

Total Change Notice Charges	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ 78,822	\$ 18,096	\$ -	\$ -	\$ 96,918
One-Time Services Charges	\$ 78,822	\$ 18,096	\$ -	\$ -	\$ 96,918
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ 1,042	\$ 8,355	\$ 9,397
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ 1,042	\$ 8,355	\$ 9,397
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ 12,531	\$ 12,781	\$ 5,432	\$ 30,745
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ 12,531	\$ 12,781	\$ 5,432	\$ 30,745
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges - DCFS IVR Call Flow (LRS Change Notice No. Eight)	\$ 78,822	\$ 30,627	\$ 13,823	\$ 13,787	\$ 137,060

Estimated Charges for C-IV Agreement ^[1]					
	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total Charges
Hardware and Software Charges	\$ 7,259	\$ 992	\$ -	\$ -	\$ 8,251
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ 7,259	\$ 992	\$ -	\$ -	\$ 8,251
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 7,259	\$ 992	\$ -	\$ -	\$ 8,251

[1] The total estimated Software charges are not included in the Total Charges for Change Notice Number Eight. It is assumed that the charges for Software that are required for the SFYs 2020/21 and 2021/22 will be amended into the C-IV Agreement.

Tasks and Hours					
#	Task	Description	Hourly Rate	Total Hours	Total Charges
1	Plan	Overall general project planning discussions with the County and the Consortium	\$ 174	16	\$ 2,784
2	Design	Overall general and technical design, the Consortium, development of System Change Requests ("SCRs"), and review and approval of SCRs via Change Control Board process	\$ 174	59	\$ 10,266
3	Build	Develop an SCR for a basic IVR call flow for Los Angeles County's DCFS	\$ 174	227	\$ 39,498
4	System Test	Test SCR for basic IVR call flow	\$ 174	72	\$ 12,528
5	Management	Manage the enhancement process from concept/design through implementation;	\$ 174	26	\$ 4,524
6	Training	Conduct training sessions on the technology	\$ 174	55	\$ 9,570
7	Model Office	Conduct model office testing with the County	\$ 174	22	\$ 3,828
8	Post Go Live Support	Provide support for 10 business days after go-live	\$ 174	80	\$ 13,920
	Total			557	\$ 96,918

Schedule 3
Staff Loading (One-time R&A Services)

ID	Activity Description	Task Description	Staff Description	SFY20/21	SFY21/22	SFY22/23	Total Hours	SFY19/20	SFY20/21	SFY21/22	SFY22/23	SFY20/21	SFY21/22	SFY22/23	Total Price
				Total Hours	Total Hours	Total Hours	Total Hours	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Price	Price	Price	
1.0	Plan			16	-	-	16					\$ 2,784	\$ -	\$ -	\$ 2,784
1.1		Plan		16	0	0	16					\$ 2,784	\$ -	\$ -	\$ 2,784
			Staff	16	0	0	16	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 2,784	\$ -	\$ -	\$ 2,784
2.0	Design			59	-	-	59					\$ 10,266	\$ -	\$ -	\$ 10,266
2.1		Design		59	-	-	59					\$ 10,266	\$ -	\$ -	\$ 10,266
			Staff	59	0	0	59	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 10,266	\$ -	\$ -	\$ 10,266
3.0	Build			227	-	-	227					\$ 39,498	\$ -	\$ -	\$ 39,498
3.1		Build		227	-	-	227					\$ 39,498	\$ -	\$ -	\$ 39,498
			Staff	227	0	0	227	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 39,498	\$ -	\$ -	\$ 39,498
4.0	System Test			62	10	-	72					\$ 10,788	\$ 1,740	\$ -	\$ 12,528
4.1		System Test		62	10	0	72					\$ 10,788	\$ 1,740	\$ -	\$ 12,528
			Staff	62	10	0	72	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 10,788	\$ 1,740	\$ -	\$ 12,528
5.0	Management			21	5	-	26					\$ 3,654	\$ 870	\$ -	\$ 4,524
5.1		Management		21	5	0	26					\$ 3,654	\$ 870	\$ -	\$ 4,524
			Staff	21	5	0	26	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 3,654	\$ 870	\$ -	\$ 4,524
6.0	Training			46	9	-	55					\$ 8,004	\$ 1,566	\$ -	\$ 9,570
6.1		Training Staff		46	9	0	55					\$ 8,004	\$ 1,566	\$ -	\$ 9,570
			Staff	46	9	0	55	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 8,004	\$ 1,566	\$ -	\$ 9,570
				0	0	0	-	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ -	\$ -	\$ -	\$ -
7.0	Model Office			22	-	-	22					\$ 3,828	\$ -	\$ -	\$ 3,828
7.1		Model Office		22	0	0	22					\$ 3,828	\$ -	\$ -	\$ 3,828
			Staff	22	0	0	22	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 3,828	\$ -	\$ -	\$ 3,828
8.0	Post Go Live Support			-	80	-	80					\$ -	\$ 13,920	\$ -	\$ 13,920
8.1		Post Go Live Support		0	80	0	80					\$ -	\$ 13,920	\$ -	\$ 13,920
			Staff	0	80	0	80	\$ -	\$ 174.00	\$ 174.00	\$ 174.00	\$ -	\$ 13,920	\$ -	\$ 13,920
	Total (Unrounded)			453	104	-	557					\$ 78,822	\$ 18,096	\$ -	\$ 96,918
	Total (Rounded)											\$ 78,822	\$ 18,096	\$ -	\$ 96,918

#	Assumptions
Design Assumptions	
1	The scope of this Change Notice No. Eight ("Change Notice") is for the design, development, test, and implementation of an AWS Connect-based basic interactive voice response ("IVR") call flow for Los Angeles County's DCFS. Customers/participants who call into this IVR call flow would be routed to a Los Angeles County Department of Children and Family Services ("DCFS") customer service center agent. The scope of this Change Notice also includes the implementation of a screen recording and call recording solution, in addition to a reporting solution for this customer service center solution.
2	The CONTRACTOR will work with the Los Angeles County Department of Child and Family Services (DCFS) to customize the IVR call flow.
General Assumptions	
3	The Work performed under this Change Notice will be added to and tracked in the work plan.
4	Work that is executed under SCRs will be approved by the Change Control Board.
5	SCRs will be implemented in accordance with the development lifecycle and the release management process as documented in the LRS M&E Services Plan Deliverable.
6	The Total Change Notice Charges table set forth in the "1. Charges Summary" worksheet shows Accenture's price for the Work performed under this Change Notice, and are based on the assumptions outlined in this Change Notice. Any Work requested beyond the Total Change Notice Charges will be mutually agreed to in writing.
7	One-time R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis up to the Total Change Notice Charges.
8	Los Angeles County DCFS will be responsible for completing several tasks and milestones in order to comply with the project schedule. Examples of such tasks and milestones include, but are not limited to, the following: finalize IVR call flow; deploy software for agents; finalize agent processes; complete model office script development; train any additional workers on processes post go-live. The CONTRACTOR will work with the Los Angeles County DCFS to confirm the schedule for County-owned tasks and milestones for this effort.
9	The Quality Assurance (QA)/ Quality Management (QM) solution will record 100% of the call audio and 25% of the agent desktop screens for training and quality purposes. Call recordings and screen recordings stored in the Los Angeles County DCFS customer service center solution's QA/QM tool will be configured to expire after 90 days. Los Angeles County DCFS will be responsible for deploying the screen recording software to each agent's laptop/desktop in order to utilize the screen recording capability.
10	Los Angeles County will be responsible for all procurement, deployment and configuration of all local equipment and software required for utilizing the customer service center technology. Additionally, Los Angeles County will be responsible for network and desktop changes required to support the deployment of the customer service center technology.
Solution Assumptions	
11	The CONTRACTOR assumes prompts in the IVR will be derived through Amazon Polly Text-to-Speech. IVR prompts will be in the English and Spanish languages only.
12	The customer service center solution will utilize the Amazon Connect out-of-the-box call control panel (CCP). The scope of this Change Notice does not include customizations to this CCP for Los Angeles County DCFS' customer service center solution.
13	Post go-live support is based on one (1) staff member providing remote/virtual support for technical issues for up to ten (10) business days.
14	The County will provide scripts for the applicable business processes for Model Office testing.
15	The IVR call flow developed and implemented for Los Angeles County DCFS will include up to a maximum of ten (10) contact flows and two (2) queues.
16	The solution will not include external integrations (only the call flows), web services, nor self-service capabilities. Furthermore, the solution will not include functionality for authentication or voice biometrics.
17	Los Angeles County DCFS will provide Spanish translations for all prompts for the IVR call flow.
Build Assumptions	
18	The responsibility of aligning the DCFS customer service center solution's technology capabilities to the County's business processes will fully reside with Los Angeles County. The County will be responsible for the development of business processes, operating procedures, and performance management metrics.
19	Los Angeles County DCFS will be responsible for creating work conditions during WFM Training, which will include scheduling and setting agent work hours. Los Angeles County DCFS will be responsible for creating work conditions for service levels, holiday dates, vacation planning, and team updates, as appropriate.

	<p>The Total Change Notice Charges exclude Software required for this project during State Fiscal Years 2020/21 and 2021/22. It is assumed that Software required for the solution during those State Fiscal Years will be purchased by the CONSORTIUM from CONTRACTOR's affiliate, Proquire, LLC ("Proquire"), under the C-IV Agreement. The CONSORTIUM must approve a change request under C-IV Agreement to add prices for such Software/licensing based on worksheet "5. Software" of this Attachment One to the Change Notice prior to the start of the Work for this Change Notice.</p> <p>The Total Change Notice Charges include Software for State Fiscal Years 2022/23 and 2023/24 required for supporting the Los Angeles County DCFS customer service center solution. It is assumed that the Software required during State Fiscal Years 2022/23 and 2023/24 will be purchased by the CONSORTIUM from CONTRACTOR's affiliate, Proquire, LLC ("Proquire"), and that Proquire will be added as a party to the LRS/CalSAWS Agreement (and CalSAWS M&O Extension) prior to the expiration of the C-IV Agreement.</p>
20	
21	The CONSORTIUM will own or have right to use Software outright without any leasing/financing required.
22	Worksheet "5. Software" of Attachment One to this Change Notice is based on information known by the CONTRACTOR as of February 1, 2021. As the Work for this Change Notice progresses, the CONTRACTOR may identify additional Software/licensing that is required for the Los Angeles County DCFS customer service center solution. In the event that a change to the specifications is required – whether the change is planned (e.g. requested by the CONSORTIUM) or unplanned – to support the delivery of the Los Angeles County DCFS customer service center solution, including the procurement and funding of those Software/licensing items. As the customer service center solution's requirements for Software/licensing may change through the term of the project, the CONSORTIUM should include additional amounts in its annual project budget (the IAPDU) to account for planned changes to the requirements.
23	The CONTRACTOR will create security profiles and assign security rights for Los Angeles County's supervisors to access the Amazon Connect console.
24	Data exchanged with Amazon Connect is protected in transit between the user's web browser and Amazon Connect using industry-standard TLS encryption implemented by Amazon in its Amazon Connect platform.
	AWS Assumptions
25	The CONSORTIUM will provide Amazon Web Services ("AWS") compute resources and/or services for the Los Angeles County DCFS customer service center solution. CONTRACTOR's price for this Change Notice does not include such resources, nor services. The CONSORTIUM will be fully responsible for making such resources and services available for supporting the Los Angeles County DCFS customer service center solution, including the procurement and payment for such services from AWS. Because the CONSORTIUM's AWS Cloud account (and the CONSORTIUM's agreement with CDT for AWS) will be leveraged for the project, it is assumed that such charges will be invoiced to the CONSORTIUM by CDT. As the Los Angeles County DCFS customer service center solution's requirements for AWS Cloud computing resources may change through the term of the project, the CONSORTIUM should include additional amounts in its annual project budget (the Implementation Advance Planning Document or "IAPDU") to account for planned changes to the requirements for the Los Angeles County DCFS customer service center solution's AWS cloud computing resources.
26	AWS and the California Department of Technology ("CDT") will provide ability for Accenture to use AWS organizations to support the Los Angeles County DCFS customer service center solution.
27	CDT is not a party to the Base Agreement but is providing services on behalf of the CONSORTIUM critical to the success of the Los Angeles County DCFS customer service center solution. It is the CONSORTIUM's responsibility to resolve issues related to CDT and/or the AWS Cloud to enable delivery of the Los Angeles County DCFS customer service center solution.
28	AWS, CDT, and JHC Technology (the reseller CDT is using) will not disable services or take other actions/inactions that would prevent CONTRACTOR from delivering the Los Angeles County DCFS customer service center solution.

29	The compute resources outlined in worksheet "7. Compute Resources Estimate" to Attachment One of this Change Notice is based on information known by the CONTRACTOR as of February 1, 2021. As the Work for this Change Notice progresses, the CONTRACTOR may identify additional compute resources or services (including AWS services) that are required for the Los Angeles County DCFS customer service center solution. In the event CONTRACTOR identifies additional compute resources or services required for delivering the Los Angeles County DCFS customer service center solution, CONTRACTOR will so advise the CONSORTIUM of such additional compute resources or services. The CONSORTIUM is responsible for making such resources available to the CONTRACTOR to support the delivery of the Los Angeles County DCFS customer service center solution, including the procurement and funding of resources. Delays in making such resources available will delay the delivery of Work and, in turn, push out the projected completion date.
30	The AWS compute resources estimates provided in worksheet "7. Compute Resources Estimate" are based on 38,313 inbound minutes monthly and 4,891 outbound minutes monthly.
31	Environments Assumptions The CONTRACTOR will leverage existing environments from the C-IV system's customer service center solution.
32	Training Assumptions The training activities and scope are based on information known as of February 1, 2021. In the event that the Los Angeles County DCFS requires different quantities of agents for their customer service centers for the deployment of the DCFS customer service center solution, the CONTRACTOR will work with the Consortium to assess whether any changes to the training activities and scope are required. Any requests to modify the scope of training activities will require re-evaluation and a possible revision to this Change Notice to incorporate the requested scope, price, and schedule changes.
33	Los Angeles County will be responsible for providing ongoing training for its customer service center agents. This solution does not include scope with delivering training following the one-time training effort for Los Angeles County DCFS.
34	Contractor will provide the following training modules for supervisors/managers only: Administration training, QA training, WFM training, and reporting tool training. Contractor will conduct one (1) training session for each of the training modules; each session will support up to a total of 10 supervisors/managers
35	AWS platform training is required for Los Angeles County DCFS supervisors and agents and will support up to a cumulative total of 19 staff.
36	Existing training materials from the C-IV System's customer service center solution will be leveraged to train Los Angeles County DCFS staff. No new training materials will be created under the scope of this Change Notice.
37	Model Office Assumptions The CONTRACTOR will assist Los Angeles County DCFS with Model Office through the following: - Development of customer interaction inventory - Test environment preparation for testing model office interaction scenarios - Facilitation of execution of up to ten (10) Model Office test scenarios
38	Los Angeles County DCFS will be responsible for provisioning the following which are required for Model Office: - Computers, headsets, and microphones for Model Office participants (of models and specifications specified by the Consortium/CalSAWS Project) - Wi-fi/internet connectivity - Connectivity to the CalSAWS network - Model Office business case scripts for agents - Facilities for Model Office sessions
39	Los Angeles County DCFS will be responsible for developing materials for the Model Office sessions based on its business processes.
40	User Acceptance Testing ("UAT") is not included in the scope of this project. Model Office will serve as an opportunity for County workers to use the customer service center solution.
41	Change management activities are not included in the scope of this Change Notice. Los Angeles County DCFS will be responsible for development and delivery of Agent, Supervisor, and Business Process Training, change management and communication in support of the Los Angeles County DCFS customer service center solution deployment.
42	Los Angeles County DCFS will provide resources/staff required to execute the Model Office test scenarios and plans. It is assumed that at least two (2) dedicated representatives from the County will be fully engaged to execute each Model Office scenario.

43	Business process changes as a result of Model Office testing will not alter the technology deployment schedule for the DCFS customer service center solution. Modifications to business processes post Model Office testing will be reviewed and may require an amendment to incorporate additional scope, prices, and schedule changes. Changes would be developed and implemented following the completion of the technology deployment. Any technology defects (where the solution built conflicts with the design) found during Model Office will be logged/shared in the templates used for the Model Office script testing and addressed using the standard project protocols.
44	Los Angeles County DCFS will be responsible for adding the following URLs as browser shortcuts in order to meet the application requirements: - Reporting tool URL - QA/QM/WFM tool URL - CCP URL
Maintenance and Operations Assumptions	
45	<p>This Change Notice include monthly recurring Production Operations charges for maintaining and operating the customer service center solution for Los Angeles County DCFS its production deployment. Production Operations are based on supporting a maximum of nineteen (19) concurrent workers/agents and include the following:</p> <ul style="list-style-type: none"> - Provide Level 3 support for the Los Angeles County DCFS customer service center solution: <ul style="list-style-type: none"> - Analyze, investigate, diagnose, and resolve tickets reported by the CalSAWS Project's Level 1 support staff; - Work with CalSAWS Project's Level 1 support staff to coordinate the investigation and resolution of tickets; - CONTRACTOR will perform regular maintenance tasks and upgrades for the customer service center solution: <ul style="list-style-type: none"> - Install and configure software updates and patches - Monitor production and development infrastructure - Monitor the customer service center solution's application - Support Los Angeles County DCFS' IVR call flow and minor changes to that call flow - Support third-party applications for reporting, work force management, and quality assurance
46	Monthly recurring Production Operations charges are based on supporting a maximum of 19 concurrent workers/agents for Los Angeles County DCFS. Any requests to support additional agents beyond the 19 concurrent workers/agents will require a re-evaluation and possible Amendment to incorporate the required scope and price changes required to support those additional agents.
47	<p>The following LRS Performance Requirements set forth in Subsection 3.6 (LRS Performance Requirements) of Exhibit B (Statement of Requirements) of the Base Agreement will apply to Los Angeles County DCFS' IVR call flow after it has been implemented in production and until Los Angeles County has transitioned to the CalSAWS Customer Service Center Solution per the scope of Exhibit AC (Statement of Work for CalSAWS Customer Service Center Project):</p> <ul style="list-style-type: none"> - Monthly Deficiency Notification Response Time (as set forth in Subsection 3.6.2.21) - Monthly Helpdesk Call Back Response Time (as set forth in Subsection 3.6.2.24) - Certain Security Management Performance Requirements (as set forth in Subsection 3.6.3) <p>The Performance Requirements set forth in Exhibit AC of the Base Agreement (and Schedule 15 to Exhibit X of the CalSAWS M&O Extension) will apply once Los Angeles County has transitioned to the CalSAWS Customer Service Center Solution, which is expected to occur in May 2022.</p> <p>LRS/CalSAWS Performance Requirements other than those listed above will not apply to the customer service center solution for Los Angeles County DCFS. The collection, analysis, and reporting of performance requirements will follow the processes documented in the Performance Management Plan of the LRS (CalSAWS) Maintenance and Operations (M&O) Services Plan Deliverable.</p>
Network Assumptions	
48	Amazon's out-of-the box CCP requires internet connectivity. Los Angeles County DCFS will be responsible for providing internet connectivity for its agents; the Change Notice does not include scope for such internet connectivity. The CONTRACTOR assumes agents will utilize internet from County locations or work from home locations.

Schedule 4 - Software Specifications
Estimated Software and Software Support Charges

				Total by State Fiscal Year				
Type	Item Description	Vendor	Purpose	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24	Grand Total
SW	June 2022: Calabrio One Product Suite Bundle (w/ Phonetics & Speech to Text) (CAC-SW-BUNAWA-LMSAS) Agent count = 1,498 x 12 = 17,976 Annual Seats Bursting protection for 10% of the overall agent count no more than 2 consecutive months = 1,798	Calabrio	1 Year Seat Bucket Subscription: Need 3 Year Commitment	\$ 922	\$ 969	\$ 1,017	\$ 1,068	\$ 3,976
SW	Advanced Bulk Contact Export (Calabrio ONE Cloud), Priced per unique user that requires their contacts (recordings and/or transcripts) to be exported	Calabrio	1 Year Bulk Export License	\$ 22	\$ 23	\$ 25	\$ 26	\$ 96
SW	Operational Analytics includes 1GB data storage and 24 x 7 Technical Support (Each additional GB of storage will be priced at \$2.50 per GB per month)	EGAIN	3 Year License Subscription Renewal	\$ 6,314	\$ -	\$ -	\$ 7,261	\$ 13,575
				\$ 7,259	\$ 992	\$ 1,042	\$ 8,355	\$ 17,647

Totals By Type					
	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total
Hardware	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support	\$ -	\$ -	\$ -	\$ -	\$ -
Software	\$ 7,258.68	\$ 991.91	\$ 1,041.51	\$ 8,354.69	\$ 17,646.79
Software Support	\$ -	\$ -	\$ -	\$ -	\$ -
Total (Unrounded)	\$ 7,258.68	\$ 991.91	\$ 1,041.51	\$ 8,354.69	\$ 17,646.79
Total (Rounded)	\$ 7,259.00	\$ 992.00	\$ 1,042.00	\$ 8,355.00	\$ 17,648.00

	Based on Service Month (June-May):						
Category	Quantity	Unit Charge	Monthly Charge	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total Charges
				12	12	5	
Productions Operations - One Time Operations Charges				\$0	\$0	\$0	\$0
N/A	0		\$0	\$0	\$0	\$0	\$0
Productions Operations - Recurring Operations Charges				\$12,531	\$12,781	\$5,432	\$30,745
Central Support per Agent - SFY 21/22	19	\$54.96	\$1,044	\$12,531			\$12,531
Central Support per Agent - SFY 22/23	19	\$56.06	\$1,065		\$12,781		\$12,781
Central Support per Agent - SFY 23/24	19	\$57.18	\$1,086			\$5,432	\$5,432
TOTAL				\$12,531	\$12,781	\$5,432	\$30,745

If known										Billing Start Date	Last Billing Date
County	AWS Service	Purpose	Account Name	Account ID	Quantity	Unit Cost	Expected Cost	Actual Cost	Description / Purpose	Start Date	End Date
LA	Variable Telephone Number Charges(USA) - Toll Free Numbers	Contact Center	New - Production LA - Contact Center	NA	1	\$ 1.83	\$ 1.83		The total number of Toll Free numbers assigned to this account.	5/1/2021	
LA	Variable Telephone Number Charges(USA) - DID Numbers	Contact Center	New - Production LA - Contact Center	NA	1	\$ 0.91	\$ 0.91		The total number of DID numbers assigned to this account.	5/1/2021	
LA	Variable Call Charges(USA) - Toll Free Usage	Contact Center	New - Production LA - Contact Center	NA	1	\$ 459.76	\$ 459.76		The total number of Toll Free usage.	5/1/2021	
LA	Variable Call Charges(USA) - Outbound Usage	Contact Center	New - Production LA - Contact Center	NA	1	\$ 23.91	\$ 23.91		The total number of Outbound usage.	5/1/2021	
LA	Amazon Connect Charges(Globally) - Amazon Connect Call usage	Contact Center	New - Production LA - Contact Center	NA	1	\$ 779.29	\$ 779.29		The total number of Amazon Connect Call usage.	5/1/2021	
LA	S3 Standard Storage Charges - Call Recordings	Contact Center	New - Production LA - Contact Center	NA	1	\$ 1.94	\$ 1.94		The total number of S3 Standard Storage.	5/1/2021	
LA	Amazon Polly Charges - Polly for Contact Flow Prompts	Contact Center	New - Production LA - Contact Center	NA	1	\$ 0.01	\$ 0.01		Text to Speech for Prompts in the IVR.	5/1/2021	
Do not delete - Enter above this line											
Total							\$ 1,267.64	\$ -			
Enterprise Support		5% of Total Cost									
Grand Total											

SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTALS
\$ -	\$ 22	\$ 22	\$ 22	\$ 66
\$ -	\$ 11	\$ 11	\$ 11	\$ 33
\$ -	\$ 5,517	\$ 5,517	\$ 5,517	\$ 16,551
\$ -	\$ 287	\$ 287	\$ 287	\$ 861
\$ -	\$ 9,351	\$ 9,351	\$ 9,351	\$ 28,054
\$ -	\$ 23	\$ 23	\$ 23	\$ 70
\$ -	\$ 0	\$ 0	\$ 0	\$ 0
\$ -	\$ 15,212	\$ 15,212	\$ 15,212	\$ -
\$ -	\$ 761	\$ 761	\$ 761	\$ 2,282
\$ -	\$ 15,972	\$ 15,972	\$ 15,972	\$ 47,917

	LRS R&A	Change Notice Number
Total Baseline Allocation (Amendment 23)	\$ 50,000,000.00	
Total Allocated Amounts (sum of items below)	\$ 18,968,417.00	
CalHEERS Maintenance	\$ 3,470,952.00	FIVE
SB 1341 Maintenance	\$ 2,088,345.00	FIVE
Stage One Continuous Eligibility (Child Care Provider Portal)	\$ 2,383,800.00	FIVE
Homeless Assistance Automation	\$ 585,000.00	SIX
CalFresh Safe Drinking Water Pilot	\$ 1,134,480.00	SIX
Los Angeles County Workforce Management	\$ 38,976.00	SIX
LRS M&O Training Environment	\$ 281,098.00	SEVEN
ForgeRock IAM Enterprise Enablement	\$ 4,156,229.00	SEVEN
CalSAWS APIs for Statewide Portal Integration	\$ 2,932,480.00	SEVEN
Los Angeles County DCFS IVR Call Flow	\$ 137,060.00	EIGHT
Continuum of Care Automation	\$ 499,989.00	EIGHT
Earned Income Disregard	\$ 560,628.00	EIGHT
LRS Modifications and Enhancements Services for State Fiscal Year 2020/2021	\$ 699,380.00	EIGHT
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Total Remaining Allocation (Row 2 less Row 3)	\$ 31,031,583.00	