

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

Verizon Business Services

Statement of Work

TECHNICAL REQUIREMENTS

10/27/2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide  
Procurement

PO Box 1810

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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

<b>Amendment #</b>	<b>Date</b>	<b>Amendment Description</b>
7	06/15/21	Header – Inserted Section 27.2 Modified eVAQ Section Reference Table 27.2.2.a – Contact Center General Features– Modified Product ID. Table 27.2.2.b – Unsolicited General Features – Modified Language. Table 27.2.4.5.b – Unsolicited IVR Services and Features – Modified Language.
11	10/30/23	Updated Header with Amendment 11 content. Table of Contents repagination Table 27.2.2.b – Added new services

## Table of Contents

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES	1
27.1 OVERVIEW	5
27.1.1 Bidder Response Requirements	5
27.1.2 Designation of Requirements	5
27.1.3 Pacific Time Zone	6
27.1.4 Contractor Reference – Single Engagement Limitations	6
27.2 CONTACT CENTER SERVICES	6
27.2.1 General Requirements	6
27.2.1.1 Load Balancing and Automatic Failover	8
27.2.1.2 Geographic Distribution	8
27.2.1.3 Redundancy	8
27.2.1.4 ACD and IVR	8
27.2.1.5 Virtual Contact Center Support	8
27.2.1.6 Intelligent Call Routing	8
27.2.1.7 Network Queuing	9
27.2.1.8 ACD and IVR Integration	9
27.2.2 Contact Center General Features	9
27.2.2.1 Web Call Back	9
27.2.2.2 Web and SMS Text Chat	9
27.2.2.3 Digital Recording	10
27.2.2.4 Collaborative Browsing	11
27.2.2.5 Email Response Management (ERM)	11
27.2.2.6 Workforce Management (WFM) System	12
27.2.2.7 Automated Preview Outbound Dialing	13
27.2.2.8 Automated Predictive Outbound Dialing	13
27.2.2.9 Voice Callback	14
27.2.2.10 Quality Management	14
27.2.2.11 Screen Capture	14
27.2.2.12 Blended Agent	15
27.2.3 Automatic Call Distributor (ACD)	104
27.2.3.1 Contact Center Interoperability	104
27.2.3.2 Queue Status	105
27.2.3.3 Music on Hold	105
27.2.3.4 Service Observation – Voice	105
27.2.3.5 ACD System Administrator Functionality	106
27.2.3.6 Customer ACD Monitoring and Reporting Requirements	106
27.2.3.6.1 Customer Historical Reporting	107
27.2.3.6.2 Real Time Monitoring and Reporting	108
27.2.3.7 ACD Packages	109

27.2.3.7.1 ACD Basic Agent Package	109
27.2.3.7.2 ACD Basic Supervisor's Package	113
27.2.3.7.3 ACD System Administrator Software Package	115
27.2.3.8 Physical Security Controls	116
27.2.3.9 Data Breach Reporting	117
27.2.4 Interactive Voice Response Solution	117
27.2.4.1 Multi-Platform Integration	117
27.2.4.2 IVR Standards	117
27.2.4.3 Load Balancing and Redundancy	118
27.2.4.4 IVR Applications	118
27.2.4.5 IVR Services and Features	118
27.2.4.6 IVR Summary Reporting	133
27.2.4.7 IVR Commercial Reports	133
27.2.5 Contact Center Geographic Service Areas	133
27.3 SERVICE LEVEL AGREEMENTS (SLA)	134
27.3.1 Service Level Agreement Format	135
27.3.2 Technical Requirements versus SLA Objectives	135
27.3.3 Methods of Outage Reporting: Customer or Contractor	136
27.3.4 Bidder Response to Service Level Agreements	136
27.3.5 Contractor SLA Management Plan	136
27.3.6 Technical SLA General Requirements	137
27.3.7 Trouble Ticket Stop Clock Conditions	139
27.3.8 Technical Service Level Agreements (SLA)	143
27.3.8.1 Availability (M-S)	143
27.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S)	144
27.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S)	145
27.3.8.4 Contact Service Outage (M-S)	146
27.3.8.5 Excessive Outage (M-S)	148
27.3.8.6 Notification	149
27.3.8.7 Provisioning (M-S)	150
27.3.8.8 Unsolicited Service Enhancement SLAs	152
27.3.8.9 Proposed Unsolicited Offerings	152
27.3.8.10 Contract Amendment Service Enhancement SLAs	152

## 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? Choose an item.”**

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					Choose an item.

#### 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, .dxf, .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.		CLWB0000	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.		RTTC0000	Yes
3	Digital Recording	Digital recording functionality as described.		CCDR0000	Yes
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.		CDRS0000	Yes
5	Collaborative Browsing	Collaborative browsing functionality as described.		CLBB0000	Yes

<b>Line Item</b>	<b>Feature Name</b>	<b>Feature Description</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>	<b>Bidder's Product Identifier</b>	<b>Bidder Meets or Exceeds? Yes or No.</b>
6	Email Response Management (ERM)	ERM functionality as described.		EMRM0000	Yes
7	Workforce Management (WFM) System	WFM functionality as described.		SWFM0000	Yes
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.		APOB0000	Yes
9	Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described.		APRB0000	Yes
10	Voice Callback	Voice callback functionality as described.		VCCB0000	Yes
11	Quality Management	Quality management functionality as described.		CAQM0000	Yes
12	Screen Capture	Screen capture functionality as described.		SCCA0000	Yes
13	Blended Agent	Blended agent functionality as described.		CBLA0000	Yes

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



**Table 27.2.2.b – Unsolicited General Features**

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
1	CCGF Workforce Management System Pro Implementation	CCWP0000	<p>CCGF Workforce Management System Pro Service Implementation Package provides for one time set up for the CCGF Workforce Management System Pro Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Pro Service Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Additional web-based training included</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul>
2	CCGF Workforce Management System Pro Service	CMSP0000	<p>CCGF Workforce Management System Pro Service includes the features of CCGF Workforce Management System with enhancements to smaller environments to include:</p> <ul style="list-style-type: none"> <li>- Forecasting algorithms with discrete simulation technology to generate forecasts and staff plans that take into account exact, date-specific site and network routing rules as well as individual skills and skill levels</li> <li>- Forecasts can be generated up to 12 months to support any combination of service level, average speed of answer (ASA) or maximum occupancy goals</li> <li>- Forecast for omnichannel media types and skills including inbound, outbound, chat, email, and social media.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Utilizes profiles that enable users to create profiles for different skills along with their configured KPIs.</li> <li>- Provides the flexibility to accommodate virtually any scheduling methodology</li> <li>- Highly configurable parameters allow managers to define work rules, activities, breaks, scheduling constraints, and the degrees of variability in a generated schedule.</li> </ul>
3	CCGF Workforce Management System Advanced Implementation	CCWA0000	<p>CCGF Workforce Management System Advanced Service Implementation Package provides for one time set up for the CCGF Workforce Management System Advanced Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Advanced Service Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Integration with ACD with Initial System Configuration with Remote enablement, except where noted</li> <li>- 5 days public training for up to 4 customer users at the training center or Option for Training to be 5 days private training at customer's location</li> <li>- User acceptance testing,</li> <li>- Go live support, and 3 days of on-site follow up</li> <li>- 2 hour virtual best practices session before go live</li> <li>- 4 hours of virtual training on advanced practices</li> </ul>
4	CCGF Workforce Management System	CWMS0000	<p>CCGF Workforce Management System Advanced Service includes the features of CCGF Workforce Management System and Workforce Management Pro with</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Advanced Service		<p>enhancements to align with medium sized and above environments. This service is recommended for sophisticated WFM deployments such as Quality Management or Screen Capture or anytime the number of agents configured for Workforce Managements exceeds large environments. Advanced features include:</p> <p>Scheduling</p> <ul style="list-style-type: none"> <li>- Service Target profiles (to the interval basis)</li> <li>- Occupancy/Shrinkage profiles (to the interval level)</li> </ul> <p>Time off/PTO - Vacation bidding</p> <p>Agent Portal</p> <ul style="list-style-type: none"> <li>- Availability</li> <li>- Vacation bidding</li> </ul> <p>Long term planning</p> <ul style="list-style-type: none"> <li>- Capacity planning</li> </ul>
5	CCGF Workforce Management Data Upload	CMND0000	<p>CCGF Workforce Management Data Upload provides a One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by Verizon from customer completed Historical Contact Data Excel Workbook. Data upload effort includes;</p> <ul style="list-style-type: none"> <li>- Manager will guide customer completion of Historical Contact Data Excel Workbook.</li> <li>- Import up to 1 million lines of historical contact data from the provided Workbook.</li> <li>- Each line represents one 15 minute period of time for a specific queue (contact type).</li> <li>- User Acceptance Testing of imported contact data.</li> </ul>
6	CCGF Workforce Management	CMNW0000	CCGF Workforce Management Workload Manager Implementation Package

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Workload Manager Implementation		<p>provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management Workload Manager Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Application training included with Workforce Management training</li> <li>- Go live support</li> <li>- Remote Enablement</li> </ul>
7	CCGF Workforce Management Workload Manager Service	CWFM0000	<p>CCGF Workforce Management Workload Manager is an add-on to the Workforce Advanced Option. Workforce Management Workload Manager provides additional functionality to include back office transactions as well as forecasting and scheduling the resources who handle them. This service includes:</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level.</li> <li>- Forecasting, scheduling, and management for all types of back office transactions such as: voicemail, email, mail, web requests, chats video calls, claim processing, order fulfillment, and work order processing.</li> </ul>
8	CCGF Workforce Optimization Pro Implementation	CWOP0000	<p>CCGF Workforce Optimization Pro Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optimization Pro Implementation Package also includes: - Initial Standard System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live
9	CCGF Workforce Optimization Pro Service	CWPR0000	CCGF Workforce Optimization Pro includes the features of CCGF Workforce Management System Pro Service and CCGF Quality Management Pro Service with enhancements to smaller environments. This service identifies the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes audio recording, encryption, as well as search and playback of recorded interactions. Provides forecasting, scheduling, and schedule adherence management as well as shift bidding and time off management. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. - Key product features & components: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner - Audio Recording (total or %-based) - Search - Playback - Encryption - Forecasting and Scheduling - Shift Bidding - Time Off Management

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Real-time adherence dashboard</li> <li>- Historical adherence report</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
10	CCGF Quality Management Pro Implementation	CQMP0000	<p>This service is best suited for small environments.</p> <p>CCGF Quality Management Pro Implementation Package provides for one time set up for the CCGF Quality Management Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial Standard System Configuration</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
11	CCGF Quality Management Pro Service	CQSR0000	<p>CCGF Quality Management Pro Service includes the features of CCGF Quality Management in addition to enhancements that include:</p> <ul style="list-style-type: none"> <li>- Agent self-evaluations, automated feedback and work flows in order to provide effective balance between operational requirements and agent empowerment.</li> <li>- Self assessments which allows as many evaluations as needed and are performed by the agent on their own interaction, using the evaluation form.</li> <li>- Calibrate agent scorecard forms and evaluations between agent and independent evaluators.</li> <li>- Coaching Package and Plans that consists of attachments that can be sent to agents for learning purposes.</li> <li>- Configured Users are billed based on highest number of users set up on the platform at any one time during the month.</li> <li>- Allows for configuration at a team level</li> <li>- Number of users can be configured for less than the number of agent licenses based on configuration per agent (e.g. % of contacts being recorded).</li> </ul> <p>This service is best suited for small environments.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
12	CCGF Quality Management Analytics PRO Implementation	CQMA0000	<p>CCGF Quality Management Analytics Pro Implementation Package provides for one time set up for the CCGF Quality Management Analytics Pro.</p> <p>Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>CCGF Quality Management Analytics Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- 1 hour of initial standard configuration</li> <li>- 4 hours of custom work designing categorization tailored to the customer's specific requirements.</li> </ul>
13	CCGF Quality Management Analytics PRO Service	CCQP0000	<p>CCGF Quality Management Analytics Pro Service includes the features of Quality Management Pro with enhancements to Analytics features to include:</p> <ul style="list-style-type: none"> <li>- To analyze and categorize 100% of interactions for all voice and text channels</li> <li>- Configured Users are billed based on the highest number of active users enabled during the month.</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Pre-configured Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Display based on Analytics</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> <li>- Audio Recording (total or %-based), Playback, Encryption</li> <li>- 1 GB of storage included per user</li> </ul> </li> </ul>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
14	CCGF Quality Management Advanced Implementation	CQMD0000	<p>CCGF Quality Management Advanced Implementation Package provides for one time set up for the CCGF Quality Management Advanced. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Advanced Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Project &amp; Implementation Managers who oversee the project, business requirements, documentation</li> <li>- Integration with ACD and Initial System Standard Configuration with Remote enablement</li> <li>- 6 Quality Forms</li> <li>- 4 Business Analyzer Queries</li> <li>- 3 My Universe Pre-defined Templates</li> <li>- 4 customized reports</li> <li>- Quality Planner for a 3 days public training (up to 4 customer users) at the training center</li> <li>- User acceptance testing, Go live support, and Post go live follow up</li> </ul>
15	CCGF Quality Management Advanced Service	CCQA0000	<p>CCGF Quality Management Advanced Service includes the features of CCGF Quality Management and Quality</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Management Pro in addition to enhancements that include:</p> <ul style="list-style-type: none"> <li>- Automate evaluation to ensure consistency and improve efficiency</li> <li>- Select calls for evaluation based on agent performance or skill set</li> <li>- Listen to a specific call from within the reporting application</li> <li>- Report on-call evaluations</li> <li>- Modules: Evaluations &amp; calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards and Quality Planner</li> <li>- Capture employee feedback, and share across peers/groups</li> </ul> <p>This service is best suited for medium environments (150 agents) and above seats depending on complexity.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
16	CCGF Screen Capture Premium Advanced Implementation	CCCP0000	<p>Screen Capture Premium Pro Implementation Package provides for one time set up for the CCGF Screen Capture Premium Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Screen Capture Premium Pro Implementation Package also includes:</p>

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			<ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial System Standard Configuration with Remote Enablement</li> <li>- User acceptance testing</li> <li>- Application training included with Quality Management training</li> <li>- Go live support</li> </ul>
17	CCGF Screen Capture Premium Advanced Service	CSCP0000	<p>CCGF Screen Capture Premium Pro for medium and above environments. Includes the features of CCGF Screen Capture with enhancements to include:</p> <ul style="list-style-type: none"> <li>- The screen capture recording length can be pre-set.</li> <li>- For screen recording, you can also configure the percentage of voice calls that should include screen recordings.</li> <li>- When selecting screen recording, you can continue screen recording for up to 10 minutes after the call ends to capture the after call-related tasks (After Call Work).</li> <li>- Requires CCGF Quality Management Advanced Service as a prerequisite</li> <li>- Number of users can be configured for less than the number of CCGF Quality Management Advanced Service users based on configuration per agent.</li> </ul>
18	CCGF Workforce Management System Echo Survey	ECWM0000	<p>CCGF Workforce Management System Echo Survey is an enhancement to Work Force Management. It provides a tool that delivers a customer service survey immediately following a contact. It allows the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time.</p>
19	CCGF Workforce Management	CECR0000	<p>CCGF Workforce Management System Echo Survey Complete Results is an</p>

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	System Echo Survey Complete Results		enhancement to Work Force Management. A survey results and analysis report is provided per completed survey.
20	Network Based Contact Center (CCGF) Agent Console for Salesforce	CNCC0000	Agent Console for Salesforce <ul style="list-style-type: none"> <li>- Enables intelligent contact routing so the call and caller information are delivered on a single, unified salesforce.com screen on the agent's desktop.</li> <li>- Integrated interface</li> <li>- ANI-based screen pops</li> <li>- Click-to-Dial (CTD)</li> <li>- DNIS scripts and custom screen pops</li> <li>- Handles voice and routing for salesforce cases</li> <li>- Automated call record creation in salesforce</li> <li>- Multi-tab/multi-browser support</li> </ul>
21	CCGF Agent for Oracle Service	CAOL0000	CCGF Agent for Oracle Service <ul style="list-style-type: none"> <li>- Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks and the Platform data and products</li> <li>- Configured Users are billed based on the highest number of users set up on the platform at any one time during the month</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Full Voice Channel capabilities including Personal Connection</li> <li>- Work Item routing</li> <li>- Chat Channel support</li> <li>- Oracle Service Cloud data mapping from all Contacts</li> <li>- Agent indicators &amp; Marquee messaging</li> <li>- Contact History</li> </ul> </li> </ul>
22	Archived Storage	STRA0000	Archived Storage provides cost-effective long-term storage for data archiving requirements.

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			<ul style="list-style-type: none"> <li>- Billed per GB stored</li> <li>- Key product features &amp; components:</li> <li>- Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements</li> <li>- Seamless data transfer from short-term to long-term storage</li> <li>- Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored</li> <li>- Scalable cloud infrastructure</li> <li>- State-of-the-art data encryption technology</li> </ul>
23	Retrieval Storage	CRST0000	<p>Retrieval Storage provides metadata-based search capabilities to locate and retrieve data from long-term storage.</p> <ul style="list-style-type: none"> <li>- Billed per GB stored</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Comprehensive metadata search capabilities for easy retrieval</li> <li>- Helps to restore files into Active storage for analysis, audits and other needs</li> <li>- Duration for which files are to be taken off Long-Term can be specified during retrieval</li> </ul> </li> </ul>
24	Advanced Chat	ADCH0000	<p>Advanced Chat requires the mandatory Real Time Text Chat and layers on these additional features to include:</p> <ul style="list-style-type: none"> <li>- Embedded content</li> <li>- The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month</li> <li>- no pop-up or pop-out</li> <li>- provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers,</li> </ul>

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			<p>etc., as well as customized Dialog Boxes which behave as an embedded part of the company site</p> <ul style="list-style-type: none"> <li>-Mobile APIs               <ul style="list-style-type: none"> <li>– click to chat or request a callback from a mobile device</li> </ul> </li> <li>- Live Help Dialog               <ul style="list-style-type: none"> <li>– offer a live chat or callback</li> </ul> </li> <li>- Web forms and surveys</li> <li>- Black list fields</li> <li>- Visual Guidance</li> <li>- Integrated Softphone WebRTC Voice and Video</li> <li>- Requires core product Chat &amp; Email</li> <li>- Those agents who use both cobrowse (where the agent requests a code) and Advanced Chat will be charged for both</li> </ul> <p>This feature requires an agent package. Enhanced Agent does not require the Real Time Text Chat as this component is included.</p>
25	Enhanced Collaborative Browsing Implementation	BWCL0000	Enhanced Collaborative Browsing Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration.
26	Enhanced Collaborative Browsing Service	BRCS0000	Enhanced Collaborative browsing is in addition to Collaborative Browsing and enables agents to cobrowse & collaborate with customers while on any channel. The agent requests a code which is communicated to the Customer, who enters the code on the company web site to initiate a cobrowse session. These enhanced features include:

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			<ul style="list-style-type: none"> <li>- The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month</li> <li>- Dynamic contextual content share (text, docs, video, audio)</li> <li>- "Black list" specific fields on the site to protect sensitive data</li> <li>- Site Guidance – direct a customer to a new page (page push)</li> <li>- Visual Guidance – Highlight a part of the page to draw the customer's attention</li> <li>- Integrated Softphone WebRTC Voice and Video</li> </ul>
27	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation	AVNC0000	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration. Advanced Chat and Proactive Chat configuration includes (2) Skills/Competency Groups.
28	Advanced Chat, Proactive Chat and Cobrowse Bundle User Service	ACPB0000	<p>Advanced Chat, Cobrowse and Proactive Chat Bundled package requires Real Time Text Chat for the Basic Agent package. This bundle includes the additional features as follows:</p> <ul style="list-style-type: none"> <li>- Provides advanced web analytics and a sophisticated rules engine to determine when customers are offered "Live Help". Triggers for live help can be based on time on site, browsing patterns, scoring, agent availability and more.</li> <li>- Key product features &amp; components of Proactive Chat Include: <ul style="list-style-type: none"> <li>- Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps,</li> </ul> </li> </ul>

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			<p>high value customers, and target browsing patterns</p> <ul style="list-style-type: none"> <li>- Profiling - scoring individual visitors and their online behavior</li> <li>- Proactive Chat – uses the rules-based “Intelligence Engine” to selectively offer live help to visitors based on anything from business value to agent availability</li> <li>- Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement</li> </ul>
29	Integrated Softphone - WebRTC	SFIR0000	<p>Integrated Softphone Web Real Time Communications (WebRTC) provides a user a Two-way voice connectivity between Agent and Contact Center platform using WebRTC protocol. It provides embedded communications as a seamless component of the Enhanced Agent application for inbound and outbound phone skills. The Integrated Softphone is fully integrated into the Enhanced Agent feature interface. The Enhanced Agent Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface.</p> <p>Web RTC is not a voice service and is used in conjunction with Enhanced Agent Seat to accept calls via a soft phone in the agent screen. This service is dependent upon the customer Internet Connection and does not support emergency calling. End users must make emergency calls via their own separate wireless/wireline device using their carrier's network.</p>
30	inView Performance Management Implementation	PRMI0000	<p>Verizon's standard Implementation and setup of inView Performance Management to include the following:</p>



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			<ul style="list-style-type: none"> <li>- 3 dashboards built for director, supervisor and agent during implementation</li> <li>- Provisioning for supervisors and agents to access dashboard</li> <li>- Supporting the supervisors to enable customizing modules, dashboards, objectives, metrics, users, profiles, and security access</li> <li>- Two hour remote education</li> <li>- eLearning access and training guides</li> </ul>
31	inView Performance Management Service	VPRM0000	<p>inView Performance Management Service provides additional access for supervisors and agents to dashboards:</p> <p>Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access.</p> <p>inView can provide reporting on any statistic at any level of the business for any time frame. "Any Statistic" meaning not just ACD data but any data element that the business is using to track productivity and efficiency (e.g. CRM, ERP, etc.) This includes BU level all the way down to agents as well as Campaign level all the way down to POC. This reporting can be accessed remotely and is exportable with standard file format.</p> <p>inView can provide a variety of different "modules" or views into historical data. This includes but is not limited to charts, graphs, gauges, summaries, stack ranks, etc. Different views can be accessed with clicks of a button and custom work can be completed to conform to business needs. The historical statistics that can be reported on are as follows: Agent/Queue Availability and Activity, Handled/Abandoned calls, Agent/Dialer activity.</p>

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			Any metric can have a threshold tied to it for alerting purposes. Not only will the dashboard and colors change for alerting but email and push notifications can be scheduled.
32	inView Gamification	GGCN0000	<p>inView Gamification is an add-on to Inview Performance Management:</p> <p>Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement. Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Drive desired behaviors and increase autonomy and accountability by creating achievements, incentives, and challenges for agents to complete in order to earn coins, XP, and trophies.</li> </ul>
33	inView Coaching & Learning Management	CHNL0000	<p>inView Coaching and Learning Management is an add-on to inView Performance Management and includes:</p> <p>The ability to document and trigger coaching sessions, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts.</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Setup metrics and objectives</li> <li>- Performance based on metrics will trigger coaching sessions and trainings</li> </ul>
34	Personal Connection Dialer Enhanced Agent Implementation	PKAE0000	<p>Personal Connection Dialer for Enhanced Agent Implementation includes:</p> <ul style="list-style-type: none"> <li>- Provisioning of Dialer feature</li> <li>- Assigned Implementation Consultant who remotely oversees the standard implementation end-to-end</li> <li>- 1-hour Business Requirements call that will serve as the basis for the Business</li> </ul>

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			<p>Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD</p> <ul style="list-style-type: none"> <li>- Delivery of one custom Studio script.-</li> <li>- Configuration of one campaign (skill)</li> <li>- Configuration of up to 50 Personal Connection users</li> <li>- Training provided with a combination of eLearning and remote WebEx courses</li> <li>- Implementation Consultant provides remote launch support during the day of the go live.</li> </ul>
35	Personal Connection Dialer Enhanced Agent Service	CDEA0000	<p>Personal Connection Dialer for Enhanced Agent includes:</p> <ul style="list-style-type: none"> <li>- Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns.</li> <li>- By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives.</li> <li>- Enhanced Agent includes campaign-based outbound dialing which is currently delivered using Personal Connection.</li> <li>- Includes up to two (2) outbound-only ports.</li> <li>- Users are billed based on the peak number Users assigned to an active Dialer skill.</li> <li>- The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost.</li> </ul>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
36	Inbound SMS Implementation	ISMI0000	This one time charge is for the configuration of the customer's business unit to accept and route SMS messages to agents. As part of this implementation Verizon will configure scripting that will take the incoming SMS message and route it to the appropriately skilled agent, which includes working with the customer to define the appropriate agent skills for SMS.
37	Inbound SMS Application Setup	ISAS0000	This one time charge is for the procurement and initial configuration of the customers SMS application by the carrier.
38	Inbound SMS Application Platform	ISMP0000	Inbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items below). The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. The following are the key product features and components to include: – 2,000 monthly messages included short/long code, carrier surcharges may apply. Messages do not roll over month to month. Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier.
39	SMS Short Code Implementation	SHCI0000	Short Message Service (SMS) Custom Short Code Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Messaging. This feature will apply for both inbound and/or outbound service. SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>
40	SMS Short Code Platform	SCDP0000	<p>SMS Custom Short Code Platform has monthly charge per custom short code in use.</p>
41	SMS Short Code Overage	SMGC0000	<p>SMS Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
42	SMS Custom Short Code Implementation	SCDI0000	SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis.
43	SMS Custom Short Code Platform	CUJM0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.
44	SMS Custom Short Code Overage	SMEP0000	<p>SMS Custom Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
45	SMS Long Code Implementation	SLCI0000	Provides dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>feature will apply for both inbound and/or outbound service.</p> <p>SMS Long Code Implementation provides setup and establishment of a single SMS Long Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>
46	SMS Long Code User Platform	SLCU0000	SMS Long Code User Platform monthly charge per long code in use.
47	SMS Long Code Overage	SLNC0000	<p>SMS Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
48	SMS Toll Free Long Code Implementation	IMSL0000	Provides dedicated toll free 10-digit service number randomly assigned. Used to initiate from and send messages to destinations in the United States only. Used with Inbound

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>SMS only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service.</p> <p>SMS Toll Free Long Code Implementation provides setup and establishment of a single SMS Toll Free Long Code for use on a per code basis.</p> <p>Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>
49	SMS Toll Free Long Code Platform	STLP0000	SMS Toll Free Long Code Platform monthly charge per Toll Free long code in use.
50	SMS Toll Free Long Code Overage	LMTF0000	<p>SMS Toll Free Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> </ul>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
51	Outbound SMS Campaign Implementation	IMTO0000	<p>Outbound SMS is used for contact centers to configure outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other notices for a broad audience.</p> <p>Outbound SMS Requires the following Components:</p> <ul style="list-style-type: none"> <li>- Outbound SMS Campaign Implementation</li> <li>- Outbound SMS Application Setup</li> <li>- Outbound SMS Application Platform</li> <li>- Outbound SMS Per Message</li> <li>- Code (4 available Options) Short Code (Above) Custom Short (Above) Long Code (Above) Toll Free Long (Above).</li> </ul> <p>This one-time implementation is to add the long or short code(s) to the Verizon Contact Center system and setup a skill and message template for one campaign. Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template.</p>
52	Outbound SMS Setup	OSIU0000	A one-time charge to setup a Business Unit for Outbound SMS in the carrier's system.
53	Outbound SMS Application Platform	OTAP0000	<p>Outbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items above). The Proactive Outbound SMS feature is meant for a</p> <p>Customer who wants to initiate proactive messages to their patrons without involving an agent.</p> <p>The following are the key product features and components to include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- 10,000 monthly messages included; short/long code carrier surcharges may apply. Messages do not roll over month to month.</p> <p>- Supports sending of messages to United States destinations only. Messages configured for any other destination will be rejected by the carrier.</p> <p>The following components are required to run at least one successful Outbound SMS Campaign to have at least one Personal Connection user (e.g. Enhanced Agent).</p>
54	Outbound SMS Message Overage	OSMG0000	<p>Outbound SMS Message Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
55	Outbound Email Package for	PKNI0000	Outbound Email Campaign Implementation

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
	100K or 1.5M Plan Implementation		<p>Outbound Email provides the customer with the ability to set up and execute campaigns to send messages to customers for reasons including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience. This utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. Every Enhanced Agent contains the Personal Connection User feature. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. This is a distinct service from the ability to receive and reply to emails as a support channel. The Outbound Email Campaign requires the following components:</p> <ul style="list-style-type: none"> <li>- Outbound Email Campaign Implementation</li> <li>- Choice of a package size of either 100,000 (100K) or 1,500,000 (1.5M) messages per month</li> <li>- Per message charges are assessed for overages above amount allocated in the customer's monthly plan.</li> </ul> <p>A one-time setup fee to build an email skill and template and configure the customer's email service information in the Verizon Contact Center system. Includes email configuration remote training for a customer administrator.</p>
56	Outbound Email Package 100K Plan	PYGX0000	The ability to send 100K within the monthly plan of outbound proactive agentless email messages.

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
57	Outbound Email Package 100K Plan Per Message Overage	OUCL0000	Overage charges apply for additional messages above the 100K plan email message plan.
58	Outbound Email Package 1.5M Plan	OJPK0000	The ability to send 1.5M within the monthly plan of outbound proactive agentless email messages.
59	Outbound Email Package 1.5M Plan Per Message Overage	PKOM0000	Overage charges apply for additional messages above the 1.5M plan email message plan.
60	CCGF Virtual Agent - Implementation Small	CGIS0000	<p>The CCGF Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can operate independently or combined to address your solution needs. End users are looking to digital channels such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. CCGF Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as solutions to improve quality and efficiency of contact center agents to reduce call times. CCGF Digital CX is made up of the following main components including:</p> <p>CCGF Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>CCGF Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers.</p> <p>CCGF Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).</p> <p>Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application.</p> <p>CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service tickets, and provides automation of data entry. CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms.</p> <p>Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>party systems, which would require Implementation Custom).</p> <p>Implementation is required to deploy each of the components (e.g. CCGF Virtual Agent, CCGF Knowledge Assist, etc.). Digital CX can be sold with other Contact Center services or as a standalone service. Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Small Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 3 channels</li> <li>- 1 supported language</li> <li>- Configuration of up to 20 use cases</li> <li>- Integration with external systems through Standard or Verizon Connectors only</li> </ul>
61	CCGF Virtual Agent - Implementation Medium	CGIM0000	<p>Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Medium Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 5 channels</li> <li>- Supported on up to 3 languages</li> <li>- Configuration of up to 60 use cases</li> </ul>
62	CCGF Virtual Agent - Implementation Large	CGIL0000	<p>Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Large Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 6 channels</li> <li>- Supported on up to 5 languages</li> <li>- Configuration of up to 90 use cases</li> </ul>
63	CCGF Virtual Agent Up to 100k sessions	CFVR0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 100k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Virtual Agent - Third- party API Up to 100k sessions</li> <li>- SMS/MMS</li> </ul>
64	CCGF Virtual Agent Up to 500k sessions	VJKN0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS</p>
65	CCGF Virtual Agent Up to 1M sessions	CFGA0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 1M sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS</p>
66	CCGF Virtual Agent Overage Over 100k sessions	COVU0000	<p>CCGF Virtual Agent Overage - Over 100k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions
67	CCGF Virtual Agent Overage Over 500k sessions	CLRO0000	CCGF Virtual Agent Overage - Over 500k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 500k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k session
68	CCGF Virtual Agent Overage Over 1M sessions	CVRG0000	CCGF Virtual Agent Overage - Over 1M sessions is required when ordering the CCGF Virtual Agent Up to 1M sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions
69	CCGF Virtual Agent - Third-party API Up to 100k sessions	VTLC0100	An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions CCGF Virtual Agent Overage Over 100k sessions
70	CCGF Virtual Agent - Third-	VTLC0500	An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	party API Up to 500k sessions		<p>use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k sessions CCGF Virtual Agent Overage Over 500k sessions</p>
71	CCGF Virtual Agent - Third-party API Up to 1M sessions	TYAP0000	<p>An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions CCGF Virtual Agent Overage Over 1M sessions</p>
72	CCGF Knowledge Assist - Implementation Standard Fixed Priced Implementation	KNWI0000	<p>CCGF Knowledge Assist</p> <p>Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agents' quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and authored content. Agents can ask questions of Knowledge Assist using natural language without</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content.</p> <p>Implementation is required to deploy the CCGF Knowledge Assist platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
73	CCGF Knowledge Assist 1 - 250 agents	KKSIO250	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1- 250 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
74	CCGF Knowledge Assist 251-500 agents	KKS10500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 251-500 agents ordered.</p> <p>Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages</p>
75	CCGF Knowledge Assist 501-750 agents	KKS10750	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 501-750 agents ordered.</p> <p>Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CCGF Knowledge Assist - Additional Languages
76	CCGF Knowledge Assist 751-1000 agents	KKS11000	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages</p>
77	CCGF Knowledge Assist 1001-1500 agents	KKS11500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CCGF Knowledge Assist - Additional Languages
78	CCGF Knowledge Assist 1501-2500 agents	KKS12500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages</p>
79	CCGF Knowledge Assist 2501-5000 agents	KKS15000	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages</p>
80	CCGF Knowledge Assist 5001-7500 agents	KKS17500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages</p>
81	CCGF Knowledge Assist 7501 and up agents	KNS17501	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
82	CCGF Knowledge Assist - Additional Language Each additional language	KNAD0000	<p>Optionally, CCGF Knowledge Assist may be offered in additional languages for a per language per monthly fee, per business unit. CCGF Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, and Korean.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Knowledge Assist</li> </ul>
83	CCGF Live Agent - Implementation Standard Fixed Priced Implementation	LSIM0000	<p>Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS). Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the CCGF Virtual Agent feature to serve as an escalation to a human agent to take over the interaction, while passing over full context of the CCGF Virtual Agent interaction to the human agent. Implementation is required to deploy the CCGF Live Agent platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Provide CCGF Live Agent widget for deployment/customization by Customer on end channels</li> <li>- Configuration and Integration services to customer systems</li> <li>- Configuration of routing rules</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
84	CCGF Live Agent Per connected channel type (textual chat, voice, video)	LICH0000	<p>CCGF Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with a human agent via chat, voice, or video as further described below.</p> <p>Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly fee, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Text Per minute actual usage (when using textual chat)</li> <li>- CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC)</li> <li>- CCGF Live Agent Video Per minute actual usage (when using video over WebRTC)</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Live Agent Co-Browse</li> </ul>
85	CCGF Live Agent - Co-Browse Flat monthly	LAGF0000	<p>CCGF Live Agent Co-browse is an optional feature, and can be used with any of the CCGF Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Live Agent Per Connected Channel Type (minimum 1 channel)</li> <li>- CCGF Live Agent Text Per minute actual usage (when using textual chat)</li> <li>- CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC)</li> <li>- CCGF Live Agent Video Per minute actual usage (when using video over WebRTC)</li> </ul>
86	CCGF Live Agent - Text Per session actual usage	LVAU0000	<p>CCGF Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (textual chat enabled)</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- SMS/MMS</li> </ul>
87	CCGF Live Agent - Voice Per minute actual usage	LVCP0000	<p>CCGF Live Agent used for voice using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (voice enabled)</li> </ul>
88	CCGF Live Agent - Video Per minute actual usage	LIAU0000	<p>CCGF Live Agent used for video using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (video enabled)</li> </ul>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
89	CCGF Social - Implementation Standard Fixed Priced Implementation	SCFN0000	<p>CCGF Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large CCGF Social volumes to appropriate team members and engage constituents appropriately. CCGF Social Intelligence is required when ordering from Social product suite, while CCGF Social Command Center and CCGF Social Outbound Campaigns are optional add-ons.</p> <p>CCGF Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what constituents feel about their organization.</p> <p>CCGF Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns.</p> <p>Implementation is required to deploy CCGF Social Intelligence, CCGF Social Command Center, and CCGF Social Outbound Campaigns, per business unit. CCGF Social</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Intelligence and CCGF Social Command Center are a fixed priced standard implementation, while CCGF Social Outbound Campaigns is not included and will require a custom separate professional services engagement.</p> <p>Activities involved with the CCGF Social Intelligence/CCGF Social Command Center implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
90	CCGF Social Intelligence up to 50K social posts	SCLN0050	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
91	CCGF Social Intelligence up	SCLN0250	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	to 250K social posts		<p>consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 250k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
92	CCGF Social Intelligence up to 1M social posts	SCNL0001	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
93	CCGF Social Intelligence up to 5M social posts	SCNL0005	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
94	CCGF Social Intelligence up to 10M social posts	SCNL0010	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
95	CCGF Social Intelligence up to 15M social posts	SCNL0015	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
96	CCGF Social Intelligence up to 20M social posts	SCNL0020	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
97	CCGF Social Intelligence up to 30M social posts	SCNL0030	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
98	CCGF Social Intelligence up to 40M social posts	SCNL0040	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- Social Historical Data Analysis</li> </ul>
99	CCGF Social Intelligence up to 50M social posts	SCNL0050	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- Social Historical Data Analysis</li> </ul>
100	CCGF Social Intelligence up to 75M social posts	SCNL0075	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- Social Historical Data Analysis</li> </ul>
101	CCGF Social Intelligence up to 1B social posts	SCNB0000	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts per month, per business unit.</p> <p>Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
102	CCGF Social Command Center up to 50K social posts	CRCG0050	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
103	CCGF Social Command Center up to 250K social posts	CRCG0250	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
104	CCGF Social Command Center up to 1M social posts	SSCS0001	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
105	CCGF Social Command Center up to 5M social posts	SSCS0005	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
106	CCGF Social Command Center up to 10M social posts	SSCS0010	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
107	CCGF Social Command	SSCS0015	<p>CCGF Social Command Center is an optional add-on to CCGF Social</p>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
	Center up to 15M social posts		<p>Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
108	CCGF Social Command Center up to 20M social posts	SSCS0020	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
109	CCGF Social Command Center up to 30M social posts	SSCS0030	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
110	CCGF Social Command Center up to 40M social posts	SSCS0040	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
111	CCGF Social Command Center up to 50M social posts	SSCS0050	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
112	CCGF Social Command Center up to 75M social posts	SSCS0075	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts,</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
113	CCGF Social Command Center up to 1B social posts	SSCC0000	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
114	CCGF Social Outbound Campaign up to 50K social posts	SNYO0050	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
115	CCGF Social Outbound Campaign up to 250K social posts	SNYO0250	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
116	CCGF Social Outbound Campaign up to 1M social posts	SOTM0001	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
117	CCGF Social Outbound Campaign up to 5M social posts	SOTM0005	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
118	CCGF Social Outbound Campaign up to 10M social posts	SOTM0010	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
119	CCGF Social Outbound	SOTM0015	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 15M social posts		<p>Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
120	CCGF Social Outbound Campaign up to 20M social posts	SOTM0020	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
121	CCGF Social Outbound Campaign up to 30M social posts	SOTM0030	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
122	CCGF Social Outbound Campaign up to 40M social posts	SOTM0040	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
123	CCGF Social Outbound Campaign up to 50M social posts	SOTM0050	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
124	CCGF Social Outbound Campaign up to 75M social posts	SOTM0075	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
125	CCGF Social Outbound Campaign up to 1B social posts	SOTB0001	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
126	CCGF Social Intelligence -	CLHM0001	<p>An optional one-time analysis, per business unit, retrieving selected number of social</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Historical Data Analysis up to 1M social posts mined		media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center
127	CCGF Social Intelligence - Historical Data Analysis up to 5M social posts mined	CLHM0002	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center
128	CCGF Social Intelligence - Historical Data Analysis up to 10M social posts mined	CLHM0003	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center
129	CCGF Social Intelligence - Historical Data Analysis greater than 10M social posts mined	CLHM0004	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence
130	CCGF Connector - Implementation Standard Fixed Priced Implementation	CSJF0000	CCGF Connectors Provides a standard integration between the CCGF Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Implementation is required if the connector will make use of voice or video via Integrated Softphone WebRTC.</p> <p>Implementation for connectors are required if the connector will make use of the voice or video via Integrated Softphone WebRTC and will involve the following activities:</p> <ul style="list-style-type: none"> <li>- Apply the connector integration between CCGF Digital CX and third party or Verizon products</li> <li>- Provide widget for deployment/customization by Customer on end channels</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
131	CCGF Standard Connectors Per Agent connected actual usage	CLSA0000	<p>Connectors provide a software integration between the CCGF Digital CX product features and 3rd party applications, as available.</p> <p>Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM</p> <p>Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</p> <p>The feature is charged a maximum of one time per month when a user requests at least (1) CCGF Standard Connectors in a month</p>
132	CCGF VZ Connectors Per Agent connected actual usage	CPVA0000	<p>Connectors provide a software integration between the CCGF Digital CX product features and the following Verizon product offerings:</p> <ul style="list-style-type: none"> <li>- Virtual Contact Center (VCC)</li> </ul> <p>Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent,</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities
133	CCGF Connector - Voice Per minute actual usage	CCVC0000	Optional, voice over Integrated Softphone WebRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM - Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent
134	CCGF Connector - Video Per minute actual usage	CCNV0000	Optional, video over Integrated Softphone WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM - Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent
135	CCGF SMS - Implementation Per Code	CSMI0000	CCGF Short Message Service (SMS)/CCGF Multimedia Message Service (MMS) SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation fee is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>this section. This service is only available within the United States. Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.</p>
136	CCGF SMS - US-based Per SMS	CCGS0000	<p>Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage fee. End users may experience additional SMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation - SMS Operating Charge</p>
137	CCGF MMS - US-based Per MMS	CCGM0000	<p>Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience additional MMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - SMS - US-based - If Verizon provided SMS code, Implementation - MMS Operating Charge</p>
138	CCGF SMS/MMS Operating Charge Per SMS or MMS	CSMO0000	<p>A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation - SMS US-based</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
139	CCGF CRM - Implementation Standard Fixed Priced Implementation	CCRI0000	<p>CCGF CRM</p> <p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, interaction history, helps guide agent actions, and provides automation and simplification of common tasks and data entry.</p> <p>Implementation is required to deploy CRM, per business unit. Activities involved with the CRM implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
140	CCGF CRM 1 - 250 agents	CCGC0001	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Data Center Geographic Redundancy</li> <li>- CRM Quality Assurance</li> </ul>
141	CCGF CRM 251 - 500 agents	CCGC0002	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>
142	CCGF CRM 501 - 750 agents	CCGC0003	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>
143	CCGF CRM 751 and up agents	CCGC0004	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
144	CCGF CRM - Data Center Geographic Redundancy 1 - 250 agents	CCGR0001	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM
145	CCGF CRM - Data Center Geographic Redundancy 251 -500 agents	CCGR0002	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM. Dependencies: - CRM Implementation - CRM
146	CCGF CRM - Data Center Geographic Redundancy 501 - 750 agents	CCGR0003	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM
147	CCGF CRM - Data Center Geographic Redundancy 751 and up agents	CCGR0004	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CRM
148	CCGF CRM Quality Assurance - Implementation	CAYC0000	<p>CCGF CRM Quality Assurance CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as training weaknesses and under-performing agents, and integrates with the leading CRM solutions.</p> <p>Implementation is required to deploy CRM Quality Assurance, per business unit. Activities involved with the CRM Quality Assurance implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems including CRM</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
149	CCGF CRM Quality Assurance - Up to 1 - 10,000 cases per month	CYQA0001	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
150	CCGF CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	CYQA0002	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
151	CCGF CRM Quality Assurance - Up to 50,000 - 99,999 cases per month	CYQA0003	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Dependencies: - CRM Quality Assurance Implementation
152	CCGF CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	CYQA0004	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
153	CCGF CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	CYQA0005	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
154	CCGF CRM Quality Assurance - Up to 200,000 cases and up per month	CYQA0006	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
155	Feedback Management Voice of the Customer (VoC) (Basic) Implementation	FMVC0000	Feedback Management VoC (Basic per BU) Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities -The VoC Basic option provides no customization to the out of box survey or reports. Implementation of Feedback Management VoC Basic for 1 channel (either of IVR, Email, Web Intercepts, or Chat) -Implementation includes: -Setup of an out of box single survey on one channel with corresponding reports

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>-Unlimited access to online self-guided training</li> <li>-VoC Basic offers no customization</li> <li>-Billed as a one-time (non-recurring) charge</li> </ul>
156	Feedback Management VoC (Basic) - Per Survey	FMPR0000	<p>Feedback Management VoC (Basic per BU) Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities</p> <ul style="list-style-type: none"> <li>-The VoC Basic option provides no customization to the out of box survey or reports.</li> </ul> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to trigger Post Call Surveys Via channel (IVR, Email, Web Intercepts, Chat) depending on channel(s) purchased</li> <li>-Unlimited named users</li> <li>-1 channel is included</li> <li>-No Power User can be purchased as survey customization is not allowed</li> </ul> <p>Billed as a monthly recurring charge per contracted rate with up to 750 survey responses included.</p> <ul style="list-style-type: none"> <li>-Beyond the 750-response included, an Overage rate for each extra response is applied with the Feedback Management (Management) Additional Survey Response feature at contracted rate</li> </ul>
157	Feedback Management Additional Survey Response	FSRP0000	<p>Feedback Management Additional Survey Response</p> <p>The survey responses can be collected on any channel configured on the platform.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to use responses to create dashboards and reports for different roles</li> <li>-Ability to create alerts and notification on responses for close loop process</li> <li>-Export response out of the application using scheduled jobs or APIs</li> </ul> <p>-Billed monthly based on total number of survey's received for each channel beyond surveys included with the Feedback Management VoC (Basic or Agent) feature.</p>
158	Feedback Management VoC Enhanced - Implementation	FDMV0000	<p>Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <p>Implementation of Feedback Management VoC for one channel (either IVR, Email, Web Intercepts, or Chat) is billed as a one-time (non-recurring) charge.</p> <p>-Implementation includes:</p> <ul style="list-style-type: none"> <li>-Setup of a single survey on one channel (additional channels incur additional non-recurring implementation charges per channel)</li> <li>-Configuring alerts, notifications &amp; escalation workflows</li> <li>-Set up 2 dashboards</li> <li>-Provide 3 hours of training for Power Users on how to use and navigate the system</li> <li>-Power Users should complete the NPX platform training prior</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
159	Feedback Management VoC Enhanced - Per User	FMVU0000	<p>Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) implemented</li> <li>- Workflows to perform and measure follow-up actions</li> <li>- Ability to share dashboards and send PDF reports</li> <li>- Provides out-of-box advanced VoC analytics</li> </ul> </li> <li>- 1 Power User per BU is included</li> <li>- Billed monthly based on number of agents with responses during the month.</li> <li>- Includes 30 responses per agent across all channels per month. Overage rate is applied per Feedback Management Additional Survey Response at contracted rate</li> <li>- Must choose channel(s), ordered separately</li> <li>- Minimum 50 agent licenses must be purchased.</li> </ul>
160	Feedback Management Additional Channel Build	FCBA0000	<p>Feedback Management Additional Channel Build</p> <p>The managed services team will build the survey on selected survey channel</p> <ul style="list-style-type: none"> <li>- Build includes: 1 survey build on the new additional survey channel of choice (IVR, Email, Chat, Web Intercept)</li> <li>- Configure the dashboard for reporting</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Billed as a one-time (non-recurring) charge
161	Feedback Management Additional Survey Build	FSBA0000	<p>Feedback Management Additional Survey Build</p> <p>The managed services team will build and additional survey</p> <ul style="list-style-type: none"> <li>- Build includes: <ul style="list-style-type: none"> <li>- 1 Survey build of choice (IVR, Email, Chat, Web Intercept) on existing channel</li> <li>- Configure the dashboard for reporting</li> </ul> </li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
162	Feedback Management Speech to Text Implementation (per BU)	FSPN0000	<p>Feedback Management Speech to Text (per BU)</p> <p>Implementation of Feedback Management Speech to Text, billed as a one-time (non-recurring) charge, includes the Setup of IVR surveys that can have verbatims transcribed to text.</p>
163	Feedback Management Speech to Text (per BU)	FSTM0000	<p>Feedback Management Speech to Text (per BU)</p> <p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>-Monthly recurring charge feature includes Up to 7500 transcribed responses before overage is applied</li> <li>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management Additional Speech To Text Comments (per Survey)</li> </ul>
164	Feedback Management	FSPT0000	Feedback Management Additional Speech To Text Comments (per Survey)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Additional Speech To Text Comments		<p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>- Ability to trigger alerts and notifications to specified people when a predefined criteria for a survey response is met.</li> <li>- Key words identified in the Speech to Text Transcription can be used in defining the alert criteria.</li> </ul> <p>Billed monthly based on total verbatim transcription responses beyond the 7500 included with the Feedback Management Speech to Text (per BU) monthly recurring charge.</p>
165	Feedback Management Text Analytics Implementation (per BU)	FTXN0000	<p>Feedback Management Text Analytics (per BU)</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p> <p>Implementation of Feedback Management Automated Text Analytics is billed as a one-time (non-recurring) charge</p> <ul style="list-style-type: none"> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Setup and configuration of the automated Text Analytics Tags</li> <li>- Set up of the alerts, notification rules</li> <li>- Training for the power user on tag management</li> </ul> </li> </ul>
166	Feedback Management Text Analytics (per BU)	FTXM0000	<p>Feedback Management Text Analytics (per BU)</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-Monthly recurring charge feature includes Up to 7500 text tagging comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments feature</p>
167	Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments	FTNA0000	<p>Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments</p> <p>Billed monthly based on total Additional Text Analytics Tagging Comment beyond the 7500 included with the Feedback Management Text Analytics monthly recurring charge.</p>
168	Feedback Management Auto Translate (per BU)	FMTR0000	<p>Feedback Management Auto Translate (per BU)</p> <p>Ability to translate the survey text comments from various languages supported by Google Translation API to English</p> <p>-Monthly recurring charge feature includes Up to 7500 response text comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment feature.</p>
169	Feedback Management - Additional Auto Translate per	FTRA0000	Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	(Email/pop up/Chat) Response text comment		Billed monthly based on total Additional Auto Translate Response Text Comments beyond the 7500 included with the Feedback Management Auto Translate (per BU) monthly recurring charge.
170	Feedback Management API Connector Implementation	FMCN0000	<p>Feedback Management API Connector</p> <p>Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <p>Implementation of CXone Feedback Management API Connector is billed as a one-time (non-recurring) charge</p> <ul style="list-style-type: none"> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Professional Services help to configure the connector to a single CRM application</li> <li>- The customers IT will need to open the APIs to allow for the connection</li> </ul> </li> </ul>
171	Feedback Management API Connector	FMCM0000	<p>Feedback Management API Connector</p> <p>Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- One way or two-way integration mapped to post-interaction survey</li> <li>- Unlimited data transfer between the two systems (Feedback Management and the CRM)</li> <li>- Will require IT support to configure the API connector</li> <li>- Billed as monthly recurring charge per the contracted quantity and rate</li> </ul> </li> </ul>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
172	Feedback Management Additional Power User	FPWR000	<p>Feedback Management Additional Power User</p> <p>Feedback Management VoC per Agent includes 1 Power User. This additional Power User charge is Per configured Power User above the 1 included in Feedback Management VoC per agent. - note: Power Users are not available with Feedback Management VoC Basic.</p> <p>The power user will be able to create surveys and assign roles and permissions</p> <p>- Key product features &amp; components:  <ul style="list-style-type: none"> <li>- Ability to create surveys</li> <li>- Assign roles and permissions</li> <li>- Build custom dashboard for all general users</li> </ul> </p> <p>- Billed monthly per the contracted quantity and rate per each configured Power User.</p>
173	Feedback Management Additional Application Language English	FBKE0000	<p>Feedback Management Additional Application Language</p> <p>The platform comes with one default primary application language, this feature provides additional application languages, as needed</p> <p>Provides the option to configure the application to work in an additional different language based on user's preference</p> <p>-Key product features &amp; components:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>-Ability to enable additional application language</li> <li>-Users can set their preferred application language</li>   <li>-Billed monthly based on number of enabled application languages in the month</li> </ul>
174	Feedback Management Additional Application Language Spanish	FBKS0000	Feedback Management Additional Application Language
175	Feedback Management Additional Application Language French	FBKF0000	Feedback Management Additional Application Language
176	Feedback Management Additional Application Language German	FBKG0000	Feedback Management Additional Application Language
177	Feedback Management Additional Application Language Japanese	FBKJ0000	Feedback Management Additional Application Language
178	Feedback Management Academy and Research Access	ACRA0000	Feedback Management Academy and Research Access  Provides access to the Benchmarks and Certification and training side of the platform

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Key product features & components: <ul style="list-style-type: none"> <li>- Access to the Annual benchmarks for Business-Business and Business-Consumer</li> <li>- NPX Education and Certification</li> <li>- NPS education</li> <li>- Billed as monthly recurring charge</li> </ul>
179	Virtual Call Back (VCB) - Mindful Professional Platform	CPRL0000	Onboarding Fee - Provisioning of the service. <ul style="list-style-type: none"> <li>• Provisioning of organization - admin user added</li> <li>• Getting Started Guide and Help Center</li> <li>• CBTs - 3 users/45 days</li> <li>• Dedicated Technical Resource for 30-day assistance - onboard, co-build and co-deploy</li> <li>• Provisioning of phone numbers</li> <li>• Business Review - at 30 days then quarterly</li> <li>• Best Practices Review</li> <li>• VHT Support - 24x7 for Requests/Trouble Tickets via email or phone</li> <li>• Test call up to three numbers, once per weekday</li> </ul>
180	Virtual Call Back (VCB) - Mindful Enterprise Platform	CLEN0000	Onboarding Fee - Provisioning of service. <ul style="list-style-type: none"> <li>• Provisioning of organization - admin user added</li> <li>• Getting Started Guide and Help Center</li> <li>• CBTs - 3 users/45 days</li> <li>• Dedicated Technical Resource for 45-day deployment - onboard, build, and test</li> <li>• Provision of phone numbers</li> <li>• Business Review - at 30 days then quarterly</li> <li>• Best Practices Review</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• VHT Support - 24x7 for Requests/Trouble Tickets via email or phone</li> <li>• Test call up to three numbers, once per weekday</li> <li>• Management of system for one year including Moves, Adds, or Changes</li> </ul>
181	Virtual Call Back Commitment Plan – First Conversation	CLCP0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Includes one committed call back per month
182	Virtual Call Back Overage – Per Additional Conversation	CLOR0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Variable consumption charge for the number of call backs over the first committed call.
183	Pindrop - Inbound Anti-Fraud and Authentication (IAA) service	IASP0000	Pindrop – Commitment charge for inbound Anti-Fraud and Authentication (IAA) Service. Includes one committed call. Charged for one call.
184	Pindrop - Usage charge for IAA service	IAAU0000	Variable consumption charge for the number of calls over the first call.
185	Pindrop - Advisory service for IAA service	IAAI0000	<p>Pindrop Advisory services are required to support Pindrop Inbound Anti-Fraud and Authentication Service (IAA)</p> <p>Advisory Services enables Training, Consulting, Optimization and Insights capability.</p> <ul style="list-style-type: none"> <li>• Services Include <ul style="list-style-type: none"> <li>○ Conference calls to discuss operationalization, Operation inquiries and documentation instruction</li> <li>○ Analysis based on accuracy monitoring and enhanced support calls.</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>○ Three consulting sessions focused on design flow, integration and training.</li> <li>○ Monthly Accuracy Performance Reviews.</li> <li>○ Monthly Peer Benchmarking.</li> </ul> <p>Customer's use of this service is limited to processing calls made to Customer-designated phone numbers intended for use by California residents and using the outputs from the services for each call processed directly available via the outbound APIs and/or standard export functionality for the services (such as the fraud risk score or authentication "score") solely for the Customer's internal business purposes of performing phone number fraud verification and/or authentication on the processed calls (e.g., not for credit decisioning purposes or to determine a consumer's eligibility for credit or insurance nor any other purpose rights), with such access and use taking place in California.</p> <p>Customer will not manually enter and/or import any data into the services that would violate Payment Card Industry Data Security Standard (PCI DSS).</p> <p>Permitted use of the services includes collection, use, processing and retention of Customer and Customer's callers' personal information (and combination of that data with personal information from other clients) and the services outputs by Contractor, its subcontractors and subprocessors (1) as reasonably necessary to detect data security incidents, or protect against</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>fraudulent or illegal activity, including as party of Contractor's "fraud database"; (2) for detecting security incidents and protecting against malicious, deceptive, fraudulent or illegal activity (including populating the fraud database); and (3) for assisting in the authentication of Customer's callers, as well as is reasonably necessary in support of any other valid processing purposes that are part of or relevant to the services.</p> <p>Permitted use of the services includes collection, use, recording, hosting, transmitting, processing and retention of (1) State Data as necessary to provide, maintain and support the services for Customer by Contractor; and (2) usage, statistical, caller phone number and other log data and outputs to maintain, develop, manage, administer and improve Contractor's and its subcontractors and subprocessors' products and services, including the services, during and after the subscription term.</p> <p>For each call that Customer tags as fraud via the services, permitted use of State Data includes contribution of certain State Data and related outputs (e.g., phone number, metadata and fraud score) to a Contractor proprietary database that includes call data for confirmed fraud calls (i.e., the "fraud database") that is used by Contractor and the services to identify, monitor and track phone-based fraud and suspicious transactions or passively authenticating a caller for the benefit of Customer, Contractor's and its</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>subcontractor's existing or future customers and other of Contractor's consortium members during and after the subscription term.</p> <p>The service includes the use, maintenance, disclosure and retention by Contractor and its subcontractors and subprocessors of aggregate data and deidentified data relating to Customer personal information or derived from the services for the purpose of providing the services, improving its and their operations, and enhancing the features, functions, and performance of the services and general marketing purposes during and after the subscription term. Customer will, on behalf of itself and Contractor as its service provider, provide all consumer notices and disclosures and obtain consents in compliance with applicable laws with respect to all State Data and all outputs from the services. Examples of outputs created by the services include scoring metrics, data or reasons for a scoring metric provided by Contractor proprietary processes, including statistical and audio models, intended to predict the likelihood of a phone transaction being fraudulent or suspicious or from someone other than an authenticated caller), call heuristics, Toneprint™, Phoneprint™, DTMF, device features (such as digital signal data) call recordings and voice features that are derived by the services during and after analysis of a call.</p> <p>The services include the outputs, configurations and customizations and all</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			customized reports, which are both proprietary and confidential to Contractor and its subcontractors and are all elements of Contractor's standard commercial offering of the services. Standard commercial offerings are not State Data, developments, derivative works and/or Work Product as those terms are used under the CALNET DNCS Contract and no portion of the services are specific or uniquely adapted to the Customer.
186	IPCC Media Forking	MIPC0000	Media Forking replicates call data which is securely sent to required advanced application providers. Media Forking is usage based and priced per minute.

### 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.		AGNB0000	Yes

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	Universal Capacity Queue Port	UCPR0000	<p>Universal Capacity Queue Port is an enhancement to the agent port queue, which is included with the base agent. Universal Capacity Queue Port provides additional blended queue capacity if required for inbound call queues.</p> <ul style="list-style-type: none"> <li>• Baseline universal capacity queue port capacity is determined on Agents in conversation state. One queue port is available for each agent in active conversation state.</li> <li>• Baseline universal capacity queue port capacity provides a queue depth equal to one. ACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.</li> </ul>
2	Enhanced Agent	AGNP0000	<p>Enhanced Agent includes:</p> <ul style="list-style-type: none"> <li>• 1 ACD Agent</li> <li>• 1 Campaign Dialer Agent</li> <li>• 1 Universal Port – Used for IVR, voice, but does not affect chat or email</li> <li>• 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.</li> <li>• Supervisor reporting</li> <li>• IVR programming toolset</li> <li>• CTI &amp; Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector)</li> <li>• Integrated Softphone - WebRTC Calling is an add on feature to the Enhanced Agent. Please see WebRTC no charge product identifier SFIR0000.</li> </ul>
3	Port Capacity	CPCY0000	<p>Port Capacity is a single port provided to the ACD application for IVR and IVR self- service interactions.</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Baseline port capacity is determined on confirmed agents plus configured supervisor.</li> <li>• Port consumption includes               <ul style="list-style-type: none"> <li>- Callers in active communication with IVR and IVR Self-Service Applications.</li> <li>- Calls receiving IVR prompts</li> <li>- Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications.</li> </ul> </li> <li>• NBACD port capacity allows customer to augment capacity greater than baseline port capacity.</li> </ul>
4	Queue Status	QSTA0000	Implementation with Queue Status with Basic agent and when Universal Capacity Queue Port thresholds are exceeded.

#### 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.		ASVA0000	Yes
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the		ASAD0000	Yes

		minimum of one per 20 agents)			
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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			
2			
3			

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.		ADBA0000	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			
2			
3			

### 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.		IUSG0000	Yes
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.		IUSR0000	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	Callback Services	BKSU0000	Callback for Hosted Intelligent Contact Virtual Queuing Application is an optional feature available for customer with NBIVR HICR. NBIVR Hosted Intelligent Contact Virtual Queuing is advanced routing capability used in conjunction with "NBIVR IP Hosted Intelligent Contact Routing (HICR)-A." NBIVR IP Hosted Intelligent Contact virtual queuing provides support for HICR network based Genesys, and premise Avaya solutions. NBIVR IP Hosted Intelligent Contact virtual queuing offers the capability to provide ASAP and scheduled virtual queuing. Additionally, NBIVR IP Hosted Intelligent Contact virtual queuing offers a Web-based user interface provides real-time dashboards, and a rich set of historical reports and analytics for measuring system performance and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>the customer experience. Here are a few of the reports that are included with VHT Callback:</p> <ul style="list-style-type: none"> <li>• Executive Summary</li> <li>• Take Rate by EWT</li> <li>• Successful Reconnect Attempts</li> <li>• Punctuality</li> <li>• Return Call Results</li> <li>• Return Call Hold Time</li> <li>• Saved Minutes</li> <li>• Max Try-Again Detail</li> <li>• Return Call Detail</li> <li>• Return Call Phone Numbers</li> <li>• Unsuccessful Return Calls by Area Code</li> </ul>
2	Menu Routing	RKAE0000	Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.
3	Message Announce	GRZG0000	Menu Routing Message Announce is a custom enhancement that can be evoked by the customer during high utilization or to redirect traffic. This allows the caller to hear a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis.
4	Announce Connect	ACNI0000	Sometimes referred to as "whisper," Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.
5	Busy/No Answer Rerouting	YWNA0000	If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.
6	Take Back/SIP Refer Transfer	TKIY0000	<p>Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> <li>• Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application.</li> </ul>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• TnT can be invoked either by a person or by a VRU.</li> <li>• Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge.</li> <li>• DTMF can be transferred along with the call.</li> <li>• Charged on a per transaction basis.</li> </ul>
7	Caller Take Back	CKTI0000	Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis.
8	Remote Audio Update	UHGM0000	Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it.
9	Call Router Reports	CQKR0000	Call Router Reports per Package enhancement provides for call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.
10	Database Lookups	DUOL0000	Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service.
11	Standard Database Routing	EUFY0000	Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS out dial telephone number, message number, and password. Charged on a per call basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
12	Network Database Routing	DEBN0000	Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.
13	Quota Routing	NQOR0000	Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.
14	Custom Intelligent Workload Distribution	LYOM0000	<p>Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency</p> <ul style="list-style-type: none"> <li>• Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems</li> <li>• Out-of-the-box adapters for quick integration Adapters are bi-directional</li> <li>• Define Business SLAs using business rules Intuitive user interface</li> <li>• Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence</li> <li>• Leverages the resource/skill awareness in Genesys Proactive assignment to right resource (push or pull)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners</li> <li>• Skills and proficiencies of back office team members</li> <li>• Performance of individuals, groups and teams</li> <li>• Task backlog for workforce planning</li> <li>• Provides valuable insights into business performance</li> <li>• Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools</li> <li>• Compare against KPIs defined by business users</li> </ul>
15	Advance Integration Connector	ABNT0000	<p>Advance Integration Connector Enables the following types of advanced application:</p> <ul style="list-style-type: none"> <li>• An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with.</li> <li>• Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> <li>- Resource (agent, queues) management and definition</li> <li>- Resource monitoring (real-time)</li> <li>- Routing Strategy tuning</li> <li>- Outbound campaign management</li> </ul> </li> <li>• A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform.</li> </ul>
16	Direct Data Connect (DDC) Implementation	SRDC0000	<p>Direct Data Connect (DDC) Implementation provides a set up for DDC Service. Implementation includes the following:</p> <ul style="list-style-type: none"> <li>- End user is required to provide their own license to MS Excel 2010 or greater.</li> <li>- Verizon will provide instructions and support for establishing the Direct Data Access connection form MS Excel</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
17	Direct Data Connect (DDC) Service	SVDC0000	<p>Direct Data Connect (DDC) Service is an enhancement to current agent reporting package, queue and call activity reporting. The enhancement is a direct feed and access into Microsoft Excel (minimum Excel 2010) to allow users conversant with Excel to create their own reports by directly accessing the contact center database. Provides direct access to all contact center data through a secure connection. Create, save and distribute a virtually unlimited number of historical reports. Reporting data is updated in 15 minute intervals to ensure access to the most recent information. Leverage industry standard tools and user knowledge to flexibly create tabular and graphical historical reports.</p> <p>Provides a client with a secure connection from Microsoft Excel directly to the data model for reporting and analytics using their existing Virtual Contact Center user credentials. End user is required to provide their own license to MS Excel 2010 or greater. Verizon does not provide support on Excel. Customer must have an internet connection to get this service through the Verizon Web Portal.</p>
18	Omnichannel Analytics Implementation	OFMT0000	<p>Omnichannel Analytics Implementation for Omnichannel Analytics Service includes:</p> <ul style="list-style-type: none"> <li>• Remote Build Requirements Session to plan out users, tags, and review initial standard phrases</li> <li>• Billed as a one time (non-recurring) charge</li> <li>• Implementation includes: <ul style="list-style-type: none"> <li>- Initial configuration of users, tags, and standard phrases</li> <li>- 2 hours eLearning</li> <li>- 2 hours remote training to create users, tags, and custom phrases</li> <li>- 1 hour follow up Q&amp;A post go live</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
19	Omnichannel Analytics Service	OCHS0000	<p>Omnichannel Analytics Service provides a robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds</p> <ul style="list-style-type: none"> <li>• Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month.</li> <li>• Key product features &amp; components include: <ul style="list-style-type: none"> <li>• Call recording, call playback, and call searching</li> <li>• Call tagging</li> <li>• Custom queries</li> <li>• Sentiment analysis and trend analysis</li> </ul> </li> </ul>
20	HICR Routing Services	HRSV0000	<p>Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network- routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities.</p>
21	HICR Enhanced Automatic Speech Recognition ASR	HASR0000	<p>HICR (Hosted Intelligent Contact Routing) Automatic Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.</p> <ul style="list-style-type: none"> <li>• Speech recognition includes advanced capabilities including Natural Language.</li> <li>• Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option,</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			rather than waiting for all options to be read before being allowed to make a response.
22	HICR Advanced Activation - Basic Self Service IVR	HBAC0000	HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases: <ul style="list-style-type: none"> <li>• Adds data lookup to one internal hosted database table</li> <li>• Up to 3 database "calls" (lookup only)</li> </ul>
23	HICR Advanced Activation Self Service IVR Premium	HACS0000	HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases: <ul style="list-style-type: none"> <li>• Adds data lookup to one internal hosted database table</li> <li>• Up to 3 database "calls" (lookup only)</li> <li>• Adds integration to one external CRM/database</li> <li>• Up to 3 database/Web Service "calls"</li> </ul>
24	HICR Advanced Screen POP/Call Routing/ Named Agent	HACP0000	HICR Advanced Screen POP/Call Routing/ Named Agent is an enhancement to the HICR Routing Capabilities capacity to provide CRM Driven Screen Pop/Call Routing or Named Agent Routing: <ul style="list-style-type: none"> <li>• Adds integration to one CRM solution to support a screen-pop or custom call routing</li> <li>• Up to 3 web service "calls" (lookup only)</li> </ul> For Named Agent adds: <ul style="list-style-type: none"> <li>• Enable routing to a named "Account Manager" type agents, backup agent or queue</li> <li>• Integrate with a CRM to identify the Account Manager, not all external CRM solutions supported.</li> </ul>
25	HICR IVR with Standard Applications	HCRA0000	HICR Interactive Voice Response (IVR) Systems uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Additional options include the deployment of self service or speech automated systems. Includes customized call flows and automated voice menus that

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			gather call routing information and customer IDs and deliver pre-recorded announcements - instantly and without programming.
26	HICR IVR with Standard Application Usage	HSTA0000	HICR IVR with Standard Application Usage is an enhancement to IVR services and are Usage Based/MOU services.
27	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	HCLC0000	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform
28	NBIVR Open Hosted IVR	HION0000	This advanced enhancement provides Open Hosted IVR functionality customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.
29	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HINA0000	NBIVR IP Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, email, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>functionality is provided by IP HICR IVR Routing to customize call routing capabilities. This feature may require Custom Application development charges. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement.</p> <p>These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.</p>
30	NBIVR Menu Routing	NMNR0000	<p>NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.</p>
31	NBIVR Announce Connect	NCNA0000	<p>Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.</p>
32	NBIVR Busy/No Answer Rerouting (BNAR)	NBNR0000	<p>If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.</p>
33	NBIVR Take Back/SIP Refer Transfer	NTRB0000	<p>NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> <li>• Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application.</li> <li>• TnT can be invoked either by a person or by a VRU.</li> <li>• Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge.</li> <li>• DTMF can be transferred along with the call.</li> <li>• Charged on a per transaction basis</li> </ul>
34	NBIVR Caller Take Back	NTKB0000	<p>NBIVR Caller Take Back allows a caller to return to the ECR menu to make additional call routing</p>



Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis. Feature Identifier may require Custom Application Development.</p>
35	NBIVR Remote Audio Update	NRMA0000	<p>NBIVR Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it. A setup charge and monthly recurring charge for access to the service will apply.</p>
36	NBIVR Call Router Reports per Package	NCRP0000	<p>NBIVR Call Router Reports per Package enhancement provides for call Router Reports including Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.</p>
37	NBIVR Custom Reports Package - M	NCRM0000	<p>NBIVR Custom Reports Package-M is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis.</p>
38	NBIVR Database Lookups	NDBL0000	<p>NBIVR Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service</p>
39	NBIVR Standard Database Routing	NSDR0000	<p>NBIVR Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password. Charged on a per call basis.</p>
40	NBIVR Network	NNDR0000	<p>NBIVR Network Database Routing is similar to Standard Database Routing, but can handle more</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Database Routing		complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.
41	NBIVR Quota Routing	NBQR0000	NBIVR Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.
42	HICR Custom IWD	HICI0000	<p>HICR Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency.</p> <ul style="list-style-type: none"> <li>• Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems</li> <li>• Out-of-the-box adapters for quick integration</li> <li>• Adapters are bi-directional</li> <li>• Define Business SLAs using business rules</li> </ul> <p>Intuitive user interface</p> <ul style="list-style-type: none"> <li>• Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence</li> <li>• Leverages the resource/skill awareness in Genesys</li> <li>• Proactive assignment to right resource (push or pull)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners</li> <li>• Skills and proficiencies of back office team members</li> <li>• Performance of individuals, groups and teams</li> <li>• Task backlog for workforce planning</li> <li>• Provides valuable insights into business performance</li> <li>• Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools</li> <li>• Compare against KPIs defined by business users</li> </ul>
43	HICR Custom WFM	HCMW0000	<p>HICR Custom Workforce Management Solution provides forecasts that are based on actual trends across all channels (Voice, Email, Chat, SMS, Social Media) and work items calculated on both immediate and deferred activities. Schedules with development plans, skills, and training are linked to a single interface for ease of access.</p> <p>Allowing for an unlimited number of hypothetical skill combinations, working rules, and skill prioritization without affecting any current configuration or schedule data, profiles ensure that the right skills are always available. Schedules, schedule trading, time-off management and real-time adherence data are all available on the web.</p> <p>Provides automated multisite/multi-skill forecasting and intraday schedule re-optimization</p>
44	HICR Custom Skills Assessor	HCSA0000	<p>HICR Custom Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact center. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
45	HICR Advance Integration Connector	HIAI0000	<p>HICR Advance Integration Connector enables the following types of advanced application:</p> <ul style="list-style-type: none"> <li>• An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with.</li> <li>• Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> <li>• Resource (agent, queues) management and definition</li> <li>• Resource monitoring (real-time)</li> <li>• Routing Strategy tuning</li> <li>• Outbound campaign management</li> </ul> </li> <li>• A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform</li> </ul>
46	Auto Attendant LITE Implementation	ATLN0000	<p>Auto Attendant Lite Implementation provides the implementation for the Auto Attendant LITE service.</p>
47	Auto Attendant LITE Service	ATNL0000	<p>Auto Attendant Lite Service provides the following features to include:</p> <ul style="list-style-type: none"> <li>• Seamless integration with the ACD</li> <li>• Transfer inbound callers without live intervention</li> <li>• Dial-by-name, Dial-by-extension, DNIS or company directory</li> <li>• Bulk upload</li> <li>• Auditing and logging of user and system events</li> <li>• Enhanced website access security</li> <li>• Automatic extension assignment</li> <li>• Out-of-office/unavailable call routing</li> <li>• It is available only in English.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Billed based on the peak number of active users that log in to Auto Attendant during the month.</li> </ul>
48	Auto Attendant Standard Implementation	ATNS0000	Auto Attendant Standard Implementation provides the implementation for the Auto Attendant Standard service.
49	Auto Attendant Standard Service	AUAS0000	Auto Attendant Standard Service provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. Standard Auto Attendant includes all the features of Auto Attendant Life plus: <ul style="list-style-type: none"> <li>• Voicemail management with multiple options for voicemail access</li> </ul>
50	IVR Outbound Calling	ICNC0000	IVR Outbound Calling provides a feature-less SIP Outbound calling exclusively designed for use on the enhanced agent seat.

#### 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	The Verizon solution is available statewide in California.
2	
3	
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**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-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.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>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,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <p>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.</p>
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 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 without Customer's approval, the Customer Environmental SCC will not apply.
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**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:

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