

ORIGINAL

*CalSAWS Consortium,  
C-IV Project*

**County Purchase MT-04-2019  
Monterey County - Extension of Ongoing  
Production Operations for Regional Contact  
Center ("RCC") for Medi-Cal Referrals**

**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”) executed County Purchase MT-01-2013 in June 2013 to utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents of the Host County and regional member county of San Benito (“Subscriber County”). The County executed County Purchase MT-06-2017 in February 2018 to extend recurring Production Operations for the County’s Regional Contact Center (“RCC”) through October 31, 2019.

The scope of this County Purchase, MT-04-2019, consists of an extension of recurring Production Operations Charges for WAN Administration, central support of the Host County’s Regional Contact Center workers, and remote maintenance per Managed workstation commencing November 1, 2019 and continuing through the end of the Agreement, October 31, 2020. The scope of this County Purchase includes the following:

- Recurring Production Operations Charges
  - WAN Administration
  - Central Support for Regional Contact Center Agents/Workers
  - Remote Maintenance Fee (per Managed Workstation)

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, an amendment to this County Purchase will be executed by the parties.
- Production Operations Charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.
- The County is responsible for monthly recurring Production Operations Charges for WAN Administration related to the County’s Regional Contact Center commencing November 1, 2019 and continuing through the end of the Agreement, October 31, 2020.
  - These monthly recurring operations charges for WAN Administration are based on one (1) T-1 PRI line, as well as 45,575 toll free minutes and 2,279 long distance minutes per month.
    - Contractor will monitor the County’s usage of these line and minutes and discuss the addition of more lines and/or 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 is responsible for monthly recurring operations charges for central support for the County’s Regional Contact Center workers and remote maintenance per Managed workstation commencing November 1, 2019 and continuing through the end of the Agreement, October 31, 2020.
  - Monthly recurring operations charges for central support of the County’s Regional Contact Center workers are based on twenty-five (25) named workers.
  - Monthly recurring operations charges for remote maintenance are based on twenty-five (25) Managed workstations in production.
- The County must approve this County Purchase and provide the corresponding approved Advance Planning Document (“APD”) by October 30, 2019. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

**II. Schedule:**

The costs associated with this County Purchase will be incurred during State Fiscal Years (“SFYs”) 2019/20 and 2020/21.

**III. Total Cost:**

Total County Purchase Charges	SFY 19/20 (11/2019 - 5/2020)	SFY 20/21 (6/2020 - 10/2020)	Total Charges
<b>Administrative Charges</b>	\$0	\$0	\$0
<b>Hardware and Software Charges</b>	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0
<b>Production Operations Charges</b>	<b>\$60,388</b>	<b>\$43,793</b>	<b>\$104,181</b>
One-Time Charges	\$0	\$0	\$0
Recurring Charges	\$60,388	\$43,793	\$104,181
<b>Total Charges</b>	<b>\$60,388</b>	<b>\$43,793</b>	<b>\$104,181</b>

COUNTY PURCHASE APPROVAL

Subject: County Purchase - MT-04-2019

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

**Monterey County**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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

**CalSAWS Consortium**

By: \_\_\_\_\_


Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Notice Address:  
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11290 Pyrites Way, Suite 150  
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AB  
ABricator  
Dep Cou  
10.8.19

Reviewed as to fiscal provisions  
  
Auditor-Controller  
County of Monterey  
10-9-19