

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



**County Purchase SB-10-2017
San Bernardino 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"), San Bernardino County ("Host County") executed County Purchase SB-06-2013 in May 2013 to utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents of the Host County.

The scope of this County Purchase, SB-10-2017, 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 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 forty-nine (49) named workers.
 - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on forty-nine (49) 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 one (1) T-1 PRI lines, two (2) DS-3 lines, one (1) DSL line, 141,901 toll-free minutes and 7,095 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.

- The monthly recurring operations charges will apply to the forty-nine (49) 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.
- 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 2019/2020.

III. Total Cost:

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

Total County Purchase Charges	SFY 2019/20		Total Cost
	SFY 2018/19	(6/2019 - 10/2019)	
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	\$401,787	\$168,695	\$570,482
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$401,787	\$168,695	\$570,482
Total Charges	\$401,787	\$168,695	\$570,482



COUNTY PURCHASE APPROVAL

Subject: County Purchase - SB-10-2017

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

San Bernardino County - IT

By: [Signature]
Printed Name: Danny Tillman
Title: OSA
Date: 12/18/17

San Bernardino County - Budget Authority

By: [Signature]
Printed Name: Roy Bean
Title: Asst. Supv. II
Date: 1/29/18

San Bernardino County - Purchasing

By: [Signature]
Printed Name: Leo Gomez, Supervising Buyer
Title: Leo Gomez, Supervising Buyer
Date: 1/30/18

Notice Address:
834 Hardt Street
San Bernardino, CA 92415

California Automated Consortium Eligibility System

By: [Signature]
Printed Name: John Boulton
Title: 2/7/18 Executive Director, CAHLES
Date: 2/7/18

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