



Schedule L – Training (RFP Reference 3.2.14)

For course descriptions please refer to Volume 1 Section 4.6.

Training Course	Price	Duration	Location	# of Students
End User Training	\$115.00 ^(Note 1)	Per hour	On-site	15 - 20
Avaya Professional Services On-site Training				
System Administration	\$8,000.00	3 day	On-site	20 Max.
CMS Supervisor Reports	\$1,520.00	4 hours	On-site	12
CMS Supervisor Administration	\$1,520.00	4 hours	On-site	12
Basic Call Center Administration	\$4,400.00	2 day	On-site	12
Advanced Call Center Administration	\$4,400.00	2 day	On-site	12
Business Advocate Overview	\$8,800.00	3 day	On-site	12
Best Services Routing (BSR) Virtual Routing	\$8,800.00	3 day	On-site	12
IP Agent End User Training	\$1,520.00	3 hour	On-site	12
Avaya Professional Services Remote Training				
CMS Supervisor (Material Code 113700)	\$2,000.00	1 day	Remote	12
CMS Administrator (Material Code 113700)	\$2,000.00	1 day	Remote	12
CMS Network Reporting (Material Code 113700)	\$2,000.00	1 day	Remote	12
IP Agent (Material Code 113700)	\$2,000.00	1 day	Remote	12
Call Center Basic (Material Code 113700)	\$2,000.00	1 day	Remote	12

Note 1: 4 hour minimum