

*CalSAWS Consortium,
C-IV Project*

**County Purchase MT-01-2020
Monterey County - Extension of Ongoing
Production Operations**

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, MT-08-2014 in March 2015, and MT-01-2016 in May 2016 to migrate to the Contact Center business model for interacting with welfare clients (the “Contact Center Project”). Additionally, the 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 the residents of the County and regional member county of San Benito (“Subscriber County”). The County also executed County Purchases MT-03-2015 in August 2015, MT-03-2016 in October 2016, and MT-01-2017 in April 2017, which included ongoing recurring Production Operations Charges for enhanced central support per Facilitated Access Control Tablet (“FACT”), remote maintenance per Kiosk, enhanced central support per Kiosk, and central support for the County’s Managed workstation image.

This County Purchase, MT-01-2020, consists of an extension of ongoing recurring Production Operations Charges for enhanced central support per Managed FACT, remote maintenance per Managed FACT, remote maintenance per Managed Kiosk, enhanced central support per Managed Kiosk, central support for the County’s Managed workstation image per Managed workstation, remote maintenance per Managed workstation, and central support for the County’s Customer Service Center (“CSC”) and Regional Contact Center (“RCC”) workers commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021. The scope of this County Purchase includes the following:

- Recurring Production Operations Charges
 - Enhanced Central Support per Managed FACT
 - Remote Maintenance per Managed FACT
 - Remote Maintenance per Managed Kiosk
 - Enhanced Central Support per Managed Kiosk
 - Central Support for Managed Workstation Image (per Managed Workstation)
 - Remote Maintenance per Managed Agent workstation
 - Central Support per CSC Agent/Worker
 - Central Support per RCC Agent/Worker

Assumptions:

- The Total Charges are an estimate and are subject to changes at the time of ordering. The final Charges will be provided to the Consortium at the time of invoicing. If the final invoiced Charges 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 enhanced central support and remote maintenance per Managed FACT commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges will apply to the three (3) Managed FACTs in production.
 - Enhanced central support includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for changes or updates to the process flow on the FACTs following their deployment.
 - Enhanced central support excludes any enhancements to the C-IV custom applications for the FACTs.
- The County is responsible for monthly recurring Production Operations Charges for remote maintenance and enhanced central support per Managed Kiosk commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges will apply to the four (4) Managed Kiosks in production.
 - Enhanced central support includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for changes or updates to the process flow on the Kiosks following their deployment.
 - Enhanced central support excludes any enhancements to the C-IV custom applications for the Kiosks.
- The County is responsible for monthly recurring Production Operations Charges for central support for the County's Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges will apply to the 110 workstations in production commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - If the County deploys additional Microsoft Windows 10 Enterprise Upgrade licenses for Managed workstations, additional monthly recurring Production Operations Charges for the County's Managed

Windows 10 image per workstation may apply. These additional charges would be provided to the County in a separate County Purchase.

- The County is responsible for monthly recurring Production Operations Charges for remote maintenance per Managed workstation commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges for remote maintenance are based on 107 Managed workstations in production.
- The County is responsible for monthly recurring Production Operations Charges for central support for the County's CSC and RCC workers commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - Monthly recurring operations charges for central support of the County's CSC workers are based on eighty-two (82) named workers.
 - Monthly recurring operations charges for central support of the County's RCC workers are based on twenty-five (25) named workers.
 - Central support for the County's CSC and RCC workers includes support for requests related to Managed CSC and RCC hardware and software, including applying modifications to workers' user accounts for CSC and RCC software and applying software configurations for CSC and RCC worker staff changes.
 - Central support for the County's CSC and RCC workers also includes support for tasks associated with porting the C-IV System's existing central customer service center solution to the LRS/CalSAWS System. The following tasks will be performed as part of the effort to port the existing solution to the LRS/CalSAWS System:
 - Update IVR_PERS table with BVP_CODE columns and POS table with SYS_ADMIN_CODE column in the CalSAWS database;
 - Add C-IV interactive voice response ("IVR") aggregate tables to the CalSAWS database;
 - Update the PERS_IDs associated with customer voice prints in the Nuance database to correspond with the updated PERS_IDs in the CalSAWS database;
 - Migrate the on-premise voice biometrics services and visual IVR services to the Consortium's AWS Cloud to facilitate the move from the C-IV data centers;
 - Update the existing C-IV IVR batch jobs to run in the CalSAWS environment;
 - Convert and migrate the C-IV IVR data to the CalSAWS database;
 - Migrate the predictive handling algorithm to the CalSAWS application;
 - Migrate the IVR 100 and 101 Form generation functionality;

- Migrate the voice print delete button into the CalSAWS application;
- Update the predictive handling reporting in the call log table;
- Migrate the IVR inbound/outbound report to the CalSAWS application.
- This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for the County's CSC, 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 CSC are based on two (2) DS3 lines, one (1) MPLS T-1 line, and one (1) DSL backup line.
 - Contractor will monitor usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would be provided to the County in a separate County Purchase.
- The Consortium migrated the C-IV central contact center solution from Cisco to Amazon Connect. This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for voice and telephony usage for the County's RCC, as such charges will be funded by the Consortium as part of the Consortium's transition to Amazon Connect.
 - Any changes to the deployment of Amazon Connect would result in Production Operations Charges for WAN Administration for toll free and long distance minutes for the contact center solution. These additional charges 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 December 12, 2020. 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 Years (“SFYs”) 2020/21 and 2021/22.

III. Total Charges:

Total County Purchase Charges	SFY 20/21 11/20-5/21	SFY 21/22 5/21-9/21	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	\$188,493	\$107,741	\$296,235
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$188,493	\$107,741	\$296,235
Total Charges	\$188,493	\$107,741	\$296,235

COUNTY PURCHASE APPROVAL

Subject: **County Purchase - MT-01-2020**

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
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CalSAWS Consortium

By: _____

Printed Name: _____

Title: _____

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