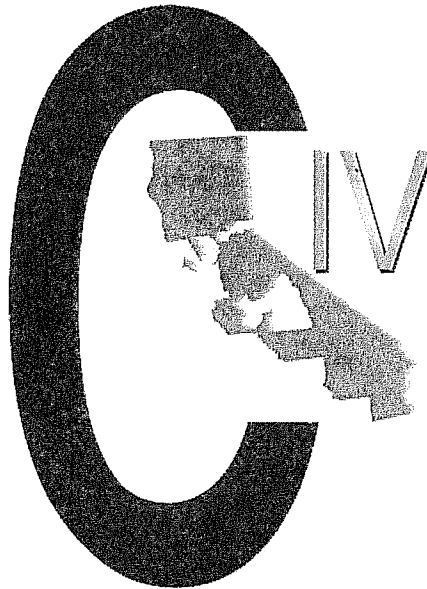


ORIGINAL

California SAWS Consortium IV



County Purchase MT-01-2013 Monterey County - Service Center Technology Deployment for Medi-Cal Referrals (Existing Site)



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 ("Contractor") and Proquire, LLC, with an effective date of June 29, 2007 (as amended, the "Agreement"), Monterey County ("Host County") would like utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents of the Host County and San Benito County ("Subscriber County") as further described below in this County Purchase order.

To support the implementation and ongoing business of the Patient Protection and Affordable Care Act of 2010 ("Affordable Care Act"), Covered California is developing and implementing the California Healthcare Eligibility, Enrollment and Retention System ("CalHEERS") and a centralized service center to simplify and streamline the delivery of health coverage to individuals, families and employers in the state of California. The Covered California centralized service center model in conjunction with CalHEERS would provide for the screening of Medi-Cal eligibility and referral of potentially eligible individuals to their county of residence or another county within the same SAWS system for determination. As a result, expansion of the C-IV Contact Center Platform ("CCP") and deployment of that platform in the C-IV Counties are required to support Covered California's selection of the centralized service center model and enable the C-IV Counties to perform the related program activities.

This County Purchase outlines the costs and timeline for deploying the C-IV CCP within the Host County's existing Service Center site ("Service Center"). As the Host County, workers at the Service Center will accept Medi-Cal referral calls for residents of both the Host County and Subscriber County. The scope of this County Purchase includes the following:

- Costs associated with the services required to deploy the C-IV CCP within the Host County's Service Center for twenty-five (25) workers, including the following:
 - Computer Telephony Integration (CTI) - Deployment of CTI softphone workers' desktops to support telephony;
 - Reporting - Configuration of existing reporting platform to support the additional workers;
 - Quality Monitoring - Configuration of the existing call and screen recording, search and retrieval, and performance management software to support the additional workers;
 - Workforce Management - Configuration of the existing agent scheduling and staffing application to support the additional workers
 - Telephony - Configuration and deployment of telephony and voice messaging.
- Cost associated with Equipment and Software for the above capabilities.
- Production Operations charges for WAN Administration, central support and remote workstation maintenance.

Approach:

The Host County will be responsible for several milestones to enable completion of this project by September 30, 2013 which would allow the Service Center to receive Medi-Cal referrals from Covered California beginning October 1, 2013.

Table 1.0 - County Milestones

#	Milestones for Which County is Responsible	Date
1	MPOE/MDF Ready for Circuit Installation	4/1/2013
2	Server Room Ready for Equipment	5/20/2013
3	Facility ready for Workstation and Phone Deployment	5/20/2013
4	Receive any County-procured Equipment	5/20/2013
5	Hire Workers and Group into Teams	8/5/2013
6	Train Workers on Processes	9/30/2013
7	Go-Live	10/1/2013

Assumptions:

#	Assumption
Timeframe Assumptions:	
1	Monterey County must approve this County Purchase and provide the corresponding approved Advance Planning Document (APD) by March 31, 2013. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.
Technology Assumptions:	
2	Estimates for deploying the C-IV CCP within the Host County's Service Center to accept Medi-Cal referrals are based on twenty-five (25) workers.
3	Call recording / quality monitoring solution will record 20% of all transactions for training and quality purposes. Recordings will be kept online for 30 days.
4	Existing DS-3 lines will be used for data connectivity for CTI and access to C-IV and routing calls to the C-IV CCP. Existing DSL services will be used for backup network service.
5	A total of one (1) T-1 PRI lines will provide (23) lines for the (25) workers and IVR usage. Contractor will re-examine this after go-live and discuss the addition of more lines with the Host County if necessary.
6	Toll Free rate is \$.03/min. The total volume of toll free minutes used by the Service Center each month is assumed at 45,575.
7	Long Distance rate is \$.02/min. The total volume of long distance minutes used by the Service Center per month is assumed at 2,279.
8	The Host County will be responsible for accepting and handling Medi-Cal referrals for itself as well as the Subscriber County. The responsibility of ensuring all necessary mechanisms are in place to enable the Host County to accept and handle the Subscriber County's calls will fully reside with the Host and Subscriber County. These mechanisms include, but are not limited to: confidentiality agreements, inter-county agreements, County and State approvals, etc.
9	The solution that will be implemented in the Host County's Service Center will not leverage the existing C-IV IVR System (both inbound and outbound) as Covered California's centralized service center model requires Medi-Cal referrals to be transferred to the counties via warm transfer.
10	The Host County's Service Center will have two (2) points of entry for the transfer of calls – one for English and one for Spanish. Medi-Cal referrals for languages other than English or Spanish will be transferred to the point of entry for English-speaking calls. The Host County will be responsible for providing support for languages other than English or Spanish.
Design, Test and Deployment Assumptions:	
11	The Host County is responsible for setup of the Service Center facility including, but not limited to: furniture, electricity, HVAC, and data/electrical cabling. Contractor is responsible only for infrastructure required for C-IV CCP, Call Routing and Operations, workstations and phone deployment. See County Milestones #1, #2 and #3 in Table 1.0, Section 1 of the County Purchase for due dates.
12	The Host County is responsible for the purchase and installation of LCD screens for the Agent Statistics wall displays. The Host County is also responsible for purchasing and installing video cables/MUX that run from the Agent Statistics workstation to the LCD screens. All equipment procured by the Host County must be setup and installed for County Milestone #4 (see Table 1.0 - County Milestones, Section I of the County Purchase for due date).
13	Total devices to be deployed includes up to (26) workstations, (25) phones and (2) printers. The estimate provided assumes that the deployment will be done simultaneously (i.e. desk and phone at the same time). If the installation is to be conducted separately, additional charges will be incurred. Contractor will not be responsible for deploying any scanners.

#	Assumption
14	<p>The Uninterruptible Power Source (UPS) device deployed will provide fifteen (15) minutes of backup power for the Service Center infrastructure equipment and phones in the event of a power outage.</p> <ul style="list-style-type: none"> • If the Host County requires more than fifteen (15) minutes of back-up power for the infrastructure equipment and phones, the Host County will be responsible for providing generator backup services to enable this capability. • Backup power will not be provided for the workers' workstations.
15	<p>The scope of this County Purchase excludes the following as the Host County currently owns these responsibilities for its existing Service Center.</p> <ul style="list-style-type: none"> • Development of Performance Management Metrics; • Assistance for use of tools for reporting, quality monitoring and workforce management, and technology and customer service training for the Service Center workers; • Change Management and Communications;
16	<p>As part of C-IV's central Call Center Platform Covered California Expansion, C-IV will provide Agent, Supervisor and Business Process training for the "host" counties. This training for the trainers ("T4T") will take place following completion of centralized Model Office testing and will be conducted centrally at the C-IV Application Development Facility ("ADF") in Rancho Cordova, California.</p> <ul style="list-style-type: none"> • Contractor staff, with assistance from the counties, will be responsible for development and delivery of Agent, Supervisor and Business Process training for T4T; • Two (2) trainers from each "host" county, including Monterey, will travel to the ADF to attend T4T; • The schedule for T4T consists of four (4) weeks: during the first two (2) weeks, Contractor staff will train the "host" counties' trainers at the ADF. During the remaining (2) weeks trainers will travel back to their respective counties and train their Service Center workers. The Service Center workers must complete training for County Milestone #6 (see Table 1.0 - County Milestones, Section I of the County Purchase for due date). • T4T will be a one-time training effort. Any ongoing or recurring process training will be the responsibility of the Host County.
17	Any requested changes to the deployment schedule may result in additional Services charges and will require the execution of a new County Purchase.
18	The Host County will complete County Milestones referenced in Table 1.0 - County Milestones in Section I of the County Purchase.
Model Office Assumptions:	
19	<p>Model Office testing will be conducted centrally as part of C-IV's central Call Center Platform Covered California Expansion and is not in the scope of this County Purchase.</p> <ul style="list-style-type: none"> • The schedule for the one-time central Model Office testing will span two (2) weeks; • Two (2) resources from each "host" county, including Monterey, will travel to the ADF to execute Model Office test scenarios and plans;
Hardware Installation Assumptions:	
20	Contractor staff will install local equipment Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., with the exception of County holidays.
21	Contractor staff will transport all equipment purchased under this County Purchase to the Host County for installation.
22	For existing equipment, Contractor staff will uninstall, securely package, and transport to a Host County-provided location.
23	For new equipment, Contractor staff will un-package and connect all necessary cables and cords.
24	Remote Hardware Maintenance Technicians (RHMTs) will use existing power strips (new power strips will not be provided).

#	Assumption
25	New workstations will be booted up and joined to the existing domain with a new workstation ID as defined by the C-IV Network team. Files will be transferred from the server.
26	Installation will be verified by having the worker log in and access the C-IV Application through Microsoft Internet Explorer, as well as the having the worker place an outbound call leveraging the agent headset and phone.
27	If the worker is not available at the time of de-installation, the RHMTs will need to return to this cubicle at the end of the day, or on another day at the end of the installs (if not returning to that site the next day).
28	Peripheral County equipment (i.e., PDA's, speakers) will not be connected by the RHMTs.
29	The RHMTs will have spare equipment in the event that there is a defective phone, headset, workstation, monitor or mouse.
30	Any defective equipment will be brought back to the Central Depot by the RHMTs, and that team will confirm it gets replaced by the vendor.
Operations Assumptions:	
31	All Service Center application and infrastructure managed services will be part of Tier 3 services for the system availability SLA. IVR is already a component of Tier 3.
32	The Host County will be responsible for monthly recurring production operations charges for central support, remote workstation maintenance and WAN Administration. <ul style="list-style-type: none"> • Production operations charges for central support of agents and remote workstation maintenance will commence October 1, 2013 and run through May 31, 2018. Support charges will apply to the workers as they are actually used in production; • Production operations charges for WAN Administration will commence August 1, 2013 and run through May 31, 2018;
General Assumptions:	
33	The Total Cost of this County Purchase is based on information known as of February 22, 2013. This information includes the following assumptions: <ul style="list-style-type: none"> • The initial period for Covered California's eligibility and enrollment is October 1, 2013 through March 9, 2014. For subsequent years, the period for eligibility and enrollment will be October 1 through December 9; • All SAWS systems will not accept Medi-Cal referrals until October 1, 2013; • Medi-Cal referral calls will be transferred to the counties via warm transfer within 30 seconds, 80% of the time on average during the operational hours of Covered California's centralized service center. Those operational hours are: <ul style="list-style-type: none"> ○ Non-peak Operations: 8 a.m. to 6 p.m., Monday through Friday; 8 a.m. to 5 p.m. on Saturday; ○ Open Enrollment: 8 a.m. to 8 p.m., Monday through Saturday; • Medi-Cal referral calls will have an average handle time of 60 minutes. • The monthly call volume will be 583 for Medi-Cal referrals. • All Service Center workers will be full-time (rather than part-time). If the Host County would like these workers to follow a part-time model, then the quantities of certain software and hardware items will need to be increased in order to achieve the requested worker concurrency. Any additional software licenses or equipment items will be procured through the execution of another County Purchase; • The Host County has reviewed and agreed with the quantity of twenty-five (25) workers for the Service Center.

#	Assumption
34	<p>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. The Consortium will, in turn, invoice Monterey for these costs.</p> <ul style="list-style-type: none"> • The Total Cost for this County Purchase is dependent upon the C-IV Project receiving Federal and State funding to expand the central C-IV Call Center Platform to support Covered California's selection of the centralized service center model. Therefore, the Total Cost and scope of this County Purchase will require revision if the C-IV Project does not receive the appropriate funding. • The solution for this County Purchase will leverage the Service Center infrastructure that will be deployed in Monterey County via County Purchase MT-01-2012. The project scope of County Purchase MT-01-2012 must be completed on schedule in order for the Total Cost of this County Purchase, MT-01-2013, to be valid; any schedule delays to the project scope of MT-01-2012 may result in additional Services, Hardware and Software, and Production Operations charges for this County Purchase MT-02-2013. These additional charges would be executed as a change order to this County Purchase. • With regard to Hardware, Software, Hardware Support and Software Support ("Hardware and Software"), the prices and part numbers of the items actually purchased may differ from what is provided in the estimate due to, but not limited to, the following: 1) price fluctuations and 2) manufacturers' discontinuance of part numbers. • The final cost for Hardware and Software will not exceed the estimates for each State Fiscal Year. • The estimate is based on the scope of work outlined in this County Purchase. Any revisions to scope must be mutually agreed upon by the parties and may result in additional Services, Hardware and Software, and Production Operations charges. These additional charges will be executed as a change order to this County Purchase.
35	<p>The Total Cost of this County Purchase includes recurring maintenance and ongoing operations charges that run through May 31, 2018 to coincide with the schedule for C-IV's June 2012 Maintenance & Operations APD. Although the current Agreement ends on October 31, 2013, the Host County will be responsible for all charges through May 31, 2018 based on the assumption that an extension of the Agreement term will be executed prior to November 1, 2013.</p>
36	<p>The costs for this County Purchase and solution will be invoiced to the Host County. The Host County and Subscriber County will be fully responsible for implementing all necessary mechanisms to allow for any transfer of costs between the Host County and the Subscriber County.</p>
37	<p>The Host County will be responsible for one-time Services charges for technology deployment. Services charges will be invoiced as payment milestones per the schedule set forth in Section IV of the County Purchase.</p>
38	<p>Status of the project schedule will be available to the Host County upon request.</p>
39	<p>New hardware will initially be sent to the C-IV Remote Depot in Rancho Cordova, California for asset tagging and will later be transported to the County for installation.</p>
40	<p>Taxes for hardware items were estimated at 8.75% and based on the initial shipping location of Rancho Cordova, California.</p>
41	<p>Ownership of central equipment such as servers, switches, routers and storage devices will reside with the Consortium.</p>
42	<p>The Consortium will transfer ownership of local equipment such as workstations, monitors, phones and printers to the Host County.</p>
43	<p>Because equipment items with unit prices greater than \$5,000 are capital assets, ownership of those items will reside with the Consortium. After those equipment items have been fully amortized, the Consortium will transfer ownership of those items to the Host County.</p>

#	Assumption
44	Ownership of all software purchased under this County Purchase will reside with the Consortium.
45	Hardware will be invoiced and paid in full upon receipt of hardware acceptance. All hardware (even those items over \$5,000) can be fully purchased without any leasing/financing required.
46	All Equipment, with the exception of HP printers and workstations, is purchased with 4-year maintenance agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the Host County will be responsible for funding any hardware refreshes or hardware support renewals through the execution of a separate County Purchase.
47	All HP printers and workstations are purchased with 3-year maintenance agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the Host County will be responsible for funding any hardware refreshes or hardware support renewals through the execution of a separate County Purchase.
48	All software licenses, with the exception of CA Integrated Threat Manager, are purchased with 4-year maintenance agreements from the date of purchase (unless noted otherwise). Once the software support agreements have expired, the Host County will be responsible for funding any software refreshes or software support renewals through the execution of a separate County Purchase.
49	All CA Integrated Threat Manager licenses are purchased with 3-year maintenance agreements from the date of purchase (unless noted otherwise). Once the software support agreements have expired, the Host County will be responsible for funding any software refreshes or software support renewals through the execution of a separate County Purchase.
50	The image deployed on all Service Center workstations will include the Microsoft Windows 7 operating system.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years 2012/13 through and 2017/18.

III. Total Cost:

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

Total County Purchase	SFY 2012/13	SFY 2013/14 (6/2013 - 10/2013)	SFY 2013/14 (11/2013 - 5/2014)	SFY 2014/15	SFY 2015/16	SFY 2016/17	SFY 2017/18 (6/2017 - 5/2018)	Total
Services	\$0	\$47,396	\$0	\$0	\$0	\$0	\$0	\$47,396
One Time Service Charges	\$0	\$47,396	\$0	\$0	\$0	\$0	\$0	\$47,396
Recurring Service Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Hardware and Software Charges	\$0	\$248,398	\$0	\$0	\$0	\$0	\$75,944	\$324,342
Hardware Charges	\$0	\$82,680	\$0	\$0	\$0	\$0	\$0	\$82,680
Hardware Maintenance and Support Charges	\$0	\$8,254	\$0	\$0	\$0	\$0	\$9,904	\$18,158
Software Charges	\$0	\$102,432	\$0	\$0	\$0	\$0	\$0	\$102,432
Software Maintenance and Support Charges	\$0	\$55,033	\$0	\$0	\$0	\$0	\$66,040	\$121,073
Production Operations Charges	\$0	\$12,587	\$55,218	\$96,064	\$97,498	\$98,959	\$100,450	\$460,776
One Time Charges	\$0	\$973	\$0	\$0	\$0	\$0	\$0	\$973
Recurring Charges	\$0	\$11,614	\$55,218	\$96,064	\$97,498	\$98,959	\$100,450	\$459,803
Facilities	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Charges	\$0	\$308,381	\$55,218	\$96,064	\$97,498	\$98,959	\$176,394	\$832,514

IV. Milestone Schedule:

The following table outlines the charges and invoicing timelines for Payment Milestones associated with Services.

Milestone Number	Description	Due Date	Price	SFY 2012/13	SFY 2013/14
1	Agent Configuration Complete	8/9/2013	\$47,396		\$47,396
TOTAL			\$47,396	\$0	\$47,396

Milestone #1 - Agent Configuration Complete does not consist of any paper deliverables.



COUNTY PURCHASE APPROVAL

Subject: County Purchase - MT-01-2013

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

Monterey County

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

APPROVED AS TO FORM:

J. Michael Hogan

SENIOR DEPUTY COUNTY COUNSEL

DATE: 4-18-13

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: _____

Reviewed as to fiscal provisions

[Signature]

Auditor-Controller
County of Monterey 4-18-13

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