

*California Automated Consortium Eligibility  
System  
C-IV Project*



**County Purchase SU-04-2017  
Sutter County - Ongoing Production Operations for  
Contact Service Center**



## 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-03-2013 in April 2013 to utilize C-IV Contact Center services.

The scope of this County Purchase, SU-04-2017, consists of an extension of recurring Production Operations charges for central support of the County's Customer Service 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
  - 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 seventeen (17) named workers.
  - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on seventeen (17) 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.
- 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 January 31, 2018. 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 (8/2019 - 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>\$54,831</b>	<b>\$23,292</b>	<b>\$78,123</b>
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$54,831	\$23,292	\$78,123
<b>Total Charges</b>	<b>\$54,831</b>	<b>\$23,292</b>	<b>\$78,123</b>



COUNTY PURCHASE APPROVAL

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

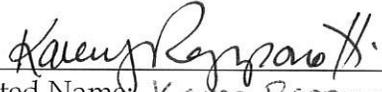
The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

**Sutter County**

By:   
Printed Name: Lori Harrah  
Title: Director, Welfare and Social Services  
Date: 1/3/18

Notice Address:  
Welfare and Social Services  
190 Garden Highway  
Yuba City, CA 95991

**California Automated Consortium Eligibility System**

By:   
Printed Name: Karen Rappanetti  
Title: C-IV Deputy Director  
Date: 1/25/2018

Notice Address:  
California Automated Consortium Eligibility System  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670-4481