**Change Order CO-108**

**Electronic Signature – Ongoing Operations**

**Revision 1**

**CalSAWS Consortium**

1. **Statement of Purpose:**

Purpose:

This Revision 1 (“Revision 1”) to Change Order CO-108 (“Change Order”) is related to the Amended and Restated Revised System Agreement (“Agreement”), dated as of June 29, 2007, by and among the CalSAWS Consortium (“Consortium”), Accenture LLP (“Accenture”), and Proquire, LLC. Unless the context indicates otherwise, all capitalized terms that are used, but not defined, in this Revision 1 to the Change Order, shall have the meaning assigned to such terms in the Agreement.

To support the enactment of Senate Bill 947 (Chapter 798, Section 1), All County Letter (“ACL”) 16-119, and the coordinated effort between the California Department of Social Services (“CDSS”) and the California Department of Health Care Services (“DHCS”) known as “Horizontal Integration,” the Consortium implemented Enhancements that enabled the C-IV System to capture and track applicants’ electronic signatures that are being used to verify their intent to apply for public assistance benefits, when those applicants apply for benefits over the phone. This “Electronic Signature” functionality leverages the C-IV System’s existing solutions for e-notifications, text message notifications and interactive voice response (“IVR”) to allow applicants to confirm their intent via e-mail, text messages on mobile phone devices and the IVR system, respectively. Development and implementation of these Enhancements and annual operations charges for the solution up through State Fiscal Year 17/18 were executed under Change Order CO-099.

The Change Order that was approved by the Consortium on December 13, 2018 included Production Operations Charges for WAN Administration related to Electronic Signature functionality during State Fiscal Year 2018/2019 through October 31, 2019.

This Revision 1 includes an extension of ongoing Production Operations Charges for WAN Administration required to support Electronic Signature functionality for the period of November 1, 2019 through October 31, 2020 to be coterminous with the Agreement.

Scope Assumptions:

In addition to any other responsibilities or duties described in this Revision 1 or in the Agreement, set forth below is a list of the obligations for which Consortium is responsible, conditions on Accenture’s performance, and assumptions upon which Accenture has relied in agreeing to perform the Services described in this Revision 1 on the terms set out herein (collectively “Assumptions”). If any of the Assumptions are not performed or prove to be incorrect, this may cause changes to the Schedule, Charges, expenses, Deliverables, or level of effort required, or may otherwise impact Accenture’s performance of the Services described in this Revision 1.

* The price for Accenture’s performance of this Revision 1, as stated in Section III below (“Total Change Order Charges”) is based on the scope of work detailed within this Revision 1; any changes to the scope of work will be reviewed and may be performed as part of Maintenance and Operations Support Services, as agreed upon in writing by the Consortium Executive Director and Accenture Project Manager, or as a revision to this Revision 1.
* The Total Change Order Charges include monthly recurring Production Operations Charges for WAN Administration related to additional SIP lines, toll-free minutes and long-distance minutes that will support additional usage of the IVR system.
  + Monthly recurring Production Operations Charges for WAN Administration are based on ninety-two (92) SIP lines, 127,423 monthly toll-free minutes and 6,371 long-distance minutes.
* The Total Change Order Charges include monthly recurring Production Operations Charges for WAN Administration related to text message notifications for the Electronic Signature functionality. Monthly recurring Production Operations Charges are for the administration of the monthly volumes of outbound and inbound messages, operator look-up of applicants’ phone numbers, and carrier messaging traffic volumes.
  + Monthly recurring Production Operations Charges are based on 409,212 outbound SMS messages at a rate of $0.016 per message. Additionally, monthly recurring Production Operations Charges are based on 204,606 outbound operator look-ups, 204,606 inbound SMS messages, and 613,818 outbound and inbound carrier messaging traffic volumes at a rate of $0.008 per message.
  + Per message rates for the administration of text message notifications are subject to change each September 1, beginning September 1, 2019.
  + Outbound and inbound SMS messages used for system testing any future Enhancements related to Electronic Signature will be counted as part of the above-mentioned monthly volumes of messages.
* The solution will support up to a maximum of ten (10) SMS messages sent per second. If the Consortium would like additional SMS messages in excess of ten (10) to be sent per second, then additional monthly recurring Production Operations Charges will apply. Any additional Production Operations Charges for WAN Administration would be provided to the Consortium as a revision to this Revision 1.
* This Revision 1 does not include any Services for Enhancements or changes to the Electronic Signature functionality. Any requested changes to the functionality will follow the Consortium’s standard release management process as documented in the C-IV System Operations and Support Plan (“SOSP”).

**II. Schedule:**

The Production Operations Charges will run from State Fiscal Year 18/19 through October 31, 2020 (State Fiscal Year 2020/2021) unless otherwise mutually agreed in writing.

**III. Total Change Order Charges:**

The following table shows Accenture’s Charges for performance of the Services as described in this Revision 1. The Charges will be billed as identified in Schedule CO-108 and in accordance with Section 4.6 of the Agreement. Consortium shall have no obligation to pay for amounts, and Accenture shall have no obligation to provide Services described in this Revision 1 that exceed the “Total Charges” identified in the below table, except as mutually agreed in writing.



1. **Impact on the Agreement**

The changes outlined in this Revision 1 to the Change Order are incorporated into Amendment No. ONE HUNDRED FOUR to the Agreement, as follows:

* Schedule CO-108;
* Exhibit A – Part I. Extension Two

# Change Order Approval

#### Subject: Change Order CO-108 – Electronic Signature – Ongoing Operations, Revision 1

#### The subject document is accepted as allowing Accenture LLP to proceed with the subject Revision 1.

**CalSAWS Consortium**

By:   
Printed Name: John Boule   
Title: CalSAWS Executive Director

Date:

By:   
Printed Name:   
Title:

Date:

Notice Address:

CalSAWS Consortium   
Attention: CalSAWS Executive Director  
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