**AMENDMENT NO. ONE HUNDRED FOUR**

This Amendment No. One Hundred Four (“Amendment”) is entered into as of the 13th day of September, 2019 (the “Execution Date”), by and between the CalSAWS Consortium (hereinafter referred to as the “Consortium”), and Accenture LLP, an Illinois limited liability partnership (“Contractor”) and Proquire, LLC, an Illinois limited liability company (“Proquire”), and it amends the Amended and Restated Revised System Agreement between the parties, dated as of June 29, 2007 (as amended, the “Agreement”). Unless the context indicates otherwise, capitalized terms that are used but not defined in this Amendment shall have the meaning assigned to such terms in the Agreement. This Amendment amends the Agreement, as follows:

**RECITALS**

To support the enactment of Senate Bill 947 (Chapter 798, Section 1), All County Letter 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 or interview over the phone. This “Electronic Signature” functionality allows applicants to confirm their intent via e-mail, text messages on mobile phone devices, or the interactive voice response (“IVR”) system, respectively. On December 13, 2019 the Consortium approved Change Order CO-108 – Electronic Signature – Ongoing Operations for ongoing Production Operations for the Electronic Signature functionality for State Fiscal Year 2018/19 through October 31, 2019. The Consortium subsequently requested a one-year extension of Production Operations for the Electronic Signature functionality through October 31, 2020 to be coterminous with the Agreement, which are described in Change Order CO-108 – Electronic Signature – Ongoing Operations, Revision 1 and are reflected in the Attachments to this Amendment.

In order to support the California Health Benefit Exchange’s, also known as Covered California, selection of a centralized service model, an expansion of the C-IV contact center platform (“CCP”) and C-IV System was required to allow the C-IV Counties to accept Medi-Cal referral calls from Covered California and perform the related program activities. This expansion provided centralized services and functionality within the C-IV System to manage Medi-Cal referral calls transferred from Covered California. The initial design, development, implementation and annual maintenance activities up through October 31, 2019 were executed under Change Order CO-070. The Consortium subsequently requested additional Maintenance and Operation Support Services through October 31, 2020 to be coterminous with the Agreement, which are further described in Change Order CO-110 – Central Contact Center Platform Covered California Expansion Maintenance and are reflected in the Attachments to this Amendment.

Using the County Purchase process, the Counties of Butte, Humboldt, Kings, Kern, Merced, Modoc, Monterey, Riverside, San Benito, San Bernardino, Shasta, Stanislaus, Sutter and Yuba procured additional Maintenance and Operations Support Services for WAN Administration to expand existing local office sites and deploy new local office sites. Additionally, the C-IV Counties executed various County Purchases to procure additional Equipment and Software for local use. As part of Change Order CO-092 – Ongoing Production Operations for County Sites and Support Renewals, the Consortium paid for ongoing Production Operations Charges for WAN Administration for expanded and new local office sites, refreshes of certain central Equipment items, and annual renewals of support agreements for central Equipment and Software related to those County Purchases through October 31, 2019. The Consortium subsequently requested ongoing Production Operations Charges for WAN Administration and refreshes of certain central Equipment items, and annual renewals of support agreements for central Equipment and Software related to those County Purchases through October 31, 2020 to be coterminous with the Agreement, which are further described in Change Order CO-111 - Ongoing Production Operations for County Sites and Support Renewals and are reflected in the Attachments to this Amendment.

The Consortium requested functionality in the C-IV System that would allow recipients to receive text message notifications regarding their cases for additional customer outreach. Change Order CO-079 outlined the charges and timeline for Accenture to develop, test and implement the enhancement to the C-IV System to allow text message notifications, in addition to ongoing Production Operations Charges to support the text message notifications through October 31, 2019. The Consortium subsequently requested ongoing Production Operations Charges required to support text message notifications through October 31, 2020 to be coterminous with the Agreement, which are further described in Change Order CO-112 - Text Message Notifications – Ongoing Operations and are reflected in the Attachments to this Amendment.

NOW, THEREFORE, in consideration of the foregoing Recitals and the mutual covenants and promises described herein, the parties agree as follows:

1. The parties agree that the name of the Consortium in the Agreement is changed from the California Automated Consortium Eligibility System to CalSAWS Consortium (“Consortium”) for all purposes and to recognize the Consortium’s name change by its members effective as of June 28, 2019.
2. Attached to this Amendment and incorporated into the Agreement by this reference is “Exhibit A, Amendment No. One Hundred Four,” which replaces “Exhibit A, Amendment No. One Hundred Three.”
3. Attached to this Amendment and incorporated into the Agreement by this reference are Amendment No. One Hundred Four Cost Pricing Schedules, which include Extension Two Cost Pricing Schedules~~,~~ which replace Amendment No. One Hundred Three Cost Pricing Schedules.
4. Attached to this Amendment and incorporated into the Agreement by this reference are the following Change Orders:
5. Change Order CO-108 – Electronic Signature – Ongoing Operations, Revision 1
6. Change Order CO-110 – Central Contact Center Platform Covered California Expansion Maintenance
7. Change Order CO-111 – Ongoing Production Operations for County Sites and Support Renewals
8. Change Order CO-112 – Text Message Notifications – Ongoing Operations
9. Except as specifically provided in this Amendment No. One Hundred Four, all other terms and conditions of the Agreement are unchanged and remain in full force and effect.

IN WITNESS WHEREOF, the parties have duly executed and delivered this Amendment No. One Hundred Four on the Execution Date.

**CALSAWS CONSORTIUM ACCENTURE LLP**

By: By:

Printed Name: Printed Name:

Title: Title:

Date: Date:

Notice Address: Notice Address:

CalSAWS Consortium 1415 L Street, Suite 700

Attention: Consortium Executive Director Sacramento, CA 95814

11290 Pyrites Way, Suite 150

Rancho Cordova, CA 95670-4481

**CALSAWS CONSORTIUM PROQUIRE, LLC**

By: By:

Printed Name: Printed Name:

Title: Title:

Date: Date:

Notice Address:

Accenture

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