

# *California Automated Consortium Eligibility System, C-IV Project*



**County Purchase MT-06-2017  
Monterey 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"), Monterey County ("Host 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 residents of the Host County and San Benito County ("Subscriber County").

The scope of this County Purchase, MT-06-2017, extends recurring Production Operations charges for WAN administration, central support of Monterey County's Regional Contact Center workers, and remote maintenance of Managed workstations 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

### 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, the parties will execute an amendment to this County Purchase.
- The County is responsible for monthly recurring Production Operations Charges for WAN administration, central support of Contact Center workers, and remote workstation maintenance. 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-five (25) concurrent workers.
  - Recurring Production Operations Charges for remote workstation maintenance are based on twenty-five (25) managed workstations in production.
- Monthly recurring Production Operations Charges related to the County's Customer Service Center for WAN Administration are based on one (1) T-1 PRI line, 45,575 toll-free minutes, and 2,279 long distance minutes.
  - Contractor will monitor the County's usage of these lines and minutes and discuss the addition of more lines and minutes with the County if necessary. Any additional lines and/or minutes would result in additional Production Operations charges; these additional charges would be provided to the County in a separate County Purchase.



- 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 through SFY 2019/2020.

## 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>	\$101,973	\$43,135	\$145,108
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$101,973	\$43,135	\$145,108
<b>Total Charges</b>	<b>\$101,973</b>	<b>\$43,135</b>	<b>\$145,108</b>



COUNTY PURCHASE APPROVAL

Subject: County Purchase - MT-06-2017

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

**Monterey County**

By: [Signature]  
Printed Name: Elliot Robinson  
Title: Director  
Date: 2/22/18

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

**California Automated Consortium Eligibility System**

By: [Signature]  
Printed Name: Karen Rapponoth  
Title: CalACES Deputy Director  
Date: 2/21/2018

Notice Address:  
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[Signature]  
COUNTY OF MONTEREY

Reviewed, as to fiscal provisions  
[Signature] 12/20/17  
Auditor-Controller  
County of Monterey