

ORIGINAL

*CalSAWS Consortium,
C-IV Project*

**County Purchase MT-03-2019
Monterey County - Extension of Ongoing
Production Operations for Customer Service
Center ("CSC")**

I. Overview:

Pursuant to Section 6.11 of the Amended and Restated Revised System Agreement between 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 ("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 County executed County Purchase MT-08-2014 in March 2015 and MT-01-2016 in May 2016 to expand the County's Customer Service Center ("CSC"). Additionally, the County executed County Purchase MT-04-2017 in September 2017 for ongoing operations of the Customer Service Center through October 31, 2019.

The scope of this County Purchase, MT-03-2019, consists of an extension of those ongoing recurring Production Operations Charges for remote maintenance per Managed workstation, central support for Customer Service Center workers, and central support for the County's Managed workstation image 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
 - Remote Maintenance Fee (per Managed Workstation)
 - Central Support for Customer Service Center Agents/Workers
 - Central Support for Managed Workstation Image (per 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 remote maintenance per Managed workstation and for central support for Customer Service Center workers commencing November 1, 2019 and continuing through the end of the Agreement, October 31, 2020.
 - Monthly recurring operations charges for remote maintenance are based on eighty-two (82) Managed workstations in production.
 - Monthly recurring operations charges for central support of the Customer Service Center workers are based on eighty-two (82) named workers.

- The County is responsible for monthly recurring Production Operations Charges for central support for the County’s C-IV-Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges will apply to the four (4) workstations in production commencing November 1, 2019 and continuing through the end of the Agreement, October 31, 2020.
- 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.
 - These monthly recurring Production Operations Charges related to the County’s Customer Service are based on five (5) T-1 PRI lines, two (2) DS3 lines, one (1) MPLS T-1 line, and one (1) DSL backup line, as well as 201,599 toll free minutes and 10,080 long distance minutes per month.
 - Contractor will monitor usage of these lines and minutes and discuss the addition of more lines and/or minutes with the County if necessary. Any additional lines and/or minutes 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 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
Administrative Charges	\$0	\$0	\$0
Hardware and Software Charges	\$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
Production Operations Charges	\$155,398	\$113,161	\$268,559
One-Time Charges	\$0	\$0	\$0
Recurring Charges	\$155,398	\$113,161	\$268,559
Total Charges	\$155,398	\$113,161	\$268,559

COUNTY PURCHASE APPROVAL

Subject: County Purchase - MT-03-2019

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

CB

ABreerton
Dep Cow
10-8-19

Reviewed as to fiscal provisions
[Signature]

Auditor/Controller
County of Monterey
10-9-19