

ORIGINAL

California SAWS Consortium IV



**County Purchase MT-05-2013
Monterey County - Extension for Contact Center
Operations**



I. Overview:

Pursuant to Section 6.11 of the Amended and Restated Revised System Agreement between the California SAWS Consortium IV Joint Powers Authority ("Consortium") 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").

The scope of this County Purchase consists of the following charges required for ongoing operations of the Contact Center Project:

- Monthly recurring Production Operations Charges for Wide Area Network ("WAN") Administration, central support of Contact Center workers, and remote workstation maintenance.

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 (\$1,650,155), an amendment to this County Purchase will be executed by the parties.
- The County is responsible for monthly recurring Production Operations charges for WAN Administration, central support of Contact Center workers and remote workstation maintenance. The scope of this County Purchase includes such charges for November 2013 through May 2017.
 - Recurring Production Operations Charges for central support of Contact Center workers is based on 53 concurrent workers.
 - Recurring Production Operations Charges for WAN Administration are based on five (5) T-1 PRI lines, two (2) DS-3 lines, one (1) MPLS T-1 line and one (1) DSL line. Contractor will monitor usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would result in additional Production Operations charges; these additional charges would be provided to the County in a separate County Purchase.
 - The total volume of toll-free minutes used the County's Contact Center for handling calls related to continuing cases is assumed at 201,599 each month.
 - The total volume of long distance minutes used by the County's Contact Center for handling calls related to continuing cases is assumed at 10,080 each month.
 - Contractor will monitor usage of the County's toll-free and long distance minutes and discuss increasing the baseline number of monthly minutes with the County if necessary. Any increases to the baseline would require additional Production Operations charges; these additional charges would be provided to the County in a separate County Purchase.



- o Recurring Production Operations Charges for remote workstation maintenance are based on 53 managed workstations in production.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years (SFY) 2013/14 through 2016/17.

III. Total Cost:

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

Total County Purchase	SFY 2013/14 (11/2013 - 5/2014)	SFY 2014/15	SFY 2015/16	SFY 2016/17	Total Cost
Services	\$0	\$0	\$0	\$0	\$0
One Time Service Charges	\$0	\$0	\$0	\$0	\$0
Recurring Service Charges	\$0	\$0	\$0	\$0	\$0
Hardware and Software Charges	\$0	\$0	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0	\$0	\$0
Production Operations Charges	\$265,682	\$458,432	\$461,472	\$464,569	\$1,650,155
One Time Charges	\$0	\$0	\$0	\$0	\$0
Recurring Charges	\$265,682	\$458,432	\$461,472	\$464,569	\$1,650,155
Facilities	\$0	\$0	\$0	\$0	\$0
Total Charges	\$265,682	\$458,432	\$461,472	\$464,569	\$1,650,155



COUNTY PURCHASE APPROVAL

Subject: County Purchase - MT-05-2013

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

Monterey County

By: _____
Printed Name: _____
Title: _____
Date: _____

*Approved to form
1-30-14 JMK
Dep. CEO*

Notice Address:
1000 S. Main Street, Suite 306
Salinas, CA 93901

SAWS CONSORTIUM-IV JOINT POWERS AUTHORITY

By: _____
Printed Name: John Boule
Title: C-IV Project Director
Date: _____

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

Reviewed as to fiscal provisions

Auditor-Controller
County of Monterey

1-31-14