

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

ASPEN TECHNOLOGY GROUP INC

CATALOG B

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Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

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CATEGORY 28 – Custom Contact Center Services

28.4 CUSTOMIZED CONTACT CENTER CONSULTING SERVICES

Contractor’s Description of Service:

Contact center professional services to plan, deploy and provide ongoing support.

Geographic Availability:

All work performed remote, no onsite.

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 28.4.a - Customized Contact Center Consulting Services

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Planning and Migration	ASPEN-DEPLOY	Consulting services as described in 28.4.1, per hour	Aspen will conduct detailed discovery to document the business requirements and timeline deploy. Documentation will be provided to gain consensus on the requirements and timelines	\$150.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Execution and Implementation	ASPEN-DEPLOY	Consulting services as described in 28.4.2, per hour	Based on the outcome of discovery plan above, Aspen will deploy the required configurations and provide internal testing. Once completed, the customer will complete User Acceptance Testing (UAT) to validate the system is working as desired. Once UAT is signed off a go-live is scheduled	\$150.00	N/A	Hour	Yes	No	Required
3	Specialized Training	ASPEN-TRAINING	Consulting services as described in 28.4.3, per hour	A series of web based training is completed over Amazon Chime or customer preferred collaboration application. Typically agent training is (1) hour with supervisor/reporting training completed over (2) hours. Enhanced training on Analytics WFO is also provided in the same format as needed. If completed over Amazon Chime provided by Aspen the meeting will be recorded and made available. The customer? State owns the recording for future use.	\$85.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Operational and Process Improvement	ASPEN-SUPPORT	Consulting services as described in 28.4.4, per hour	Aspen Enhanced Care is ongoing collaborative support for training, guidance, changes and quarterly reviews. This ongoing Aspen Enhanced Care covers existing build out, any new lines of business / groups or features will require a scope of work	\$150.00	N/A	Hour	Yes	No	Required