

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

**County Purchase YB-03-2018
Yuba County - Ongoing Production Operations for
Customer 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"), Yuba County ("County") executed County Purchase YB-02-2013 in April 2013 to utilize C-IV Customer Service Center ("CSC") services.

The scope of this County Purchase, YB-03-2018, 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 twelve (12) named workers.
 - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on twelve (12) 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 Managed workstations in use.
- WAN Administration related to the County's Customer Service Center are based on 70,633 toll free minutes and 3,532 long distance minutes monthly.

- Contractor will monitor the County's usage of these minutes and discuss the addition of more minutes with the County if necessary. Any extra minutes would result in additional Production Operations Charges; these additional charges would be provided to the County in a separate County Purchase.
- All 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 May 20, 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.

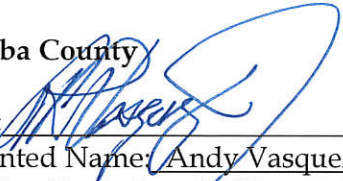
Total County Purchase Charges	SFY 2019/20 (6/2019 - 10/2019)		Total Cost
	SFY 2018/19		
Administrative Charges	\$0	\$0	\$0
Hardware and Software Charges	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0
Production Operations Charges	\$38,704	\$16,441	\$55,145
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$38,704	\$16,441	\$55,145
Total Charges	\$38,704	\$16,441	\$55,145

COUNTY PURCHASE APPROVAL

Subject: County Purchase - YB-03-2018

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

Yuba County

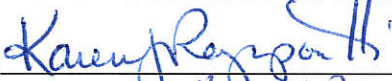
By: 
Printed Name: Andy Vasquez
Title: Chair, Board of Supervisors
Date: May 22, 2018

APPROVED AS TO FORM:


Courtney C. Abril
County Counsel

Notice Address:
Health and Human Services
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California Automated Consortium Eligibility System

By: 
Printed Name: KAREN RAPPANOTTI
Title: CalACES Deputy Director
Date: 6/7/2018

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