

# *California SAWS Consortium IV*



## **County Purchase MT-04-2017 Monterey County - Production Operations for Customer Service Center**



## I. Overview:

Pursuant to Section 6.11 of the Amended and Restated Revised System Agreement between the California SAWS Consortium IV Joint Powers Authority ("C-IV") and Accenture LLP and Proquire, LLC, with an effective date of June 29, 2007 (as amended, the "Agreement"), Monterey County ("County") executed County Purchase MT-01-2012 in January 2013 to migrate to the Contact Center business model for interacting with welfare clients (the "Contact Center Project"). Additionally, the County executed County Purchase MT-05-2013 in March 2014 for ongoing operations of the Contact Center Project through State Fiscal Year 2016/2017.

The scope of this County Purchase, MT-04-2017, consists of an extension of recurring Production Operations charges for central support of Customer Service Center workers and remote maintenance of Managed workstations commencing June 1, 2017 through the end of the Agreement, October 31, 2019. The scope of this County Purchase includes the following:

- Production Operations Charges
  - Central Support for Contact Center agents/workers
  - Remote Maintenance Fee for Managed Workstations

### Assumptions:

- The Total Cost is an estimate and is subject to changes at the time of ordering. The final cost will be provided to the Consortium at the time of invoicing. If the final invoiced costs exceed the total amount of this County Purchase (\$406,050), an amendment to this County Purchase will be executed by the parties.
- The County is responsible for monthly recurring Production Operations Charges for central support of Contact Center workers and remote workstation maintenance. The scope of this County Purchase includes such charges commencing June 1, 2017 through the end of the Agreement, October 31, 2019.
  - Recurring Production Operations Charges for central support of Contact Center workers is based on fifty-three (53) concurrent workers.
  - Recurring Production Operations Charges for remote workstation maintenance are based on fifty-three (53) managed workstations in production.
- This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for the County's Customer Service Center as such charges will be funded by the Consortium, pending the availability of funds. Monthly recurring Production Operations Charges related to the County's Customer Service Center are based on five (5) T-1 PRI lines, two (2) DS-3 lines, one (1) MPLS T-1 line, one (1) DSL line, 201,599 toll-free minutes and 10,080 long distance minutes.
  - Contractor will monitor the County's usage of these lines and minutes and discuss the addition of more lines and minutes with the County if necessary. Any additional lines and/or minutes would result in additional Production



Operations charges; these additional charges would be provided to the County in a separate County Purchase.

- The County must approve this County Purchase and provide the corresponding approved Advance Planning Document (“APD”) by July 28, 2017. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

**II. Schedule:**

The charges associated with this County Purchase will be incurred during State Fiscal Year (“SFYs”) 2017/2018 through SFY 2019/2020.

**III. Total Cost:**

The following table outlines the total charges for this County Purchase.

Total County Purchase Charges	SFY 2019/20			Total Cost
	SFY 2017/18	SFY 2018/19	(6/2019 - 10/2019)	
<b>Administrative Charges</b>	\$0	\$0	\$0	\$0
<b>Hardware and Software Charges</b>	\$0	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0	\$0
<b>Production Operations Charges</b>	<b>\$165,564</b>	<b>\$168,788</b>	<b>\$71,698</b>	<b>\$406,050</b>
One Time Charges	\$0	\$0	\$0	\$0
Recurring Charges	\$165,564	\$168,788	\$71,698	\$406,050
<b>Total Charges</b>	<b>\$165,564</b>	<b>\$168,788</b>	<b>\$71,698</b>	<b>\$406,050</b>



COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - MT-04-2017

The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

**Monterey County**

By: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

*AK  
Al Breton  
Dep. Co. Sec.  
7-18-17*

Notice Address:  
Department of Social Services  
1000 S. Main Street  
Salinas, CA 93901

**SAWS CONSORTIUM-IV JOINT POWERS AUTHORITY**

By: \_\_\_\_\_  
Printed Name: Thomas Hartman  
Title: C-IV Project Director  
Date: \_\_\_\_\_

Reviewed as to fiscal provisions  
*[Signature]*  
Auditor-Controller  
County of Monterey 7-19-17

Notice Address:  
SAWS Consortium-IV Joint Powers Authority  
Attention: C-IV Project Director  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670-4481