

ORIGINAL

Attachment 23

# *California SAWS Consortium IV*



**First Data Government Solutions  
County Purchase MT-FDC-01-2013  
Monterey County - Business Process Support**

## **I. Overview/Scope of Work:**

This Monterey County First Data Government Solutions Purchase Order (the "County Purchase") is subject to the terms and conditions of the Agreement (the "Agreement"), dated as of October 29, 2007, as amended, by and between the Statewide Automated Welfare System Consortium IV Joint Powers Authority (the "Consortium") and First Data Government Solutions, LP ("First Data"). Unless the context indicates otherwise, all capitalized terms that are used, but not defined, in this Purchase Order, shall have the meaning assigned to such terms in the Agreement.

Monterey County would like to implement the C-IV Service Center solution in their local Customer Service Center ("CSC"). The approach to delivering the C-IV Service Center solution to the County includes business process planning, design, build, test and the deployment of the C-IV Service Center technology, beginning February 2013 and implementation in August 2013.

To deploy the C-IV Service Center solution in Monterey, additional hours are required to provide Business Process support. The First Data Business Process scope of work includes an additional 863 hours of effort for the First Data Team and includes the below tasks, to be prioritized and agreed to by the County and First Data:

- Providing weekly status updates;
- Facilitating the business process workgroup to collect and document business processes required for the customer service center implementation and task-based implementation;
- Reviewing and providing input and best practices for the creation of task-based business processes;
- Reviewing Call Types and Call Flows and providing input and recommendations;
- Supporting identification of Performance Management metrics for operational monitoring;
- Reviewing the Model Office Plan and providing feedback and recommendations;
- Reviewing Model Office Scripts and providing feedback and recommendations;
- Support County staff during Model Office (coaching, issue management and communication of changes);
- Review and provide input for Training work products associated with business processes; and
- Provide input, advice and best practices to the County based on prior experiences and implementations.

### **Assumptions**

- Business Process Support activities will begin on February 1, 2013 and conclude no later than August 30, 2013.
- Monterey County must approve this County Purchase by February 12, 2013 so that Business Process Support Services can begin in February, 2013.
- Monterey County has identified/hired workers to adequately support the C-IV Service Center Business Process planning and development.
- Any requested changes to the project schedule and/or additional resources may result in additional Services charges and will require the execution of a new County Purchase.

- The Development and Implementation Vendor will begin the C-IV Service Center Technology Deployment planning phase no later than April 29, 2013.
- First Data staff will be provided with timely access to project work products, plans and staff resources, including templates for defining and documenting business processes and call scripts for those interactions.
- The Business Process Support tasks associated with this effort will not exceed 863 hours.

**II. Schedule:**

The Services described above will be completed in six months, commencing in February 2013 and completing in August 2013. The Charges associated with this County Purchase will be incurred during State Fiscal Year 2012/13 and 2013/14.

**III. Total Cost:**

The following table outlines the total Charges for this County Purchase by task.

#	Business Process Support Task	Total Hours	Total Cost
1	Project Start-Up and Management	45	\$7,814
2	Task Management Support	722	\$125,375
3	Model Office Support	96	\$16,670
	<b>Total</b>	<b>863</b>	<b>\$149,860</b>

**IV. Time and Materials Payment Schedule:**

The costs associated with this County Purchase Order are summarized in the table below. The Charges for Business Process Support Services will be billed in accordance with Section 6.6 of the Agreement.

SFY 2012/13		SFY 2013/14		Total	
Hours	Cost	Hours	Cost	Hours	Cost
557	\$96,723	306	\$53,137	863	\$149,860

**VI. Miscellaneous:**

A. Termination:

Monterey County or First Data may terminate this County Purchase at any time, on thirty (30) days' prior written notice, which notice shall specify the exact date of termination.

B. Insurance:

First Data shall provide to Monterey County copies of insurance certificates for all insurance required by Section 10, Insurance, of the Agreement. The certificates shall list Monterey County as an additional insured.

COUNTY PURCHASE APPROVAL

**Subject:** First Data County Purchase -MT-FDC-01-2013

The subject document is accepted as allowing First Data Government Solutions to proceed with the subject County Purchase.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this County Purchase to be duly executed.

Monterey County  
By: [Signature]  
Printed Name: Elliott Robinson  
Title: Director  
Date: 3/6/13

APPROVED AS TO FORM  
[Signature] 1/24/13  
SR. DEPUTY COUNTY COUNSEL  
COUNTY OF MONTEREY

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

**SAWS CONSORTIUM-IV JOINT POWERS AUTHORITY**

By: [Signature]  
Printed Name: John Boyle  
Title: C-IV Project Director  
Date: 3/13/13

Reviewed as to fiscal provisions  
[Signature]  
Auditor-Controller  
County of Monterey 1/25/13

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

JAN 28 2013