

*CalSAWS Consortium,
C-IV Project*

**County Purchase MT-02-2021
Monterey County - Additional Licensing for
Customer Service Center Expansion (Quantity 69)**

I. Overview:

Monterey County ("County") would like to purchase new software to support sixty-nine (69) additional workers at the County's Customer Service Center ("CSC"). In addition to charges for new software, this County Purchase also includes Administrative Charges for agent configuration. The scope of this County Purchase includes the following:

- Software Charges
 - (69) eGain Operational Analytics (Concurrent User per Port) - 3-year Subscription License
 - (69) Calabrio ONE Product Suite Bundle - 36-month Subscription License
 - (69) Calabrio Advanced Bulk Contact Export - 36-month Subscription License

- Administrative Charges

Assumptions:

- The Total Charges are an estimate and are subject to changes at the time of ordering. The estimate includes shipping/handling and taxes as appropriate. The final Charges will be provided to the Consortium at the time of invoicing.
- No new workstations, monitors, keyboards, mice, headsets, or IP phones are included with this purchase, as the County will be providing such equipment from the County's existing inventory.
- The Consortium will retain ownership of all software licenses purchased under this County Purchase.
- Software Charges and Administrative Charges will be invoiced and paid in full upon approval of this County Purchase by the County.
- Contractor staff will be responsible for set-up and installation of the software on this order, including configuration and set-up of agent skill groups for the sixty-nine (69) additional workers.
- Contractor will work with the County to determine the schedule for deployment of the software following approval of this County Purchase.
- The County will be responsible for all facility setup, including, but not limited to furniture, electrical, HVAC, and data/electrical cabling.
- No technology or customer service training for the sixty-nine (69) additional named CSC workers is included in the scope of this County Purchase, as the County will be responsible for providing such training.
- This County Purchase does not include any equipment for infrastructure upgrades. If the County requires additional network infrastructure equipment to support the sixty-nine (69) additional workers, then a separate County Purchase will be required.

- All eGain licenses are purchased with three (3)-year licensing and software support agreements from the date of purchase. Once these agreements have expired, the County will be responsible for funding any support renewals or refreshes via the execution of a separate County Purchase.
- All Calabrio licenses are purchased with three (3)-year licensing and software support agreements from the date of purchase. Once these agreements have expired, the County will be responsible for funding any support renewals or refreshes via the execution of a separate County Purchase.
- The County must approve this County Purchase and provide the corresponding approved Advance Planning Document (“APD”) by September 10, 2021, 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 (“SFY”) 2021/22.

III. Total Charges:

Total County Purchase Charges	SFY 21/22	Total Charges
Administrative Charges	\$103,500	\$103,500
Hardware and Software Charges	\$185,604	\$185,604
Hardware Charges	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0
Software Charges	\$185,604	\$185,604
Software Maintenance and Support Charges	\$0	\$0
Production Operations Charges	\$0	\$0
One Time Charges	\$0	\$0
Recurring Charges	\$0	\$0
Total Charges	\$289,104	\$289,104

IV. References:

This purchase is tracked via CA Service Desk Manager Change Order CO2494-2021.

COUNTY PURCHASE APPROVAL

Subject: **County Purchase - MT-02-2021**

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:
CalSAWS Consortium
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670-4481