

*California Automated Consortium Eligibility  
System  
C-IV Project*



**County Purchase KN-06-2017  
Kings 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"), Kings County ("Host County") executed County Purchase KN-01-2013 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 and the regional member counties of Colusa, El Dorado, Glenn, Lake, Mendocino, and Nevada (collectively, the "Subscriber Counties").

The scope of this County Purchase, KN-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, the parties will execute an amendment to this County Purchase.
- 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 fourteen (14) named workers.
  - Recurring Production Operations Charges for remote workstation maintenance and central support of the County's Managed workstation image are based on fourteen (14) 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 fourteen (14) 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 Production Operations Charges for WAN Administration related to the County's Customer Service Center are based on 16,931 toll free minutes and 847 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 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 billed 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 2019/20.

## 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		
<b>Administrative Charges</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Hardware and Software Charges</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
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>	<b>\$51,455</b>	<b>\$21,806</b>	<b>\$73,261</b>
One Time Charges	\$0	\$0	\$0
Recurring Charges	\$51,455	\$21,806	\$73,261
<b>Total Charges</b>	<b>\$51,455</b>	<b>\$21,806</b>	<b>\$73,261</b>



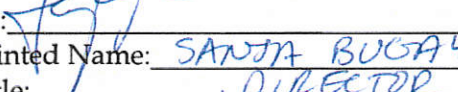


COUNTY PURCHASE APPROVAL

Subject: County Purchase - KN-06-2017


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

Kings County

By:   
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Title: DIRECTOR  
Date: 12/11/17

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