

*California Automated Consortium Eligibility
System
C-IV Project*



**County Purchase KR-06-2017
Kern 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"), Kern County ("Host County") executed County Purchase KR-02-2013 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.

The scope of this County Purchase, KR-06-2017, extends recurring Production Operations charges for WAN administration, central support of the Kern 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, 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, 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 fifty (50) named workers.
 - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on fifty (50) 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 fifty (50) Managed workstations. 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.
- Monthly recurring WAN administration Production Operations Charges related to the County's Customer Service Center are based on 89,598 toll-free minutes and 4,480 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.
 - 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 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		
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	\$194,604	\$82,395	\$276,999
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$194,604	\$82,395	\$276,999
Total Charges	\$194,604	\$82,395	\$276,999



COUNTY PURCHASE APPROVAL

Subject: County Purchase - KR-06-2017

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

Kern County

By: Carol J Cox

Printed Name: Carol J. Cox

Title: Kern County Purchasing Manager

Date: 4/19/18

Notice Address:

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California Automated Consortium Eligibility System

By: Karen Rappanotti

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Title: Cal ACES Deputy Director

Date: 5/1/2018

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