise Advanced Desktop Analytics Bundle	CC-BUN-COM-ADA	Single tenant enterprise data capture, event triggering, and analysis for computer desktop

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			application compliance and visibilty.
25	Enterprise Automated Quality Management Bundle	CC-BUN-COM-AQM	Single tenant agent and supervisor enhanced quality management with automated scoring and interaction evaluation.
26	Enterprise Call Recording Bundle	CC-BUN-COM-CR	Single tenant agent and supervisor encrypter enterprise voice recording.
27	Enterprise Performance Management Bundle	CC-BUN-COM-PM	Single tenant enterprise scorecard, coaching, and eLearning to track, manage, and improve performance across agent populations.
28	Enterprise Real Time Speech Analytics Bundle	CC-BUN-COM-RTSAR	Single tenant enterprise solution that performs complex, automatic analysis of call recording in real-time.
29	Enterprise Speech Analytics Bundle	CC-BUN-COM-SA	Single tenant enterprise solution that performs complex, automatic analysis of call recordings to address business issues.
30	Enterprise Strategic Desktop & Process Analytics Bundle	CC-BUN-COM-SDPA	Single tenant enterprise data capture, event triggering, process analysis and discovery, and analysis for computer desktop application compliance and visibility.
31	Enterprise Text Analytics Bundle	CC-BUN-COM-TA	Single tenant enterprise analysis on text-based contact center interactions .
32	Enterprise Workforce Management Bundle	CC-BUN-COM-WFM	Single tenant enterprise solution for for planning, forecasting, and scheduling work and managing contact center, branch, and back office resources.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
33	Single Tenant Express Premium Agent Overage	CC-3PN-CCX-PO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
34	Single Tenant Express Standard Agent Overage	CC-3PN-CCX-SO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
35	1TB Quick Access Storage	CC-AAS-ENT-STG1TB	General Quick Access Storage
36	1TB Glacier/Archive Storage	CC-AAS-ENT-GSTG1TB	General Archival Storage
37	Single Tenant Enterprise Premium Agent Overage	CC-3PN-CCE-PO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
38	Single Tenant Enterprise Standard Agent Overage	CC-3PN-CCE-SO	Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing
39	Knowledge Base: Agent-facing Knowledge Base with process guidance	CC-AAS-EGAIN-KWAI-NA	Knowledge Base: Increase compliance via process guidance, diagnostics and advice
40	Cobrowse: Securely share & conavigate browser-based HTML content	CC-AAS-EGAIN-COBR-NA	Cobrowse: Agent can share and co-navigate HTML/JavaScript content via web browser with a customer
41	Advisor Desktop: Service bundle with Knowledge Base, Mail+Social, SuperChat, Cobrowse & Calltrack	CC-AAS-EGAIN-ADVS-NA	Advisor Desktop: Digital-first, omnichannel desktop with unified context

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
42	Virtual Assistant: Chatbot with natural language capabilities	CC-AAS-EGAIN-VIAS-SS	Virtual Assistant: Self-service chat solution to understand customer request, to guide the customer to the right answer
43	Enhanced SMS: Receive and Send SMS messages at scale	CC-AAS-EGAIN-SMSG-SM	Messaging: Send outbound, personalized, and triggered omnichannel messages at scale
44	Vanity Short Code for MMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-MM	MMS Vanity Short Code: A requested 5 or 6 digit number
45	Measure and manage contact center operations	CC-AAS-EGAIN-CCAN-NA	Contact Center Analytics: Includes reports, configurable dashboards and powerful developer tools
46	Measure & visualize IVR-fronted customer journeys	CC-AAS-EGAIN-IVJA-NA	IVR Analytics: Analyze IVR-fronted customer journeys. Identify drivers of poor IVR experience
47	Aggregated analysis of digital customer journeys	CC-AAS-EGAIN-CJAN-NA	Customer Journey Analytics: Aggregated analysis of digital customer journeys across multiple dimensions - channels, customers, contacts and more.
48	Additional security in form of FedRAMP compliant environment	CC-AAS-EGAIN-FEDR-PT	FedRAMP Compliance: Available for Customers who desire additional security in form of FedRAMP compliant environment
49	Case management, call tracking, screen pop, & call controls	CC-AAS-EGAIN-CALT-NA	Calltrack: Comprehensive call taking, logging and tracking capability, including call controls and screen pop with call variables
50	Mail+Social: Email, web form, and social response management	CC-AAS-EGAIN-MASO-NA	Email: Free form email and structured web form response management. Social: Twitter, YouTube, Facebook and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Instagram sentiment monitoring and response management.
51	SuperChat: Text chat, proactive chat, video chat & click to call	CC-AAS-EGAIN-SUCH-NA	Comprehensive text chat, proactive chat, video chat & click to call. Includes the ability to chat via messaging channels.
52	Sales Advisor: process guidance expertise, best-practice and compliance	CC-AAS-EGAIN-SADV-NA	Sales Advisor: Omnichannel solution with flexible rules-based process guidance
53	Customer Self-Service Web Portal	CC-AAS-EGAIN-SSAI-SS	Customer Self-Service: Web portal using Knowledge Base for process guidance
54	Secure Portal	CC-AAS-EGAIN-SEME-SS	Secure Portal: Deliver confidential, secure content via a secure portal using a pointer delivered by email or message.
55	Callback via Click-2-Call web service	CC-AAS-EGAIN-CLMN-CM	Callback Minutes: One minute of callback (based on a click-to-call request online) between a customer and agent on the phone.
56	Omnichannel Outbound Messaging	CC-AAS-EGAIN-MSSG-ME	Messaging: Send omnichannel messages at scale. Each message dispatched or received counts as a separate message.
57	Social Media Direct Messaging	CC-AAS-EGAIN-SMSG-SC	Allows customer to message with agent using WhatsApp, Facebook Messenger, Twitter Direct Message and Apple Business Chat
58	Enhanced MMS: Receive and Send MMS messages at scale	CC-AAS-EGAIN-MMSM-SM	Messaging via MMS: Receive and Send MMS messages at scale. Each message

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			dispatched or received counts as a separate message.
59	Vanity Short Code for SMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-SM	SMS Vanity Short Code: A requested 5 or 6 digit number.
60	eGain API / URL Call	CC-AAS-EGAIN-CAPI-AP	API call to determine if a chat agent is available for assignment.
61	Encrypted connectivity to eGain Cloud from customer's CC	CC-AAS-EGAIN-SSVP-PT	Secure (encrypted) connectivity to eGain Cloud from customer's contact center or their back end systems
62	Enhanced security for data stored within eGain	CC-AAS-EGAIN-SECP-PT	Security Plus: Encrypted DB and Domain Keys Identified Mail (DKIM)
63	Connect eGain to Salesforce CRM	CC-AAS-EGAIN-SFDC-PT	Salesforce Integration published as an app on App Exchange
64	eGain "sandbox" w/ prod config + transaction data & integration	CC-AAS-EGAIN-FUSB-L1	Replica of eGain production environment and includes all production data with same storage as production. Supports a staging environment
65	eGain Base Tenant Environment for HA	CC-AAS-EGAIN-ALON-L1	No scheduled maintenance windows as compared to standard 4 hours/week; uses a fully distributed deployment with highly redundant architecture
66	eGain warm standby system	CC-AAS-EGAIN-OPCO-L1	Warm standby system is kept up, running and in synch with the production system. All traffic is switched over to warm standby (with approval), if production system is

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			unavailable for more than 15 minutes
67	Enterprise Workforce Management Bundle Support	CC-3PR-PRIVATE-WFM	Support for single tenant Enterprise Workforce Management Bundle
68	Enterprise Quality Management Support	CC-AAS-VERINT-QM	Support for single tenant Enterprise Automated Quality Management
69	Enterprise Screen Interaction Recording Support	CC-AAS-VERINT-VSRE	Support for single tenant Enterprise Agent Screen Recording
70	Enterprise Encrypted Voice & Screen Recording Support	CC-3PR-PRIVATE-VSRE	Support for single tenant Enterprise Encypted Voice & Screen Recording
71	Enterprise Voice Interaction Recording Support	CC-AAS-VERINT-VRE	Support for single tenant Enterprise Voice Recording
72	Enterprise Encrypted Voice Recording Support	CC-3PR-PRIVATE-VRE	Support for single tenant Enterprise Voice Recording Encyption
73	Additional Call Handlers - 2x5 options	UC-PRO-ENT-CH2	Configure up to (2) call handlers with up to 2x5 Options
74	Additional Call Handlers - 4x5 options	UC-PRO-ENT-CH4	Configure up to (4) Auto Attendants with up to 4x5 Options
75	Single Tenant Enterprise Post Call Survey Setup	CC-PRO-ENT-PCSE	Post Call Survey (PCS) provides the ability for contact centers to solicit and collect caller feedback by performing a survey after normal call treatment. Routing to PCS is configured per dialed number. Callers are provided the option to participate once the call is routed to queue.
76	Single Tenant Enterprise Courtesy Call-back	CC-PRO-ENT-CCBE	Setup of Courtesy Callback, which gives a caller the option to have an agent return their call. This option limits the time a

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			caller waits on the phone for an agent to answer.
77	Single Tenant Enterprise Chat & Email Setup	CC-PRO-ENT-ECE	Chat and Email offers multichannel capabilities with chat and email. It helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.
78	Call Flow Setup	CC-PRO-ENT-CFADD	Option to add a call flow to an existing Contact Center deployment. Deliverables include: One Call Flow to an existing contact center deployment Call Flow Diagram Knowledge Transfer of new Call Flow Project Management or CEM & Engineering included One Call Flow 5 Options Wide x 2 Menus Deep Up to 3 skills / precision queues Two Days of Post Cut Support
79	Single Tenant Infrastructure Package	CC-PRO-ENT-SINGLE	Buildout of a Single tenant infrastructure package to include the following setup and installation services: • Up to 100 Agents • Up to 10 Supervisors or Premium Agents • 3 Teams of Agents • 5 Call Flows (5 Options Wide & 2 Menus Deep • 20 Skills/Precision Queues

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			• Train the Trainer Training for Agent / Supervisor / Reporting
80	Multi-tenant WFO Analytics Named Agent Setup	CC-3PN-CLOUD-WFO-A	Configuration of WFO analytics agent service. Up to 100 agents.
81	Multi-tenant WFO Analytics with Transcription Named Agent Setup	CC-3PN-CLOUD-WFO-AT	Configuration of WFO analytics and transcription agent service. Up to 100 agents.
82	Multi-tenant WFO Bundle Named Agent Setup	CC-3PN-CLOUD-WFO	Configuration of WFO analytics WFM and transcription agent service. Up to 100 agents.
83	Multi-tenant Quality Management Setup	CC-3PN-CLOUD-QM	Configuration of Quality Management agent service. Up to 100 agents
84	Multi-tenant Workforce Management Setup	CC-3PN-CLOUD-WFM	Configuration of Workforce Management agent service. Up to 100 agents
85	Single Tenant Express Standard 25 Setup Package	CC-PRO-PRIVATE-CCX25	The Contact Center Express 25 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: • Up to 25 Agents (Minimum 5) • Up to 5 Supervisors Agents • One Team of Agents • Two Call Flows (5 Options Wide & 2 Menus Deep) • Ten Skills/Precision Queues • Train the Trainer Training for Agent / Supervisor / Reporting
86	Single Tenant Express 25 Plus Setup Package	CC-PRO-PRIVATE-CCX25P	The Contact Center Express 25 Plus Bundle includes the

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			following setup and installation services using standard functionality with no customizations: • Up to 25 Agents (Minimum 5) • Up to 5 Supervisors Agents • One Team of Agents • Three Call Flows (5 Options Wide & 2 Menus Deep) • Ten Skills/Precision Queues • Train the Trainer Training for Agent / Supervisor / Reporting
87	Single Tenant Express Standard 100 Setup Package	CC-PRO-PRIVATE-CCX100	The Contact Center Express 100 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: • Up to 100 Agents (Minimum 5) • Up to 10 Supervisors or Premium Agents • Three Team of Agents • Five Call Flows (5 Options Wide & 2 Menus Deep) • Twenty Skills/Precision Queues • Train the Trainer Training for Agent / Supervisor / Reporting
88	Single Tenant Express Standard 25 Support Package	CC-MSR-PRIVATE-CCX25	Support for CCX25 Single Tenant infrastructure package

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
89	Single Tenant Express 25 Plus Support Package	CC-MSR-PRIVATE-CCX25P	Support for CCX25 Plus Single Tenant infrastructure package
90	Single Tenant Express Standard 100 Support Package	CC-MSR-PRIVATE-CCX100	Support for CCX100 Single Tenant infrastructure package
91	Enterprise Automated Quality Management Setup Bundle	CC-3PN-VERINT-AQM	Application Enabled for Quality Management • Desktop Gadget • Form Designer • Form Designer Standalone • Quality Evaluation • Coaching & Interaction Data • Import Manager Quality Management training (includes) • Four days – on site Application Enablement for Automated Quality Monitoring • Desktop Resources • Logger • Phonetic Boosting • Real Time Speech Calibration Application • User Import Support Package Automated Quality Monitoring training: • Three days on site training • Remote Four day implementation review
92	Enterprise Performance Management Setup Bundle	CC-3PN-VERINT-PM	Application Enabled for Performance Management: • Advanced Scorecards • Coaching • Gadgets

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Scorecard External Integration Adaptor • Lesson Management • Competency-based Learning and Mobile Performance Management training: • One day – on site application training • One and a half (1.5) Verint VU Credits Productivity & Item Tracking Enabled (Custom Consulting Required) • Pulse & Alerts • Advanced Adherence • "MyTime" • VCT • Volume Data Transformation • Work Item Tracking & Reports • VCT Events • Capacity Planning • Utilization • Productivity & Operations • Daily Production • WIT Reports
93	Contact Center Enterprise Complete 200 Bundle - Up to 200 Agents including Supervisors & 5 Call Flows	CC-PRO-PRIVATE-CCE200	The Contact Center Enterprise 200 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: • Up to 200 Agents (Minimum 5) • Up to 25 Supervisors or Premium Agents

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Three Team of Agents • Five Call Flows (5 Options Wide & 2 Menus Deep) • Twenty Skills/Precision Queues • Train the Trainer Training for Agent / Supervisor / Reporting
94	Enterprise Call Recording Bundle Setup	CC-3PN-VERINT-CR	Application enabled for Voice Recording / Screen Recording / Archive / Encryption 650 concurrent recordings 20GB of Standard Storage per Agent per Month Interaction Data Platform • Acquisition • Indexing • Archival • Search & Replay Voice Interaction Recording • Call Recording • Real Time Monitoring & Playback via Telephone Encryption Management Screen Interaction Recording Application Enabled • Desktop Gadget • Screen Capture & AIM Call Recording End User Training (search / replay) • One Half Day – Remote User Management Training • One day – on site Project setup includes: • Planning sessions • Recorder Setup • SAML - authentication for application access • Redundancy included

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
95	Enterprise Workforce Management Bundle Setup	CC-3PN-VERINT-WFM	Application Enabled for Workforce Management • Forecasting & Scheduling • Blended Media • Outbound Adherence • Time Off Manager • Shift Bidding • Strategic Planner • Back Office Features • Branch Features • Mobile • Desktop Gadget • Forecasting & Scheduling Client • Logger • Pop-Up Notification System • User Import Support Package Workforce Management training: • Six and a half (6.5) days on site • One and a half (1.5) Verint University credit Project setup: • Planning sessions • SAML - authentication for application access User Management Training • One day – On Site
96	Carousel Realtime Speech Transcription and Analytics	CC-CI-SpeechText Analytics	Carousel Cloud real-time call analytics, live transcription, and AI based agent assist as an add-on to Carousel cloud contact center offer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
97	Carousel Conversational AI Virtual Assistant	CC-CI-VirtualAssistant	Carousel Cloud based conversational AI virtual assistant for inbound voice, SMS, and chat as an add-on to Carousel cloud contact center offer
98	Carousel Realtime Sentiment Analysis	CC-CI-SentimentAnalysis	Carousel Cloud based sentiment analysis services for advanced routing decisions as an add-on to Carousel cloud contact center offer
99	Carousel Post Call Survey	CC-CI-Post-Call-Survey	Carousel Cloud based post call survey with built in speech recognition services as an add-on to Carousel cloud contact center offer
100	Carousel CRM Connector (Salesforce, ServiceNOW, MS Dynamics)	CC-CI-CRM-Connector	Carousel CRM integration plugins for Carousel cloud contact center agent desktop - integrations include Salesforce, ServiceNOW, and Microsoft Dynamics.
101	Carousel Extended Recording Storage - 30 days	CC-CI-Extended-Storage-30	Carousel Monthly recurring extended storage per concurrent agent
102	Web Call Back	CC-PRR-AWSC-WCB	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.
103	Web and SMS Text Chat	CC-PRR-AWSC-WEBSMS	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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			SMS text chat with callers directed from their website.
104	Digital Recording	CC-PRR-AWSC-REC	Connect Call Recording: Digital recording and monitoring of inbound/outbound voice calls.
105	Digital Recording-Storage- Gigabyte	CC-PRR-AWSC-RECSTORE	Recording & Transcription Storage: Storage- Gigabyte for digital recording and monitoring of inbound/outbound voice calls.
106	Collaborative Browsing	CC-PRR-AWSC-CBROW	Collaborative browsing includes: 1) Bidirectional sharing of web pages between the contact center agent and the caller; 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.
107	Email Response Management (ERM)	CC-PRR-AWSC-ERM	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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			following minimum ERM functionality: 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
108	Workforce Management (WFM) System	CC-PRR-AWSC-WFM	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; 2) Forecast contact volumes and workload - overall call volume by contact channel;

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			3) Provide agent scheduling and create optimized agent schedules by shift and skill; 4) Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; 5) Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.
109	Automated Preview Outbound Dialing	CC-PRR-AWSC-OUTDIAL	Automated Preview Outbound Dialing provides a preview dialer that provides automated preview outbound dialing. It provides the following preview dialing features: 1) The preview dialer shall support either centralized or distributed contact center environments; 2) The preview dialer shall automatically initiate domestic and international outbound calls; 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; 4) The preview dialer shall include the option of allowing the outbound call to be placed from the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			agent's phone rather than from the dialer.
110	Automated Predictive Outbound Dialing	CC-PRR-AWSC-PREDDIAL	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; 2) The predictive dialer shall integrate with centralized or distributed contact center environments; 3) The predictive dialer shall automatically initiate domestic and international outbound calls; 4) The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result; 5) The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX; 6) Performance reports for the predictive dialer shall be available to the Customers; 7) Real time (within 15 seconds) and historical reports shall be available to the

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			Customer at campaign and agent level. This feature works with outbound agent only – not inbound.
111	Voice Callback	CC-PRR-AWSC-CALLBACK	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.
112	Quality Management	CC-PRR-AWSC-QM	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.
113	Screen Capture	CC-PRR-AWSC-SCAP	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.
114	Blended Agent	CC-PRR-AWSC-BAGENT	Blended Agent provides Contact Center Blended

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			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.
115	Variable Telephone Number Charges		
116	Toll Free number (USA)	CC-PRR-AWSC-DID-TF	Variable Telephone Number Charges - (USA): Per Month Charge Per Toll Free number (1 time cost, not a charge per call)
117	DID number (USA)	CC-PRR-AWSC-DID	Variable Telephone Number Charges - (USA): Per Month Charge per DID number (1 time cost, not a charge per call)
118	Variable Call Charges		
119	Per Min via inbound Toll Free # (USA)	CC-PRU-AWSC-MIN-TF-USA	Variable Call Charges - (USA) - Per Min via inbound Toll Free #
120	Per Min via inbound DID # (USA)	CC-PRU-AWSC-MIN-IN-USA	Variable Call Charges - (USA) - Per Min via inbound DID #
121	Per Min outbound (USA & Canada)	CC-PRU-AWSC-MIN-OUT-NA	Variable Call Charges - Per Min outbound (to USA and Canada)
122	Per Min outbound (Mexico)	CC-PRU-AWSC-MIN-OUT-MX	Variable Call Charges - Per Min outbound (to Mexico)
123	Per Min outbound (Puerto Rico)	CC-PRU-AWSC-MIN-OUT-PR	Variable Call Charges - Per Min outbound (to Puerto Rico)
124	Amazon Connect Core Charges		
125	Amazon Connect Inbound / Outbound Voice Usage	CC-PRU-AWSC-INOUT-USAGE	Amazon Connect Charges - (Globally): Per Min via Amazon Connect Calls. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
126	Amazon Connect High-Volume Outbound Voice Usage	CC-PRU-AWSC-INOUT-HVUSAGE	Amazon Connect High Volume Outbound Voice. Only available when procured in conjunction with Contact Center services.
127	Amazon Connect Cases	CC-PRU-AWSC-ASE	Amazon Connect Cases. Only available when procured in conjunction with Contact Center services.
128	Amazon Connect Chat	CC-PRU-AWSC-CHAT	Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat. Only available when procured in conjunction with Contact Center services.
129	Amazon Connect Contact Lens (First 5M min)	CC-PRU-AWSC-LENS	Contact Lens for Amazon Connect Charges - (Globally): Per min for first 5M mins per month. Only available when procured in conjunction with Contact Center services.
130	Amazon Connect Contact Lens (5M min +)	CC-PRU-AWSC-LENS-5+	Contact Lens for Amazon Connect Charges - (Globally): Per min for mins above 5M mins per month. Only available when procured in conjunction with Contact Center services.
131	Amazon Connect Contact Lens chat messages	CC-PRU-AWSC-LENS=Chat	Contact Lens for Amazon Connect Charges - (Globally): Per Chat message. Only available when procured in conjunction with Contact Center services.
132	Amazon Connect Customer Profiles	CC-PRU-AWSC-CUSTPROF	Amazon Connect Customer Profiles. Only available when procured in conjunction with Contact Center services.
133	Amazon Connect Optimization	CC-PRR-AWSC-OPT	Amazon Connect Optimization. Only available

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			when procured in conjunction with Contact Center services.
134	Amazon Connect Tasks	CC-PRR-AWSC-TASK	Amazon Connect Tasks. Only available when procured in conjunction with Contact Center services.
135	Amazon Connect Voice ID	CC-PRU-AWSC-VOICEID	Amazon Connect Voice ID. Only available when procured in conjunction with Contact Center services.
136	Amazon Connect Wisdom	CC-PRU-AWSC-WISDOM	Amazon Connect Wisdom. Only available when procured in conjunction with Contact Center services.
137	Amazon Connect API Gateway Charges		
138	Amazon Connect API Gateway Requests – HTTP API Calls	CC-PRU-AWSC-API-HTTP	Amazon API Gateway Requests - HTTP API Calls. Only available when procured in conjunction with Contact Center services.
139	Amazon Connect API Gateway Requests - REST API Calls	CC-PRU-AWSC-API-REST	Amazon API Gateway Requests - REST API Calls. Only available when procured in conjunction with Contact Center services.
140	Amazon Connect Athena Charges		
141	Amazon Connect Athena Queries	CC-PRU-AWSC-ATH-QUERIES	Athena Queries. Only available when procured in conjunction with Contact Center services.
142	Amazon Connect Amplify Charges		
143	Amazon Connect Amplify Static Hosting Build & Deploy	CC-PRU-AWSC-AMP-DEPLOY	Amplify Static Hosting Build & Deploy. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
144	Amazon Connect Amplify Static Hosting Data Storage	CC-PRU-AWSC-AMP-STORE	Amplify Static Hosting Data Storage. Only available when procured in conjunction with Contact Center services.
145	Amazon Connect Amplify Static Hosting Server Bandwidth	CC-PRU-AWSC-AMP-HOSTBW	Amplify Static Hosting Server Bandwidth. Only available when procured in conjunction with Contact Center services.
146	Amazon Connect AppSync Charges		
147	Amazon Connect AppSync Query and Data Modification Operations	CC-PRU-AWSC-APPSYNC-MODS	AppSync Query and Data Modification Operations. Only available when procured in conjunction with Contact Center services.
148	Amazon Connect AppSync Real- time Updates	CC-PRU-AWSC-APPSYNC-RTU	AppSync Real-time Updates. Only available when procured in conjunction with Contact Center services.
149	Amazon Connect AppSync Service Connection Time	CC-PRU-AWSC-APSYNC-TIME	AppSync Service Connection Time. Only available when procured in conjunction with Contact Center services.
150	Amazon Connect CloudFront Charges		
151	Amazon Connect CloudFront Regional Data Transfer Bandwidth	CC-PRU-AWSC-CF-RDT-BW	CloudFront Regional Data Transfer Bandwidth. Only available when procured in conjunction with Contact Center services.
152	Amazon Connect CloudFront HTTP & HTTPS requests	CC-PRU-AWSC-CF-HTTP	CloudFront HTTP & HTTPS requests. Only available when procured in conjunction with Contact Center services.
153	Amazon Connect CloudFront Function Invocations	CC-PRU-AWSC-CF-FUNC	CloudFront Function Invocations. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
154	Amazon Connect CloudFront Dedicated IP SSL certificates	CC-PRU-AWSC-CF-SSLCERT	CloudFront Dedicated IP SSL certificates. Only available when procured in conjunction with Contact Center services.
155	Amazon Connect CloudTrail Charges		
156	Amazon Connect CloudTrail Lake Ingest & Store	CC-PRU-AWSC-CT-INGEST	CloudTrail Lake Ingest & Store. Only available when procured in conjunction with Contact Center services.
157	Amazon Connect CloudTrail Analyze	CC-PRU-AWSC-CT-ANALYZE	CloudTrail Analyze. Only available when procured in conjunction with Contact Center services.
158	Amazon Connect CloudTrail Insights & Events	CC-PRU-AWSC-CT-INSIGHT	CloudTrail Insights & Events. Only available when procured in conjunction with Contact Center services.
159	Amazon Connect CloudWatch Charges		
160	Amazon Connect CloudWatch Metrics	CC-PRU-AWSC-CW-METRICS	CloudWatch Metrics. Only available when procured in conjunction with Contact Center services.
161	Amazon Connect CloudWatch Metrics API Requests	CC-PRU-AWSC-CW-API	CloudWatch Metrics API Requests. Only available when procured in conjunction with Contact Center services.
162	Amazon Connect CloudWatch Dashboards	CC-PRU-AWSC-CW-DASHBOARDS	CloudWatch Dashboards. Only available when procured in conjunction with Contact Center services.
163	Amazon Connect CloudWatch Alarms - Standard Resolution	CC-PRU-AWSC-CW-ALMRES	CloudWatch Alarms - Standard Resolution. Only available when procured in conjunction with Contact Center services.
164	Amazon Connect CloudWatch Alarms - High Resolution	CC-PRU-AWSC-CW-ALMRES-H	CloudWatch Alarms - High Resolution. Only available when procured in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			conjunction with Contact Center services.
165	Amazon Connect CloudWatch Alarms - Composite	CC-PRU-AWSC-CW-ALMCOMP	CloudWatch Alarms - Composite. Only available when procured in conjunction with Contact Center services.
166	Amazon Connect CloudWatch Log Collection (Data Ingestion)	CC-PRU-AWSC-CW-LOG	CloudWatch Log Collection (Data Ingestion). Only available when procured in conjunction with Contact Center services.
167	Amazon Connect CloudWatch Log Storage (Archival)	CC-PRU-AWSC-CW-ARCHIVE	CloudWatch Log Storage (Archival). Only available when procured in conjunction with Contact Center services.
168	Amazon Connect CloudWatch Log Analyze (Logs Insights queries)	CC-PRU-AWSC-CW-ANALYZE	CloudWatch Log Analyze (Logs Insights queries). Only available when procured in conjunction with Contact Center services.
169	Amazon Connect CloudWatch Events	CC-PRU-AWSC-CW-EVENT	CloudWatch Events. Only available when procured in conjunction with Contact Center services.
170	Amazon Connect Comprehend Charges		
171	Amazon Connect Comprehend NLP	CC-PRU-AWSC-CC-NLP	Comprehend NLP. Only available when procured in conjunction with Contact Center services.
172	Amazon Connect Comprehend NLP Event Detection	CC-PRU-AWSC-CC-NLPEVENT	Comprehend NLP Event Detection. Only available when procured in conjunction with Contact Center services.
173	Amazon Connect Comprehend NLP Syntax Analysis	CC-PRU-AWSC-CC-NLPSYNTAX	Comprehend NLP Syntax Analysis. Only available when procured in conjunction with Contact Center services.
174	Amazon Connect Cognito Charges		

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
175	Amazon Connect Cognito User Pool / Social IDP Auth	CC-PRU-AWSC-COG-USERPOOL	Cognito User Pool / Social IDP Auth. Only available when procured in conjunction with Contact Center services.
176	Amazon Connect Cognito SAML / OIDC Auth	CC-PRU-AWSC-COG-SAMPL	Cognito SAML / OIDC Auth. Only available when procured in conjunction with Contact Center services.
177	Amazon Connect Cognito Advanced Security Features (ASF)	CC-PRU-AWSC-COG-ASF	Cognito Advanced Security Features (ASF). Only available when procured in conjunction with Contact Center services.
178	Amazon Connect Cognito Sync Operations & Data Storage	CC-PRU-AWSC-COG-SYNC	Cognito Sync Operations & Data Storage. Only available when procured in conjunction with Contact Center services.
179	Amazon Connect DynamoDB Charges		
180	Amazon Connect DynamoDB Provisioned Capacity Write capacity units	CC-PRU-AWSC-DynDB-WRT	DynamoDB Provisioned Capacity Write capacity units. Only available when procured in conjunction with Contact Center services.
181	Amazon Connect DynamoDB Provisioned Capacity Read capacity units	CC-PRU-AWSC-DYNDB-READ	DynamoDB Provisioned Capacity Read capacity units. Only available when procured in conjunction with Contact Center services.
182	Amazon Connect DynamoDB On-Demand Capacity Write request	CC-PRU-AWSC-DYNDB-WRT-OD	DynamoDB On-Demand Capacity Write request. Only available when procured in conjunction with Contact Center services.
183	Amazon Connect DynamoDB On-Demand Capacity Read request	CC-PRU-AWSC-DYNDB-READ-OD	DynamoDB On-Demand Capacity Read request. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
184	Amazon Connect DynamoDB Data Storage	CC-PRU-AWSC-DYNDB-STORE	DynamoDB Data Storage. Only available when procured in conjunction with Contact Center services.
185	Amazon Connect Elastic Block Store Charges		
186	Amazon Connect EBS Throughput	CC-PRU-AWSC-CEBS-TPUT	EBS Throughput. Only available when procured in conjunction with Contact Center services.
187	Amazon Connect EBS Provisioned Storage	CC-PRU-AWSC-CEBS-STORE	EBS Provisioned Storage. Only available when procured in conjunction with Contact Center services.
188	Amazon Connect EBS IOPS	CC-PRU-AWSC-CEBS-IOPS	EBS IOPS. Only available when procured in conjunction with Contact Center services.
189	Amazon Connect Elastic Load Balancing Charges		
190	Amazon Connect Application Load Balancer Hourly	CC-PRU-AWSC-ALB-HR	Application Load Balancer Hourly. Only available when procured in conjunction with Contact Center services.
191	Amazon Connect Application Load Balancer Capacity Units	CC-PRU-AWSC-ALB-CAPCITY	Application Load Balancer Capacity Units. Only available when procured in conjunction with Contact Center services.
192	Amazon Connect Glue Charges		
193	Amazon Connect Glue ETL Data Processing Units (DPU)	CC-PRU-AWSC-GLUE-ETLDPU	Glue ETL Data Processing Units (DPU). Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
194	Amazon Connect Glue Data Catalog Storage	CC-PRU-AWSC-GLUE-STORE	Glue Data Catalog Storage. Only available when procured in conjunction with Contact Center services.
195	Amazon Connect Kendra Charges		
196	Amazon Connect Kendra Enterprise	CC-PRU-AWSC-DENDRA-ENT	Kendra Enterprise. Only available when procured in conjunction with Contact Center services.
197	Amazon Connect Key Management Service Charges		
198	Amazon Connect KMS Key Storage	CC-PRU-AWSC-KMS-STORAGE	KMS Key Storage. Only available when procured in conjunction with Contact Center services.
199	Amazon Connect KMS API requests	CC-PRU-AWSC-KMS-API	KMS API requests. Only available when procured in conjunction with Contact Center services.
200	Amazon Connect CloudHSM	CC-PRU-AWSC-KMS-CLOUDHASM	CloudHSM . Only available when procured in conjunction with Contact Center services.
201	Amazon Connect Kinesis Datastreams Charges		
202	Amazon Connect Kinesis Data Streams Provisioned Shard Hour Throughput	CC-PRU-AWSC-KNS-DSTHROUH	Kinesis Data Streams Provisioned Shard Hour Throughput. Only available when procured in conjunction with Contact Center services.
203	Amazon Connect Kinesis Data Streams Provisioned PUT payload	CC-PRU-AWSC-KNS-DS-PAY	Kinesis Data Streams Provisioned PUT payload. Only available when procured

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			in conjunction with Contact Center services.
204	Amazon Connect Kinesis Data Streams	CC-PRU-AWSC-KNS-DS	Kinesis Data Streams. Only available when procured in conjunction with Contact Center services.
205	Amazon Connect Kinesis Data Streams Data Ingestion	CC-PRU-AWSC-KNS-INGEST	Kinesis Data Streams Data Ingestion. Only available when procured in conjunction with Contact Center services.
206	Amazon Connect Kinesis Data Firehose Ingestion	CC-PRU-AWSC-KNS-INGESTFH	Kinesis Data Firehose Ingestion. Only available when procured in conjunction with Contact Center services.
207	Amazon Connect Kinesis Videostreams Charges		
208	Amazon Connect Kinesis Video Streams data consumption	CC-PRU-AWSC-KNVS-COMP	Kinesis Video Streams data consumption. Only available when procured in conjunction with Contact Center services.
209	Amazon Connect Kinesis Video Streams Data Storage	CC-PRU-AWSC-KNVS-STORE	Kinesis Video Streams Data Storage. Only available when procured in conjunction with Contact Center services.
210	Amazon Connect Lambda Charges		
211	Amazon Connect Lambda Duration	CC-PRU-AWSC-LAMDA-DUR	Lambda Duration. Only available when procured in conjunction with Contact Center services.
212	Amazon Connect Lambda Requests	CC-PRU-AWSC-LAMDA-REQ	Lambda Requests. Only available when procured in conjunction with Contact Center services.
213	Amazon Connect Lex Charges		

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
214	Amazon Connect Lex Speech Requests	CC-PRU-AWSC-LEX-SREQ	Amazon Lex Charges (Globally): Per Voice Request. Only available when procured in conjunction with Contact Center services.
215	Amazon Connect Lex Text Requests	CC-PRU-AWSC-LEX-TEQ	Amazon Lex Charges (Globally): Per Text Request. Only available when procured in conjunction with Contact Center services.
216	Amazon Connect Lex Chatbot Designer	CC-PRU-AWSC-LEX-CBOT	Amazon Lex Chatbot Designer. Only available when procured in conjunction with Contact Center services.
217	Amazon Connect LM Engage Charges		
218	Amazon Connect LM Engage On Demand	CC-PRU-AWSC-LME-OD	Amazon Connect LM Engage On Demand
219	Amazon Connect LM Engage Starter	CC-PRR-AWSC-LME-START	Amazon Connect LM Engage Starter. 0- 25,000 inbound & outbound calls/messages/tasks per month
220	Amazon Connect LM Engage Medium	CC-PRR-AWSC-LME-MED	Amazon Connect LM Engage Medium. 25,001-100,000 inbound & outbound calls/messages/tasks per month
221	Amazon Connect LM Engage Large	CC-PRR-AWSC-LME-LRG	Amazon Connect LM Engage Large. 100,001-250,000 inbound & outbound calls/messages/tasks per month
222	Amazon Connect LM Engage Enterprise	CC-PRR-AWSC-LME-ENT	Amazon Connect LM Engage Enterprise. 250,001-500,000 inbound & outbound calls/messages/tasks per month

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
223	Amazon Connect OpenSearch Charges		
224	Amazon Connect Elastic Search Instance, Class M	CC-PRU-AWSC-OS-CLASSM	Elastic Search Instance, Class M . Only available when procured in conjunction with Contact Center services.
225	Amazon Connect Elastic Search Instance, Class C	CC-PRU-AWSC-OS-CLASSC	Elastic Search Instance, Class C. Only available when procured in conjunction with Contact Center services.
226	Amazon Connect Elastic Search Instance, Class R	CC-PRU-AWSC-OS-CLASSR	Elastic Search Instance, Class R. Only available when procured in conjunction with Contact Center services.
227	Amazon Connect Pinpoint Charges		
228	Amazon Connect Pinpoint Monthly Targeted Audience (MTA) endpoints	CC-PRU-AWSC-PPNT-ENDPOINT	Pinpoint Monthly Targeted Audience (MTA) endpoints. Only available when procured in conjunction with Contact Center services.
229	Amazon Connect Pinpoint events	CC-PRU-AWSC-PPNT-EVENT	Pinpoint events. Only available when procured in conjunction with Contact Center services.
230	Amazon Connect Pinpoint Email messages	CC-PRU-AWSC-PPNT-EMAIL	Pinpoint Email messages. Only available when procured in conjunction with Contact Center services.
231	Amazon Connect Pinpoint In-App messaging	CC-PRU-AWSC-PPNT-MREQ	Pinpoint In-App messaging. Only available when procured in conjunction with Contact Center services.
232	Amazon Connect Pinpoint Push notifications	CC-PRU-AWSC-PPNT-NOTIFY	Pinpoint Push notifications. Only available when procured

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			in conjunction with Contact Center services.
233	Amazon Connect Pinpoint SMS messages	CC-PRU-AWSC-PPNT-SMS	Pinpoint SMS messages. Only available when procured in conjunction with Contact Center services.
234	Amazon Connect Pinpoint Voice messages	CC-PRU-AWSC-PPNT-VM	Pinpoint Voice messages. Only available when procured in conjunction with Contact Center services.
235	Amazon Connect Pinpoint Phone Number	CC-PRU-AWSC-PPNT-NUM	Pinpoint Phone Number. Only available when procured in conjunction with Contact Center services.
236	Amazon Connect Pinpoint Toll-Free Phone Number	CC-PRU-AWSC-PPNT-NUMTF	Pinpoint Toll-Free Phone Number. Only available when procured in conjunction with Contact Center services.
237	Amazon Connect Pinpoint Dedicated Short Code SMS Number	CC-PRU-AWSC-PPNT-NUMSMS	Pinpoint Dedicated Short Code SMS Number. Only available when procured in conjunction with Contact Center services.
238	Amazon Connect Polly Charges		
239	Amazon Connect Polly Standard voices	CC-PRU-AWSC-POLY-VOICESTD	Polly Standard voices. Only available when procured in conjunction with Contact Center services.
240	Amazon Connect Polly Neural voices	CC-PRU-AWSC-POLY-VOICEN	Polly Neural voices. Only available when procured in conjunction with Contact Center services.
241	Amazon Connect QuickSight Charges		
242	Amazon Connect Quicksite Authors	CC-PRU-AWSC-QS-AUTHOR	Quicksite Authors. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
243	Amazon Connect Quicksite Authors with Q	CC-PRU-AWSC-QS-AUTHQ	Quicksite Authors with Q. Only available when procured in conjunction with Contact Center services.
244	Amazon Connect Quicksite Readers	CC-PRU-AWSC-QS-READ	Quicksite Readers. Only available when procured in conjunction with Contact Center services.
245	Amazon Connect Quicksite Q enabled account base fee	CC-PRR-AWSC-QSQBASE	Quicksite Q enabled account base fee. Only available when procured in conjunction with Contact Center services.
246	Amazon Connect Route 53 Charges		
247	Amazon Connect Route 53 Hosted Zones	CC-PRU-AWSC-R53-ZONE	Route 53 Hosted Zones. Only available when procured in conjunction with Contact Center services.
248	Amazon Connect Route 53 Standard Queries	CC-PRU-AWSC-R53-QUEREY	Route 53 Standard Queries. Only available when procured in conjunction with Contact Center services.
249	Amazon Connect Route 53 Traffic Flow Policy	CC-PRU-AWSC-R53-TFP	Route 53 Traffic Flow Policy. Only available when procured in conjunction with Contact Center services.
250	Amazon Connect Secrets Manager Charges		
251	Amazon Connect Secrets	CC-PRU-AWSC-SECT	Secrets. Only available when procured in conjunction with Contact Center services.
252	Amazon Connect Secrets API Requests	CC-PRU-AWSC-SECT-APIR	Secrets API Requests. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
253	Contact Center Ancillary Server Charges		
254	Amazon Connect Ancillary Server, VPS Class L	CC-PRU-AWSC-VPS-L	Contact Center Ancillary Server, VPS Class L. Only available when procured in conjunction with Contact Center services.
255	Amazon Connect Ancillary Server, VPS Class W	CC-PRU-AWSC-VPS-W	Contact Center Ancillary Server, VPS Class W. Only available when procured in conjunction with Contact Center services.
256	Amazon Connect Ancillary Server, Dedicated Class M	CC-PRU-AWSC-VPS-M	Contact Center Ancillary Server, Dedicated Class M. Only available when procured in conjunction with Contact Center services.
257	Amazon Connect Storage Charges		
258	Amazon Connect S3 Storage	CC-PRU-AWSC-S3-STORE	S3 Standard, Storage Charges - (USA): Per GB per Month. Only available when procured in conjunction with Contact Center services.
259	Amazon Connect Data Transfer Bandwidth	CC-PRU-AWSC-S3-GB	AWS Data Transfer. Only available when procured in conjunction with Contact Center services.
260	Amazon Connect S3 Requests & Retrievals - PUT, COPY, POST, LIST	CC-PRU-AWSC-S3-REQ-PCPL	S3 Requests & Retrievals - PUT, COPY, POST, LIST. Only available when procured in conjunction with Contact Center services.
261	Amazon Connect S3 Requests & Retrievals -	CC-PRU-AWSC-S3REQ-GSO	S3 Requests & Retrievals - GET, SELECT, and all other requests. Only available

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	GET, SELECT, and all other requests		when procured in conjunction with Contact Center services.
262	Amazon Connect Simple Email Service [SES] Charges		
263	Amazon Connect SES Email messages	CC-PRU-AWSC-SES-EMAIL	SES Email messages. Only available when procured in conjunction with Contact Center services.
264	Amazon Connect SES Outgoing mail Data	CC-PRU-AWSC-SES-OUTGB	SES Outgoing mail Data. Only available when procured in conjunction with Contact Center services.
265	Amazon Connect SES Incoming mail data	CC-PRU-AWSC-SES-INGB	SES Incoming mail data. Only available when procured in conjunction with Contact Center services.
266	Amazon Connect Simple Notification Service [SNS] Charges		
267	Amazon Connect SNS Mobile Push Notifications	CC-PRU-AWSC-SNS-PUSH	SNS Mobile Push Notifications. Only available when procured in conjunction with Contact Center services.
268	Amazon Connect SNS Email Notifications	CC-PRU-AWSC-SNS-EMAIL	SNS Email Notifications. Only available when procured in conjunction with Contact Center services.
269	Amazon Connect SNS HTTP Notifications	CC-PRU-AWSC-SNS-HTTP	SNS HTTP Notifications. Only available when procured in conjunction with Contact Center services.
270	Amazon Connect Simple Queue Service [SQS] Charges		
271	Amazon Connect SQS Standard Queues	CC-PRU-AWSC-SQS-QSTD	SQS Standard Queues. Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
272	Amazon Connect SQS FIFO Queues	CC-PRU-AWSC-SQS-QFIFO	SQS FIFO Queues. Only available when procured in conjunction with Contact Center services.
273	Amazon Connect Step Functions Charges		
274	Amazon Connect Step Functions Standard Workflow State transitions	CC-PRU-AWSC-STEP-TRANS	Step Functions Standard Workflow State transitions. Only available when procured in conjunction with Contact Center services.
275	Amazon Connect Step Functions Express Workflow Requests	CC-PRU-AWSC-STEP-REQ	Step Functions Express Workflow Requests. Only available when procured in conjunction with Contact Center services.
276	Amazon Connect Step Functions Express Workflow Duration	CC-PRU-AWSC-STEP-GBS	Step Functions Express Workflow Duration. Only available when procured in conjunction with Contact Center services.
277	Amazon Connect Support Charges		
278	Amazon Connect Business Support	CC-PRU-AWSC-SUPP-BUS	AWS Business Support. Only available when procured in conjunction with Contact Center services.
279	Amazon Connect Transcribe Charges		
280	Amazon Connect Transcribe Transcription	CC-PRU-AWSC-TSCRIBE-MIN	Transcribe Transcription. Only available when procured in conjunction with Contact Center services.
281	Amazon Connect Transcribe Custom Language Model (CLM)	CC-PRU-AWSC-TSCRIBE-CLM	Transcribe Custom Language Model (CLM). Only available when procured in conjunction with Contact Center services.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
282	Amazon Connect Translate Charges		
283	Amazon Connect Translate, Standard	CC-PRU-AWSC-TRANS-STD	Translate, Standard. Only available when procured in conjunction with Contact Center services.
284	Amazon Connect Translate, Custom	CC-PRU-AWSC-TRANS-CUST	Translate, Custom. Only available when procured in conjunction with Contact Center services.
285	Amazon Connect Virtual Private Cloud Charges		
286	Amazon Connect VPC Gateway	CC-PRU-AWSC-VPC-GW	VPC Gateway. Only available when procured in conjunction with Contact Center services.
287	Amazon Connect VPC Gateway Data Processing	CC-PRU-AWSC-VPC-GWGB	VPC Gateway Data Processing. Only available when procured in conjunction with Contact Center services.
288	Calabrio Charges		
289	Calabrio Quality Management -	CC-PRR-AWSC-CBR-QM	Calabrio Quality Management
290	Calabrio Screen Capture	CC-PRR-AWSC-CBR-CAP	Calabrio Screen Capture
291	Calabrio Call Recording	CC-PRR-AWSC-CBR-REC	Calabrio Call Recording
292	Calabrio Analytics	CC-PRR-AWSC-CBR-DMR	Calabrio Analytics
293	Calabrio Data Manager Reporting	CC-PRR-AWSC-DBR-REP	Calabrio Data Manager Reporting
294	Calabrio Performance Coaching	CC-PRR-AWSC-CBR-PC	Calabrio Performance Coaching
295	Calabrio One Suite	CC-PRR-AWSC-CBR-ONE	Calabrio One Suite

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
296	Calabrio One Uncommitted User (Bursting)	CC-PRR-AWSC-CBR-ONEUN	Calabrio One Uncommitted User (Bursting)
297	Calabrio Cloud Storage	CC-PRU-AWSC-CBR-STORE	Calabrio Cloud Storage
298	Genesys Engage Charges		
299	Genesys Engage Base Package	CC-PRR-AWSC-GEN-BASE	Genesys Engage Customer Interaction Management (CIM) Platform
300	Genesys Engage Callback	CC-PRR-AWSC-GEN-CB	Queued and scheduled callbacks based on real-time agent availability and skill.
301	Genesys Engage Callback - Lab	CC-PRR-AWSC-GEN-CBLAB	Genesys Engage Callback Lab license
302	Genesys Engage Chat - Lab	CC-PRR-AWSC-GEN-CHATLAB	Genesys Engage Chat Lab license
303	Genesys Engage CIM Platform - Lab	CC-PRR-AWSC-GEN-PLAT-LAB	Genesys Engage CIM Platform Lab license
304	Genesys Engage CPD/ASM	CC-PRR-AWSC-GEN-CPASM	Call progress and answering machine detection for Genesys Engage Outbound Voice.
305	Genesys Engage CPD/ASM - Lab	CC-PRR-AWSC-GEN-CPASM-LAB	Genesys Engage CPD/ASM Lab license
306	Genesys Engage Customer Experience Insights	CC-PRR-AWSC-GEN-CEI	Historical reports on agents, interactions, and queues for Genesys Engage
307	Genesys Engage Customer Experience Insights - Lab	CC-PRR-AWSC-GEN-CEI-LAB	Genesys Engage Customer Experience Insights Lab license
308	Genesys Engage Inbound Voice	CC-PRR-AWSC-GEN-IN	Inbound voice agent for Genesys Engage
309	Genesys Engage Inbound Voice - HA	CC-PRR-AWSC-GEN-IN-HA	Inbound voice agent high availability (HA) for Genesys Engage
310	Genesys Engage Inbound Voice - Lab	CC-PRR-AWSC-GEN-IN-LAB	Genesys Engage Inbound Voice Lab license

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
311	Genesys Engage Info Mart - Lab	CC-PRR-AWSC-GEN-IMART-AB	Genesys Engage Info Mart Lab license
312	Genesys Engage Outbound Voice	CC-PRR-AWSC-GEN-OUT	Outbound voice campaigns for Genesys Engage
313	Genesys Engage Outbound Voice - Lab	CC-PRR-AWSC-GEN-OUT_LAB	Genesys Engage Outbound Voice Lab license
314	Genesys Engage Proactive Contact E-mail/SMS	CC-PRR-AWSC-GEN-PMSG	Agentless outbound e-mail and SMS campaigns for Genesys Engage
315	Genesys Engage Proactive Contact E-mail/SMS - Lab	CC-PRR-AWSC-GEN-PMSG-LAB	Genesys Engage Proactive Contact E- mail/SMS Lab license
316	Genesys Engage Proactive Contact Voice	CC-PRR-AWSC-GEN-PCV	Agentless outbound voice campaigns, with call progress and answering machine detection for Genesys Engage
317	Genesys Engage Proactive Contact Voice - Lab	CC-PRR-AWSC-GEN-PCV-LAB	Genesys Engage Proactive Contact Voice Lab license
318	Genesys Engage Recording Connector	CC-PRR-AWSC-GEN-REC	Agent call recording connector for third- party call recording systems.
319	Genesys Engage Recording Connector - Lab	CC-PRR-AWSC-GEN-REC-LAB	Genesys Engage Recording Connector Lab license
320	Genesys Engage SIP Qualification & Parking - Lab	CC-PRR-AWSC-SIPQ-LAB	Genesys Engage SIP Qualification & Parking Lab license
321	Genesys Engage SMS - Lab	CC-PRR-AWSC-GEN-SMS-LAB	Genesys Engage SMS Lab license
322	Genesys Engage Universal SDK	CC-PRR-AWSC-GEN-SDK	Software development kit (SDK) for integration to Genesys Engage.
323	Genesys Engage VHT IVR Adapter	CC-PRR-AWSC-GEN-IVRA	VHT Platform IVR Adapter
324	Genesys Engage VHT IVR Adapter - Lab	CC-PRR-AWSC-GEN-IVRA-LAB	Genesys Engage VHT IVR Adapter Lab license

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
325	Genesys Engage VHT Platform	CC-PRR-AWSC-GEN-VHT	Virtual Hold Technology (VHT) as soon as possible (ASAP) callbacks (a.k.a. immediate or queued callbacks)
326	Genesys Engage VHT Platform - HA	CC-PRR-AWSC-GEN-VHT-HA	VHT Platform High availability (HA)
327	Genesys Engage Voice Platform	CC-PRR-AWSC-GEN-VP	Genesys Engage VoiceXML based voice browser for interactive voice response (IVR). Does not include automatic
328	Genesys Engage Voice Platform - HA	CC-PRR-AWSC-GEN-VP-HA	for Genesys Engage Voice Platform High availability (HA)
329	Genesys Engage Voice Platform - Lab	CC-PRR-AWSC-GEN-VP-LAB	Genesys Engage Voice Platform Lab license
330	Genesys Engage Workforce Management	CC-PRR-AWSC-GEN-WM	Agent forecasting, scheduling, and adherence for Genesys Engage
331	Genesys Engage Workforce Management - Lab	CC-PRR-AWSC-GEN-WM-LAB	Genesys Engage Workforce Management Lab license
332	Genesys Engage Workspace - Lab	CC-PRR-AWSC-GEN-WKP-LAB	Genesys Engage Workspace Lab license
333	Mindful Charges		
334	Mindful Platform Standard	CC-PRR-AWSC-MIND-STAND	Mindful Platform Standard for queued and scheduled callbacks. Up to 250K conversations, up to 500K notifications.
335	Mindful Platform Professional	CC-PRR-AWSC-MIND-PRO	Mindful Platform Professional for queued and scheduled callbacks. 250K to 1M conversations, up to 5M notifications.
336	Mindful Platform Enterprise	CC-PRR-AWSC-MIND-ENT	Mindful Platform Enterprise for queued and scheduled callbacks. Over 1M conversations, up to 20M notifications

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
337	Mindful Conversation	CC-PRU-AWSC-MIND-CONV	Mindful Conversation callback requests, per conversation.

27.2.3 Automatic Call Distributor (ACD)

The Contractor shall provide a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the Contractor's offered multimedia channels such as voice, email, and a Customer website.

The intelligent routing and distribution of contacts shall be determined according to the real time operating status of the Customer's contact center and their specified business rules.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.1 Contact Center Interoperability

The ACD shall interoperate with all of the Customer's Contact Center communication channels such as their Internet website, email, and voice.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.2 Queue Status

The ACD shall provide the caller the queue status including the callers estimated wait time in queue when a queue threshold exceeds a Customer specified threshold. This shall include an option for announcing the callers expected wait time prior to entering the queue. The Contractor shall provide Customers with the ability to change recorded announcements.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.3 Music on Hold

The ACD shall provide music on hold (or recordings) to the originating caller. The music on hold source can be Contractor or Customer provided according to Customer needs.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.4 Service Observation – Voice

The Contractor shall provide ACD service observation with the following capabilities:

1. Service observation shall provide Customer authorized personnel the ability to monitor the ACD agents and agent groups for call quality;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Service observation shall provide options for silent monitoring and three-way audio conferencing;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers for agents and observers who are connected to the platform via private connection;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Service observation shall be secure and available only to Customer designated individuals; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Service observation shall integrate with the preview and predictive dialers described in Sections 27.2.2.7 and 27.2.2.8.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.5 ACD System Administrator Functionality

The ACD shall provide the Customer with the ability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The ACD shall enable Customer designated individuals to perform both real time and scheduled changes. The Contractor shall provide an ACD management system with the following minimum system administrator functions:

1. An audit trail and change log history;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Authentication with password protection for authorized administrators;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Ability to perform scheduled and real time changes;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Ability to view the Customer Contact Center solution configuration; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Ability to manage and upload greetings and prompts.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6 Customer ACD Monitoring and Reporting Requirements

The ACD shall provide historical reports and real time statistics of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time. This shall include, but is not limited to, reporting on the queue, agent/skill levels, and agent groups. Both detailed and summarized reports shall be provided. Reporting archive data shall be available for a minimum of one year. The ACD shall provide remote access electronic exporting of reporting data, in standard file format (e.g. CSV) to Customer applications (i.e. spreadsheets, databases).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6.1 Customer Historical Reporting

The ACD shall provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Customer needs) and ad hoc historical reports. This shall include an annual report with monthly summaries and totals for all categories of ACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The Contractor shall provide ACD historical reports that include:

1. Agent Availability – this includes the identification of agents and the length of time signed into ACD queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Agent Availability Summary – this includes the identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. All Queue Activity – this includes the number of calls offered to an ACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Handled Calls in Queue – this includes the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Abandoned Call Summary – this includes the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Abandoned Calls – this includes the time a call was offered to a queue and the duration of the call before it was abandoned;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Agent Call Details – this includes the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Agent Group Activity – this includes report details by agent group; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Dialed Number Activity – this includes report details by the primary listed directory number dialed by the caller.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6.2 Real Time Monitoring and Reporting

The ACD shall provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting shall monitor performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports shall include summaries and totals (where applicable).

The Contractor shall provide agent statistics that include:

1. Identification of agent;
2. The status of the agent; and,
3. The total time the agent has had that status.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide call statistics that include:

1. Identification of caller;
2. Identification of agent handling the call;
3. The queue to which the call was assigned;
4. The status of the call;
5. The wait time of the call; and,
6. The time agent has handled the call.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide queue statistics that include:

1. The total number of agents logged into a queue;
2. The total number of idle agents in the queue;
3. The total number of agents not available to take a call;
4. The total number of calls in the queue; and,
5. The average wait time of callers in the queue.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

The Contractor shall provide a Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features:

1. Agent Inbound Line - Receives calls from the contact center Listed Directory Numbers (LDNs);

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Remote Agent– Ability to route calls to telephone numbers outside the contact center;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Position ID - Agent Position ID identifies a specific agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Call Present - Agent answers contact center calls without pressing a key;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming contact center call to another agent's line;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Call Source Identification – Displays calling number on agent Equipment.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's ACD Basic Agent Package shall include the following features and functions:

1. Abandon Call Clearing - Removes calls from the contact center queue when the caller abandons while waiting in queue or after the call is presented to the agent.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Automatic Overflow - Allows Customer to specify where new incoming calls overflow.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Call Priority - Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Night Service - Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Overflow Scan - Scans up to four other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Ring Threshold - Reroutes call when agent does not answer after a predetermined amount of time.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Call/Delay Forced Announce - Provides recorded announcements(s) to callers when all agents are busy or the contact center is in Night Service Mode.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Queue Status - Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Agent Queue Status Display - Provides agents status of call queue. Shows either number of calls in queue, or amount of time oldest call has been queue.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Called Number Display - Displays the dialed contact center directory number on agent Equipment.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Call Tracking - Allows agents to indicate type of call being processed by pressing tracking key and entering a code ("account code").

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Controlled Access to PSTN/Switched Network - Outbound dialing permission from total restriction to unrestricted access to the public network.

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Supervised Call Center Transfer- Off Net - Allows an agent to transfer a call to any 10 digit phone number not serviced by the Contact Center, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide the ACD Basic Agent Package described in Table 27.2.3.7.1.a

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Agent Package - Agent	Basic Agent Software package as described.		CC-AAS-CDNCS27-AGENT	Yes
2	Carousel Basic Agent Package - Agent	Carousel Basic Agent Software package as described.	Basic cloud contact center agent	CC-CI-Basic-CC-AGT	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
			concurrent license		

The Contractor may offer additional Unsolicited ACD agent package features in Table 27.2.3.7.1.b.

Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Basic Agent Package - Agent	CC-PRR-AWSC-ACD-AGENT	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 - Agent Priority Call Transfer - Emergency Alert - Call Source Identification

27.2.3.7.2 ACD Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package and Additional Supervisor Packages that include 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;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Controlled Overflow - Allows a supervisor to direct new contact center calls to an overflow route

Bidder understands the Requirement and shall meet or exceed it? Yes

6. ACD Status Display - Supervisor(s) with display set can monitor contact center call status displaying number of calls in incoming call queue and average time in queue and the total number of occupied agent positions (agents idle, active, or not ready)

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Position Status Display - Provides supervisor with visual indication of agent activity in real time

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Position Status Summary - Allows supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. The minimum requirements include:
    - Display indicates total number of agents:
    - On contact center calls
    - On non-contact center calls (on virtual number)
    - Idle (logged n and waiting for call)
    - Not ready (clerical status) logged off

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide the ACD Supervisor's Package described in Table 27.2.3.7.2.a

Table 27.2.3.7.2.a – ACD Supervisor's Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Supervisor's Package-Agent	Basic Supervisor's Package Software as described.		CC-AAS-CDNCS27-SUP	**Yes**
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		CC-AAS-CDNCS27-SUPADD	**Yes**
3	Carousel Basic Supervisor's Package-Agent	Carousel Basic Supervisor's Package Software as described.	Cloud contact center concurrent supervisor license	CC-CI-Basic-CC-SUP	**Yes**
4	Carousel Additional Supervisor Positions	Carousel Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Cloud contact center concurrent supervisor license	CC-CI-Basic-CC-SUP-OVG	**Yes**

The Contractor may offer additional Unsolicited ACD supervisor's package features in Table 27.2.3.7.2.b.

Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Basic Supervisor's Package-Agent	CC-PRR-AWSC-ACD-SUP	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; 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	CC-PRR-AWSC-ACD-SUP-ADD	Amazon Connect: Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)

27.2.3.7.3 ACD System Administrator Software Package

The Contractor shall provide a 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;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Activate or deactivate the entire contact center group or queues within the group;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Assign passwords to agents;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Increase or decrease number of agents;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Increase or decrease the number of queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Move agent(s) to another contact center agent group within the System;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Control queues by changing the queue slots, queue size, and maximum wait time;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Change overflow routes and ring thresholds; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Change password levels of supervisors in the System.

Bidder understands the Requirement and shall meet or exceed it? Yes

Table 27.2.3.7.3.a – ACD System Administrator Software Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic System Administrator's Package	Basic Administrator's Package Software as described.		CC-MSR-EMP-CORE	Yes
2	Carousel Basic System Administrator's Package	Carousel Basic Administrator's Package Software as described.	System administrator interface for queue, agent, call flow management	CC-CI-CCAS Admin	Yes

The Contractor may offer additional unsolicited ACD administrator software package features in Table 27.2.3.7.3.b.

Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	EMP - Complete Management	CC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards
2	EMP - Core to Complete Migration	CC-MSR-EMP-CORE2COM	Upgrade from CC EMP Core to Complete
3	EMP Custom Reporting and Dashboard	CC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing
4	EMP - Essential Management	CC-MSR-EMP-ESS2COM	Upgrade from CC EMP Essentials to Complete
5	EMP - Essential to Complete Management	CC-MSR-EMP-ESS2CORE	Upgrade from CC EMP Essentials to Core. By upgrading to the Core Service users receive access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the NWN Community and self-service ticketing.
6	Self Service Custom Portal Support	CC-3PR-SPCHSOFT-PORTAL	Contact Center management application support
7	Self Service Custom Portal	CC-AAS-SPCHSOFT-PORTAL	Management application entitlement for each configured contact center named user
8	Custom Wallboard / Dashboard Setup	CC-3PN-2RING-DBOARD	Solutions plus option for a Cisco hosted contact center
9	Custom Wallboard / Dashboard Support	CC-BUN-2RING-DBOARD	Solutions plus option for a Cisco hosted contact center
10	Basic System Administrator's Package	CC-PRN-AWSC-ACD-ADMIN	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;

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			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.

27.2.3.8 Physical Security Controls

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.9 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

Bidder understands this requirement and shall meet or exceed it? Yes

27.2.4 Interactive Voice Response Solution

The Contractor shall provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions shall occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry, voice (speech) recognition and text-to-speech. The IVR solution shall include the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution shall include a usage-based option. The usage charge shall be exclusive of any toll free network charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.1 Multi-Platform Integration

The solution shall provide the ability to integrate the following: telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and VoiceXML, and web application servers (WAS).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.2 IVR Standards

1. The Contractor's IVR solution shall meet all applicable industry standards;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The IVR solution shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The IVR solution shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IP Security standards, support encrypted call initiation and RADIUS authentication;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Contractor shall be compliant with applicable Payment Card Industry Data Security Standard (PCI DSS) if the IVR solution processes cardholder data, and;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The IVR solution's speech browser shall utilize open standards. Communications between the IVR and the applications servers shall utilize open standards.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.3 Load Balancing and Redundancy

The IVR solution shall utilize load balancing and automatic failover between components. The IVR solution shall be geographically distributed and calls shall be distributed across contact center locations. The IVR solution shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.4 IVR Applications

The Contractor shall offer customizable packaged IVR applications that can be modified by the Customer without the need for custom application development.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.5 IVR Services and Features

Bidder shall describe its IVR features.

Table 27.2.4.5.a – IVR Services and Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	IVR Usage	Usage charge associated with the IVR solution.	Utilizing the AWS or equivalent platform	CC-MSN-CDNCS27-IVRUSE	**Yes**
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.	Utilizing the AWS or equivalent platform with speech recognition	CC-MSN-CDNCS27-IVRSRUSE	**Yes**
3	Carousel IVR Usage	Carousel Usage charge associated with the IVR solution.	Cloud IVR platform may deployed with the Carousel cloud contact center solution or integrated into legacy platform such as Avaya, Genesys, and Cisco	CC-CI-Cloud-IVR	**Yes**
4	Carousel IVR Usage-Speech Recognition	Carousel Usage charge associated with the IVR solution with speech recognition input.	Speech Recognition and Text to Speech Services as an add on to CC-CI-Cloud-IVR	CC-CI-Cloud-Speech	**Yes**

The Contractor may offer additional unsolicited IVR services and features in Table 27.2.4.5.b.

Table 27.2.4.5.b – Unsolicited IVR Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Unlimited use CVP IVR port	CC-AAS-ENT-IVRPRT	Unlimited IVR with no speech recognition
2	NWN managed AWS Connect Voice	UC-3PN-CONNECT-VOICE	NWN managed PSTN usage. Unit of measure is per minute of inbound or outbound voice data that traverses the public facing PSTN interface. This service includes contact flows, configuration, routing, analytics, and management tools for voice.
3	NWN managed AWS Connect Chat	UC-3PN-CONNECT-CHAT	NWN managed web and mobile Chat usage. Unit of measure is per message sent outbound or inbound. This service includes contact flows, configuration, routing, analytics, and management tools for chat.
4	Connect Supported US Based DID	UC-AAS-CONNECT-USDID	NWN provided US based DID that can be used for inbound and outbound voice and SMS services. Unit of measure is per month of usage.
5	Connect Toll-Free DID	UC-AAS-CONNECT-USDIDTF	NWN provided US based Toll-free DID that can be used for inbound and outbound voice. Unit of measure is per month of usage.
6	DID Inbound Usage	UC-3PN-CONNECT-DIDIN	Inbound voice call usage per minute of an NWN provided DID that traverses the public facing PSTN interface.
7	Toll-Free Inbound Usage	UC-3PN-CONNECT-TFIN	Inbound voice call usage per minute of an NWN provided Toll-free DID that traverses the public facing PSTN interface.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	DID Outbound Usage	UC-3PN-CONNECT-DIDOUT	Outbound voice call usage per minute of an NWN provided DID or Toll-free DID that traverses the public facing PSTN interface.
9	NWN managed AWS Infrastructure – Small Package	UC-AAS-CONNECT-INFRS	NWN managed AWS small infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 2G of memory, 2 vCPUs, 5G of network performance and up to 500MB of storage. Private secure peering connection included for transport. Customer will be required to order one package per operating system instance
10	NWN managed AWS Infrastructure – Medium Package	UC-AAS-CONNECT-INFRM	NWN managed AWS medium infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 4G of memory, 4 vCPUs, 5G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 1TB of outbound data transport. Customer will be required to order one package per operating system instance
11	NWN managed AWS Infrastructure – Large Package	UC-AAS-CONNECT-INFRL	NWN managed AWS large infrastructure package. Each package includes a Linux, Windows, or Red Hat operating system with SQL, up to 64G of memory, 8 vCPUs, 10G of network performance and up

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 5TB of outbound data transport. Customer will be required to order one package per operating system or database instance
12	NWN managed AWS Infrastructure – XL Package	UC-AAS-CONNECT-INFRXL	NWN managed AWS XL infrastructure package. This package includes a Linux, Windows, or Red Hat operating system with SQL, up to 128G of memory, 16 vCPUs, 10G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 10TB of outbound data transport. Customer will be required to order one package per operating system or database instance
13	NWN managed AWS Storage – HDD	UC-AAS-CONNECT-STRHDD	NWN managed AWS powered Hard Disk Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.
14	NWN managed AWS Storage – SSD General	UC-AAS-CONNECT-STRSSDG	NWN managed AWS powered general purpose Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	NWN managed AWS Storage – SSD Provisioned	UC-AAS-CONNECT-STRSSDP	NWN managed AWS powered provisioned IOPS Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.
16	Connect Support – Voice, Chat, DID	UC-3PN-CONNECT-VCDSUPT	Support package for voice and chat services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. Unit of measure is one minute of inbound or outbound voice traversing the public PSTN interface.
17	Infrastructure Support	UC-3PR-CONNECT-INFSUPT	Support package for infrastructure services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. This feature is required for each infrastructure package of Linux, Red Hat or Windows, with or without SQL.
18	IVR Usage	CC-PRU-AWSC-IVR-USAGE	Amazon Connect: Usage charge associated with the IVR solution.
19	IVR Usage- Speech Recognition	CC-PRU-AWSC-IVR-SPREC	Amazon Connect + Lex: Usage charge associated with the IVR solution with speech recognition input.
20	Transcribe	CC-PRU-AWSC-IVR-TSCRIBE	Transcribe

27.2.4.6 IVR Summary Reporting

The Contractor shall provide summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.7 IVR Commercial Reports

Contractor shall provide any IVR reports that are available with its commercial offerings.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.5 Contact Center Geographic Service Areas

The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations. Commitment to provide service is subject to facility availability as determined by the Bidder at time of bid submission and may be reassessed by Contractor at time of service order.

Bidder understands the Requirement and shall meet or exceed it? Yes

The bidder shall indicate geographic service areas where Standard Contact Center Services are available. The Bidder may indicate a statewide offering or provide specific geographic locations in Table 27.2.5.a.

Bidder understands the Requirement and shall meet or exceed it? Yes

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

Bidder understands the Requirement and shall meet or exceed it? Yes

Table 27.2.5.a – Standard Contact Center Service Locations

Line Item	Service Location
1	State of California (Statewide)
2	
3	
4	
5	
6	
7	

Line Item	Service Location
8	
9	
10	

27.3 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

27.3.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.2 Technical Requirements versus SLA Objectives

Section 27.2 (Contact Center Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one

specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact

information for SLA inquiries and issue resolution for Customer and CALNET Program.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 27.3.8):

1. With the exception of the Provisioning SLA (Section 27.3.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands this requirement and shall meet or exceed it? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands this requirement and shall meet or exceed it? Yes

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar

services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24 x 7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to

address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,
19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 27.3.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands the requirements and shall meet or exceed them? Yes

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 27.3.7.a – Stop Clock Conditions (SCC)

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-

Line Item	Stop Clock Condition (SCC)	SCC Definition
		User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.

Line Item	Stop Clock Condition (SCC)	SCC Definition
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If

Line Item	Stop Clock Condition (SCC)	SCC Definition
		determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).
15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment

Line Item	Stop Clock Condition (SCC)	SCC Definition
		without Customer's approval, the Customer Environmental SCC will not apply.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8 Technical Service Level Agreements (SLA)

27.3.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Contact Center service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

Contact Center Service

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≥ 99.2%	≥ 99.5%	≥ 99.9%	P

Rights and Remedies:

1. Per Occurrence:
    - End-User Escalation Process
    - CALNET CMO Escalation Process
2. Monthly Aggregated Measurements:
    - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC.
    - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
    - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any failure of any part of the Contact Center architecture components (hardware, software, interconnection of components) based on a common cause that results in a Contact Center service feature failure at more than one Contact Center location.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for

tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service seat and service basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User seat or service feature is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Contact Center Service

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TRMC and ten Business Days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of a Contractor's IVR and/or ACD service on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User seat and service feature affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service basis from information recorded from the network equipment/system or trouble ticket. Each End-User seat and service feature is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

IVR and ACD Services

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
IVR and/or ACD Service	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.

2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.4 Contact Service Outage (M-S)

SLA Name: Contact Center Service Outage

Definition:

The loss of a Contact Center service feature at a single End-User location.

Measurement Process:

The Outage duration begins when an application alarm/other fault indicator is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or application alarm, the Contractor shall compile a list for each End-User seat and feature at the End-User location for tracking and reporting of SLA rights and remedies. Each seat and feature is deemed out of service from the first notification until the Contractor determines all End-User seats and features are restored minus SCC. Any seat or feature reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The objective restoral time shall be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≥ 6 hours	≥ 4 hours	≥ 2 hours	P

Rights and Remedies:

1. Per Occurrence:
    - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Contact Center seat and service/feature impacted by the service failure.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≤ 16 Hours	≤ 12 Hours	≤ 8 Hours	P

Rights and Remedies:

1. Per Occurrence:
    - 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each seat and service feature out of service for a period greater than the committed objective level.
    - Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.6 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and

CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
    - Senior Management Escalation
2. Monthly Aggregated Measurements:
    - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.7 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Contact Center Services	N/A	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.
Objective 2: Monthly Average percent by service type:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Contact Center Services	≤ 90%	N/A	≤ 95%	P

Rights and Remedies:

1. Per Occurrence:
    - Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.
2. Monthly Aggregated Measurements:
    - Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.8 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this section.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 27.3.8 for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8.10 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 27.3.8.

Bidder understands the Requirement and shall meet or exceed it? Yes