



California Automated Consortium  
Eligibility System, C-IV Project  
Riverside County Purchase RV-06-2017

accenture

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



**County Purchase RV-06-2017  
Riverside County – Ongoing Production Operations for  
Regional Contact Center for Medi-Cal Referrals and  
Windows 10 workstations**

## 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"), Riverside County ("Host County") executed County Purchase RV-04-2013 in April 2013 to utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents of the Host County and Imperial County ("Subscriber County").

The scope of this County Purchase, RV-06-2017, consists of an extension of recurring Production Operations charges for WAN administration, central support of the Host 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 WAN Administration, 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 sixty (60) named concurrent workers.
- Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on sixty (60) 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.
- The monthly recurring operations charges will apply to the sixty (60) Managed workstations in use. The Total Cost is based on recurring Production Operations charges commencing in June 1, 2018 and continuing through the end of the Agreement, October 31, 2019.
  - Production Operations charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.

- This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for the County's Customer Service Center as such charges will be funded by the Consortium, pending the availability of funds.
- Monthly recurring Production Operations Charges for WAN Administration related to the County's Regional Contact Center are based on one 152,371 toll-free minutes and 7,619 long distance minutes.
  - 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.
- 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 2019/2020.

## 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>	\$250,198	\$105,821	\$356,019
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$250,198	\$105,821	\$356,019
<b>Total Charges</b>	<b>\$250,198</b>	<b>\$105,821</b>	<b>\$356,019</b>



COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - RV-06-2017

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

**Riverside County**

By: Susan von Zabern  
Printed Name: Susan von Zabern  
Title: Director of Public Social Services  
Date: 12/28/17

**Notice Address:**

Department of Public Social Services  
4060 County Circle Drive  
Riverside, CA 92503

**California Automated Consortium Eligibility System**

By: Karen Reppenth  
Printed Name: Karen Reppenth  
Title: C-IV Deputy Director  
Date: 1/4/2018

**Notice Address:**

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