**Change Order CO-111**

**Ongoing Production Operations for County Sites and Support Renewals**

**CalSAWS Consortium**

1. **Statement of Purpose:**

Purpose:

This Change Order CO-111 (“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 Change Order, shall have the meaning assigned to such terms in the Agreement.

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, including those for C-IV Customer Service Centers that support calls related to continuing cases. Additionally, the 39 C-IV Counties executed various County Purchases to procure additional Equipment and Software for local use. Each of those County Purchases was approved and funded by the individual Counties. Following discussions with the Office of Systems Integration, the Consortium included charges for ongoing WAN Administration, refreshes of central Equipment, and renewals of support agreements for central Equipment and Software related to those County Purchases in its M&O IAPDU, as an addition to the Project’s budget; that IAPDU was approved on September 1, 2016. As a result of this approval, Change Order CO-092 documented the change in funding source for those charges for ongoing WAN Administration, refreshes of central Equipment, and renewals of support agreements for central Equipment and Software for certain County Purchases.

The scope of this Change Order CO-111 includes the following to extend the charges that were initially executed under Change Order CO-092:

* Ongoing Production Operations Charges for WAN Administration for certain expanded and new local office sites;
* Hardware Charges for refreshes of certain central Equipment items that were procured via the County Purchase process;
* Software Support Charges for annual renewals of software support agreements for Software procured via the County Purchase process, and;
* Hardware Support Charges for annual renewals of hardware support agreements for centrally-owned Equipment that were procured via the County Purchase process.

Scope Assumptions:

In addition to any other responsibilities or duties described in this Change Order 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 Change Order on the terms set out herein (collectively “Assumptions”). If any of the Assumptions is not performed or proves to be incorrect, it may cause changes to the Schedule, Charges and expenses, Deliverables, or level of effort required, or otherwise impact Accenture’s performance of the Services described in this Change Order.

* The price for Accenture’s performance of this Change Order, as stated in Section III below (“Total Change Order Charges”), is based on the scope detailed within this Change Order; any changes to this 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 Change Order.
* The Total Change Order Charges include monthly recurring Production Operations Charges for WAN Administration related to the expansion of existing local office sites and the deployment of new office sites, including C-IV Customer Service Centers that support calls related to continuing cases. The initial monthly recurring Production Operations charges through October 31, 2019 were executed under Change Order CO-092. This Change Order CO-111 extends the recurring Production Operations charges for the period of November 1, 2019 through October 31, 2020 (the end of the Agreement).
  + Monthly Production Operations Charges for WAN Administration for C-IV Customer Service Center sites are based on the following quantities:
    - Eighteen (18) DS-3 lines for data connectivity;
    - Four (4) 5 Mbps DS-3 lines for data connectivity;
    - Five (5) T-1 lines for connectivity to the C-IV Network Application Integration Testing (“NAIT”) environment;
    - Eight (8) DSL lines for back-up data connectivity;
    - Sixty-three (63) PRI lines for IVR usage and call channels, and;
    - 4,074,783 toll free minutes and 641,488 long distance minutes for call usage.

The quantities for WAN Administration are based on those included in the following County Purchases that were approved by the respective Counties: BT-06-2013, HM-04-2013, KN-02-2013, KR-04-2013, MT-05-2013, RV-12-2013, SB-03-2014, SB-31-2013, SH-07-2013, ST-03-2014, ST-10-2013, ST-11-2013, SU-03-2013 and YB-02-2013.

* + - In the event that funding is not available for this Change Order, the individual Counties will be responsible for paying such charges for WAN Administration and revisions to the County Purchases to include those WAN Administration Charges will be required.
  + Monthly Production Operations Charges for WAN Administration for the expansion of existing local office sites and deployment of new local office sites are based on the following quantities:
    - Twenty-nine (29) T-1 lines for data connectivity during November 1, 2019 through October 31, 2020;
    - Nine (9) T-1 lines that provide connectivity to the C-IV Network Application Integration Testing (“NAIT”) environment;
    - Twenty-one (21) DSL lines for back-up data connectivity during November 1, 2019 through October 2020.

The quantities for WAN Administration are based on those included in the following County Purchases that were approved by the respective Counties: BT-06-2013, BT-07-2013, HM-03-2013, KN-02-2014, MR-04-2013, MD-01-2014, RV-05-2013, RV-12-2013, RV-03-2013, SA-07-2013, SB-30-2013, CL-04-2015, RV-03-2015, RV-04-2016, SA-04-2015, RV-10-2015, KR-01-2016, RV-08-2016, and RV-03-2016.

* + - In the event that funding is not available, the individual Counties will continue to be responsible for paying such charges for WAN Administration and revisions to the County Purchases to include those WAN Administration Charges will be required.
  + Any requests to expand local office sites or deploy new local office sites, or if actual usage of lines and/or minutes by the Counties that exceed the quantities included in this Change Order may require additional Production Operations Charges for WAN Administration. Pending the availability of funding, those additional Production Operations Charges would be executed as a revision to this Change Order or as County Purchases that would be approved and funded by individual Counties.
* The Total Change Order Charges include refreshes for certain central Equipment items and renewals of support agreements for central Equipment and Software items through the end of the Agreement, October 31, 2020.
  + A list of such items is provided in Schedule 3 (HW SW Support) of the Change Order cost schedules. Any changes to the list of items, prices or specifications will be managed via the C-IV Project’s existing Technical Budget Change Request (“TBCR”) process.
  + In the event that funding is not available, the individual Counties will continue to be responsible for paying such charges for Hardware Support and Software Support and revisions to the County Purchases to include those charges will be required.
* The Total Change Order Charges include financing/leasing for Equipment items with unit prices of $5,000 or greater at an interest rate of 11.9% for 60 months. Additionally, the Total Change Order Charges includes estimates for taxes amd shipping/handling charges for Equipment items.
* The Total Change Order Charges do not include any refreshes or renewals of support agreements for County-owned Equipment, such as workstations, monitors, laptops, printers, desktop scanners for the C-IV imaging solution and hand-held barcode scanners. The individual Counties will continue to be responsible for funding the refreshes and support renewals for County-owned Equipment.

**II. Schedule:**

The Charges associated with this Change Order will be incurred during State Fiscal Year (SFY) 2019/2020 through the end of the Agreement, October 31, 2020 (SFY 2020/2021).

**III. Total Change Order Charges:**

The following table shows Accenture’s Charges for performance of the Services as described in this Change Order. Such charges will be billed as identified in Schedule CO-111 and in accordance with Section 4.6 of the Agreement. Consortium shall have no obligation to pay and Accenture shall have no obligation to provide Services (including Hardware and Software) described in this Change Order 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 Change Order are incorporated into Amendment No. ONE HUNDRED FOUR to the Agreement, as follows:

* Schedule CO-111;
* Exhibit A – Part I. Extension Two

# Change Order Approval

#### Subject: Change Order CO-111 – Ongoing Production Operations for County Sites and Support Renewals

#### The subject document is accepted as allowing Accenture LLP to proceed with the subject Change Order.

**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  
11290 Pyrites Way, Suite 150

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