

*California Automated Consortium Eligibility  
System  
C-IV Project*



**County Purchase SU-03-2017  
Sutter County - Ongoing Production Operations for  
Regional Contact Center 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"), Sutter County ("County") executed County Purchase SU-02-2013 in March 2013 to utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents.

The scope of this County Purchase, SU-03-2017, consists of an extension of recurring Production Operations charges for WAN administration, central support of the County's Regional Contact Center workers, remote maintenance of Managed workstations, and central support of the County's Managed workstation image commencing June 1, 2018 through the end of the Agreement, October 31, 2019. The scope of this County Purchase includes the following:

- Recurring Production Operations Charges
  - WAN administration
  - Central support for Contact Center agents/workers
  - Remote maintenance fee for Managed workstations
  - Central support for Managed workstation image.

### 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.
- The County is responsible for monthly recurring Production Operations Charges for central support of Contact Center workers, remote workstation maintenance, and central support of the County's Managed workstation image. The scope of this County Purchase includes such charges commencing June 1, 2018 through the end of the Agreement, October 31, 2019.
  - Recurring Production Operations Charges for central support of Contact Center workers is based on twenty-three (23) named workers.
  - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on twenty-three (23) Managed workstations in production.
  - The County will be responsible for monthly recurring Production Operations charges for central support for the County's C-IV-Managed workstation image that will be based on the Microsoft Windows 10 operating system.



- Monthly recurring Production Operations Charges for WAN Administration related to the County's Regional Contact Center are based on 11,517 toll free minutes and 576 long distance minutes monthly.
  - Contractor will monitor the County's usage of these minutes and discuss the addition of more minutes with the County if necessary. Any additional minutes would result in additional Production Operations charges; these additional charges would be provided to the County in a separate County Purchase.
- All Recurring Production Operations charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.
- The County must approve this County Purchase and provide the corresponding approved Advance Planning Document ("APD") by December 31, 2017. 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") 2018/19 and SFY 2019/20.

**III. Total Cost:**

The following table outlines the total charges for this County Purchase.

Total County Purchase Charges	SFY 2019/20 (6/2019 - 10/2019)		Total Cost
	SFY 2018/19		
<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>\$78,468</b>	<b>\$33,297</b>	<b>\$111,765</b>
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$78,468	\$33,297	\$111,765
<b>Total Charges</b>	<b>\$78,468</b>	<b>\$33,297</b>	<b>\$111,765</b>



COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - SU-04-2017

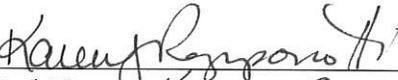
The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

**Sutter County**

By:   
Printed Name: LORI HARRAH  
Title: DIRECTOR WELFARE & SOCIAL SERVICES  
Date: DECEMBER 21, 2017.

Notice Address:  
Welfare and Social Services  
190 Garden Highway  
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**California Automated Consortium Eligibility System**

By:   
Printed Name: Karen Rozponoff  
Title: C-IV Deputy Director  
Date: 11/25/2018

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