

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

**Carousel Industries of N. America, Inc.**

**CATALOG B**

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## TABLE OF CONTENTS

27.2 CONTACT CENTER SERVICES .....	3
27.2.2 CONTACT CENTER GENERAL FEATURES .....	3
Table 27.2.2.a – Contact Center General Features .....	3
27.2.3 AUTOMATIC CALL DISTRIBUTOR (ACD) .....	7
27.2.3.7 ACD Packages .....	7
27.2.3.7.1 ACD Basic Agent Package .....	7
Table 27.2.3.7.1.a – ACD Basic Agent Package Features .....	7
27.2.3.7.2 ACD Basic Supervisor's Package .....	8
Table 27.2.3.7.2.a – ACD Supervisor's Package .....	8
27.2.3.7.3. ACD System Administrator Software Package.....	9
Table 27.2.3.7.3.a – ACD System Administrator Software Package.....	9
27.2.4 INTERACTIVE VOICE RESPONSE SOLUTION .....	10
27.2.4.5 IVR Services and Features .....	10
Table 27.2.4.5.a – IVR Services and Features.....	10

## CATEGORY 27 – Standard Contact Center Services

### 27.2 CONTACT CENTER SERVICES

#### 27.2.2 Contact Center General Features

**Contractor’s Description of Service:**

Cloud Contact Center

**Geographic Availability:**

United States

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 27.2.2.a – Contact Center General Features**

#	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	Web Call Back	CI-Basic-CC-AGT-INC	Web call back functionality as described.	Cloud based API enabled callback solution for ASAP and scheduled callback. Included with the purchase of CI-Basic-CC-AGT	\$0	\$0	Port	Yes	No	Required
2	Web and SMS Text Chat	CI-SMS-CHAT-Agent	Web and SMS text chat functionality as described.	Cloud omni-channel routing solution for routing SMS and web chat to agents. Add on feature to CI-Basic-CC-AGT.	\$40	\$6.25	Agent	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
3	Digital Recording	CI-Basic-CC-AGT-INC	Digital recording functionality as described.	Cloud based compliance recording. 1 month storage included with purchase of CI-Basic-CC-AGT.	\$0	\$0	Agent	Yes	No	Required
4	Digital Recording-Storage- Gigabyte	CI-CLD-Recording-Storage	Storage for the digital recording functionality as described.	Public cloud storage of recordings	\$0	\$0.15	Gigabyte	Yes	No	Required
5	Collaborative Browsing	CI-CoBrowse	Collaborative browsing functionality as described.	Provide Cobrowse feature to agents. Add on feature to CI-Basic-CC-AGT.	\$40	\$40	Agent	Yes	No	Required
6	Email Response Management (ERM)	CI-Email-Agent	ERM functionality as described.	E-mail inbound with standard ACD functionality. Add on feature to CI-Basic-CC-AGT.	\$40	\$6.25	Agent	Yes	No	Required
7	Workforce Management (WFM) System	CI-WFM-Agent	WFM functionality as described.	Workforce Management Agent License	\$40	\$19.50	Agent	Yes	No	Required
8	Automated Preview Outbound Dialing	CI-Basic-CC-AGT-INC	Preview outbound dialing functionality as described.	Outbound preview dialer license. Included with the purchase of CI-Basic-CC-AGT	\$0	\$0	Agent	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
9	Automated Predictive Outbound Dialing	CI-Basic-CC-AGT-INC	Predictive outbound dialing functionality as described.	Outbound predictive dialer license. Included with the purchase of CI-Basic-CC-AGT	\$0	\$0	Agent	Yes	No	Required
10	Voice Callback	CI-Basic-CC-AGT-INC	Voice callback functionality as described.	Callback license. Included with the purchase of CI-Basic-CC-AGT	\$0	\$0	Port	Yes	No	Required
11	Quality Management	CI-CLD-AQM	Quality management functionality as described.	Quality management license.	\$40	\$19.50	Agent	Yes	No	Required
12	Screen Capture	CI-CLD-AQM-INC	Screen capture functionality as described.	Screen capture license. Included with the purchase of CI-CLD-AQM	\$0	\$0	Agent	Yes	No	Required
13	Blended Agent	CI-CLD-Omni-Agent	Blended agent functionality as described.	Blended agent license	\$40	\$84	Agent	Yes	No	Required
14	Realtime Speech Transcription and Analytics	CI-SpeechText Analytics		Cloud real-time call analytics, live transcription, and AI based agent assist as an add-on to Carousel cloud contact center offer	\$40	\$80	Agent	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
15	Conversational AI Virtual Assistant	CI-VirtualAssistant		Cloud based conversational AI virtual assistant for inbound voice, SMS, and chat as an add-on to Carousel cloud contact center offer	\$10,000	\$.08	Interaction	Yes	No	Required
16	Realtime Sentiment Analysis	CI-SentimentAnalysis		Cloud based sentiment analysis services for advanced routing decisions as an add-on to Carousel cloud contact center offer	\$10,000	\$.03	Minute	Yes	No	Required
17	Post Call Survey	CI-Post-Call-Survey		Cloud based post call survey with built in speech recognition services as an add-on to Carousel cloud contact center offer	\$10,000	\$.08	Minute	Yes	No	Required
18	CRM Connector (Salesforce, ServiceNOW, MS Dynamics)	CI-CRM-Connector		CRM integration plugins for Carousel cloud contact center agent desktop - integrations include Salesforce, ServiceNOW, and Microsoft Dynamics.	\$40	\$35	Agent	Yes	No	Required
19	Extended Recording Storage - 30 days	CI-Extended-Storage-30		Monthly recurring extended storage per concurrent agent	\$0	\$.88	Concurrent User	Yes	No	Required

## 27.2.3 Automatic Call Distributor (ACD)

### 27.2.3.7 ACD Packages

#### 27.2.3.7.1 ACD Basic Agent Package

##### **Contractor's Description of Service:**

ACD Basic Concurrent Agent Package

##### **Geographic Availability:**

United States

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 27.2.3.7.1.a – ACD Basic Agent Package Features**

#	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	Basic Agent Package - Agent	CI-Basic-CC-AGT	Basic Agent Software package as described.	Basic cloud contact center agent concurrent license	\$89.50	\$80	Agent	Yes	No	Required

27.2.3.7.2 ACD Basic Supervisor's Package

**Contractor's Description of Service:**

ACD Supervisor package, ability to manage contact centers, reporting and other supervisory functions.

**Geographic Availability:**

United States

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 27.2.3.7.2.a – ACD Supervisor's Package**

#	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	Basic Supervisor's Package- Agent	CI-Basic-CC-SUP	Basic Supervisor's Package Software as described.	Cloud contact center concurrent supervisor license	\$40	\$60	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	CI-Basic-CC-SUP-OVG	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Cloud contact center concurrent supervisor license	\$40	\$60	Supervisor	Yes	No	Required



27.2.3.7.3. ACD System Administrator Software Package

**Contractor’s Description of Service:**

Provide contact center administrators an administrative interface to manage and maintain the platform.

**Geographic Availability:**

United States

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 27.2.3.7.3.a – ACD System Administrator Software Package**

#	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	Basic System Administrator's Package	CI-CCAS Admin	Basic Administrator’s Package Software as described.	System administrator interface for queue, agent, call flow management	\$250	\$0	Package	Yes	No	Required

## 27.2.4 Interactive Voice Response Solution

### 27.2.4.5 IVR Services and Features

#### Contractor's Description of Service:

IVR Usage fee based on consumed minutes

#### Geographic Availability:

United States

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 27.2.4.5.a – IVR Services and Features**

#	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	IVR Usage	CI-Cloud-IVR	Usage charge associated with the IVR solution.	Cloud IVR platform may be deployed with the Carousel cloud contact center solution or integrated into legacy platform such as Avaya, Genesys, and Cisco	\$.06	N/A	Minute	Yes	No	Required
2	IVR Usage- Speech Recognition	CI-Cloud-Speech	Usage charge associated with the IVR solution with speech recognition input.	Speech Recognition and Text to Speech Services as an add on to CI-Cloud-IVR	\$.03	N/A	Minute	Yes	No	Required