



***AMENDED, RESTATED AND REVISED  
LEADER REPLACEMENT SYSTEM  
AGREEMENT***

***Attachment 10 to (Statement of Work for BenefitsCal Technical  
Help Desk) Amendment Thirty-One, inclusive of  
Schedule 1 (BenefitsCal Technical Help Desk Pricing Schedules)  
to this Attachment 10,***

***Schedule 4 of the Attachment 2 (CalSAWS M&O Pricing Sched-  
ules) to Schedule 1 (Statement of Work for CalSAWS Mainte-  
nance and Operations (“M&O”) Project) to Exhibit X of the  
Agreement),***

***Attachment 4 (CalSAWS M&O Production Operations  
Specifications) to Schedule 1 (Statement of Work for CalSAWS  
Maintenance and Operations (“M&O”) Project) to Exhibit X of  
the Agreement,***

**CalSAWS Consortium,  
a California Joint Powers Authority**

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## **1. INTRODUCTION AND OVERVIEW**

For the purposes of this Attachment 10 (“SOW”) to Amendment Thirty-One to Exhibit X of the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System ("Agreement") the meaning of all terms used in this SOW shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to this SOW shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this SOW. This SOW supersedes provisions of the Attachment 2 (Statement of Work for BenefitsCal Technical Help Desk) to Change Notice Nineteen.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide BenefitsCal Technical Help Desk Infrastructure modifications in the IVR/Telephony solution, ServiceNow tool, and agent support charges as further described below in this SOW.

### **1.1 SCHEDULE**

The term of this SOW shall commence in July 2022 and continue through July 31, 2025

## **2. STATEMENT OF WORK**

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources from July 2022 through July 2025 to assist the Consortium with the following tasks:

<b>Work Area</b>	<b>Task Description</b>
<b>ServiceNow Configuration</b>	<ul style="list-style-type: none"><li>• Collaborate with the Consortium to modify ServiceNow reports. The existing help desk reports will be added with additional filter for BenefitsCal (no new report is developed).</li></ul>

Work Area	Task Description
	<ul style="list-style-type: none"> <li>• Configure new ServiceNow groups as required for the BenefitsCal help desk agents.</li> </ul>
<b>BenefitsCal Helpdesk IVR Call Flow and Queues</b>	<ul style="list-style-type: none"> <li>• <b>New Queues:</b> Configure and implement two (2) new queues, one (1) for English and one (1) for Spanish. Once created, the queues will also be configured in the following ways:             <ul style="list-style-type: none"> <li>• Update the hours of operations for the two (2) new queues</li> </ul> </li> <li>• <b>Update Inbound IVR:</b> Create a new contact flow to support the two (2) above-mentioned queues and update the existing inbound IVR contact flows to route the customer to the new queue contact flow. The inbound IVR will also require the following updates:             <ul style="list-style-type: none"> <li>• Record new prompts in the following languages                 <ul style="list-style-type: none"> <li>▪ English</li> <li>▪ Spanish</li> </ul> </li> </ul> </li> </ul>
<b>Screen-sharing Functionality</b>	<ul style="list-style-type: none"> <li>• <b>Update eCCP:</b> Add a button to the eCCP to generate a link for the customer to share their screen.             <ul style="list-style-type: none"> <li>○ Create a new Lambda function to query the BenefitsCal Amazon Chime API</li> <li>○ Build a new Lambda to identify if the end user is on a mobile or desktop browser                 <ul style="list-style-type: none"> <li>▪ Add a link to the Chime App in the iOS or Android App Store if user is on mobile.</li> </ul> </li> </ul> </li> <li>• <b>Update Web Chat:</b> Modify the web chat UI To support screensharing.             <ul style="list-style-type: none"> <li>○ Add a link to the screen sharing functionality to the web chat UI.</li> </ul> </li> </ul>

<b>Work Area</b>	<b>Task Description</b>
	<ul style="list-style-type: none"><li>○ Add a message informing the end user that a screen sharing session is about to begin.<ul style="list-style-type: none"><li>▪ Capture the customer’s approval and store the approval in the Security Services Splunk</li></ul></li></ul>

This SOW is based upon the following assumptions:

- The scope of this SOW includes up to 20 hours for Accenture resources to provide ServiceNow Configuration and up to 957 hours for Accenture resources to provide screen sharing functionality in the BenefitsCal portal, and the IVR Call Flow and queues for the BenefitsCal helpdesk under Attachment 10 (Pricing Schedules for BenefitsCal Technical Help Desk) to Amendment Thirty-One.
- The Work performed under this SOW will be tracked in a work plan, including actual hours worked on tasks, estimates to complete tasks, estimates at completion for tasks, and work variances. Accenture will provide the Consortium with access to that work plan.

### **3. CONTRACTOR ASSUMPTIONS**

- *General Assumptions*
  - The Total Charges below are based on the scope of work outlined in this SOW. Any changes in scope must be mutually agreed upon by the parties and may result in additional Services Charges. These additional Charges will be executed as a revision to this SOW.
  - One-time R&A Change Budget Services for the design, development, test, and implementation of enhancements for the Queues, BenefitsCal helpdesk IVR contact flow, and screen sharing capability will be worked and invoiced on a time and materials (“T&M”) basis up to a maximum of 957 hours during State Fiscal Year (“SFY”) 2022/23. Invoices for such R&A

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Change Budget Services Charges will be submitted to the Consortium monthly in arrears.

- The scope of work defined in this SOW for the IVR/Telephony solution will be executed under System Change Requests (“SCRs”) that will be approved by the CalSAWS Change Control Board.
- Each SCR will move through the development lifecycle, following the standard release management process as documented in the Modifications and Enhancements (“M&E”) Services Plan. SCRs will be signed off by the CalSAWS Regional Managers in a timely manner to meet documented target release dates.
- The scope of work defined in this SOW for the ServiceNow will follow the Tech CAB and be approved by the CalSAWS Tech CAB Board.
- Development and testing estimates do not include independent test or user acceptance test activities.
- Contractor will work with the Consortium to develop a schedule for this project.
- The enhancements that will be deployed under this SOW will be hosted in the Consortium’s CalSAWS Amazon Web Services (“AWS”) Cloud account and will use Amazon Connect.
  - AWS and the California Department of Technology (“CDT”) will provide ability for Contractor to use AWS organizations to support the scope of work for this SOW.
  - CDT is not a party to Exhibit X nor this SOW but is providing services on behalf of the Consortium critical to the success of the project. It is the Consortium’s responsibility to resolve issues related to CDT and/or the AWS Cloud to enable deployment and management of the AWS compute resources in the Consortium’s CalSAWS AWS Cloud.

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- AWS, CDT, and CDT's reseller will not disable services or take other actions/inactions that would prevent Contractor from deploying/managing the BenefitsCal helpdesk IVR, queues, or screensharing capability for the project.
- The Total Charges for this SOW do not include any charges for services from AWS for compute resources or other AWS services required for non-production and production operations. The Consortium will be fully responsible for making such resources and services available for supporting the project, 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.
- The estimated AWS compute resources for the project are provided in Attachment 5 (CalSAWS M&O Compute Resource Specifications) to the Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations ("M&O") Project).
- The estimated AWS compute resources for the project were also provided in Schedule 1 (BenefitsCal Technical Help Desk Pricing Schedules) to this SOW for the Consortium's budgeting purposes and are based on information known by Contractor as of May 1, 2022.
- For avoidance of doubt, the Parties agree that the AWS compute resources schedules "5. LA - AWS Cost", "5. C-IV - AWS Cost", "5. CalWIN - AWS Cost" of Schedule 1 (BenefitsCal Technical Help Desk Pricing) to this SOW are replaced by Amendment Thirty One with AWS compute resources specific for this SOW included in Attachment 5 (CalSAWS M&O Compute Resource Specifications) to the Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations ("M&O") Project). Delays in making such AWS resources available will delay the delivery of

the scope within this SOW and, in turn, delay the projected completion date. As the requirements related to the scope of this SOW 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 BenefitsCal Technical Help Desk Project’s AWS Cloud computing resources.

- For avoidance of doubt, the Parties agree that the hardware and software schedules “3. HW and SW” of Schedule 1 (BenefitsCal Technical Help Desk Pricing) to this SOW are replaced by the Amendment Thirty-One and the budget for hardware and software required for delivering scope of this SOW are reflected in Schedule 5 of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X. The detailed information regarding CalSAWS Hardware and Software is maintained in the living document "CalSAWS M&O Schedule v5" maintained on the CalSAWS SharePoint. Delays in making such software resources available will delay the delivery of the scope within this SOW and, in turn, delay the projected completion date. As the Work for this SOW progresses, the CONTRACTOR may identify additional Software that are required for the BenefitsCal Technical Help Desk. 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 BenefitsCal Technical Help Desk, including the procurement and funding of those Software items. As the BenefitsCal Technical Help Desk requirements for Software may change through the term of the SOW the CONSORTIUM should include additional amounts in its annual



project budget (the IAPDU) to account for planned changes to the requirements.

- The Consortium will be responsible for paying costs for telecommunications charges based on an estimated 2,750 monthly call volume, an 80% Service Level Agreement with a 30 second Service Level Threshold, an average talk time of 1,950 seconds, an average wrap time of 750 seconds, which comes out to an estimated 39,621 minutes per month.
  - The Consortium must (1) approve this SOW by July 31, 2022, in order to proceed with this purchase. Otherwise, the estimates provided in this SOW will not be valid and a new SOW will be required.
- *Assumptions regarding the BenefitsCal Helpdesk*
    - The Gainwell team will be responsible for creating new Routing Profiles to support the new helpdesk.
    - The BenefitsCal team will be responsible for the creation of an API to generate an Amazon Chime link
      - The Contractor will not be responsible for delays in delivery if the BenefitsCal team have not provided the necessary API for Amazon Chime by August 31, 2022.
    - The Consortium will retain ownership of all software licenses purchased under this SOW.
    - Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
    - Contractor staff will be responsible for set-up and installation of the software on this order.
    - Gainwell will be responsible for configuration and set-up of agent routing profiles in Amazon Connect for the 5 additional workers.
    - No new workstations, monitors, keyboards, mice, headsets, or IP phones are included with this purchase for the Gainwell staff, as Gainwell will be providing such equipment from their existing inventory.

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- No technology or customer service training for the 5 additional Gainwell staff is included in the scope of this SOW, as Gainwell will be responsible for providing such training.
- The Consortium will be responsible for monthly recurring Production Operations Charges for central support for the additional 5 Gainwell staff, which are estimated to commence August 1, 2022 and continue through July 31, 2025.
  - Monthly recurring operations charges for central support of the Gainwell staff are based on 5 named agents.
  - It is assumed that these ongoing recurring Production Operations Charges will be funded by the Consortium commencing November 1, 2023 through the end of the term of Exhibit X, pending the availability of funds. In the event that the Consortium is not able to provide funding for such ongoing Production Operations Charges for the additional Gainwell staff, the Consortium will be responsible for funding such charges via an amendment to this SOW.
- Agent counts are based on the numbers provided by Gainwell. If the number of agent count changes, Accenture may process an amendment to this SOW.
- The AWS Chat costs are based on a volume equal to 25% of the monthly call volume, an average of 15 messages per chat, and 2 lambda calls per chat.
- No training is included in this estimate.
- One-time services are for the standup of a new IVR with up to 10 menu prompts, two queues, and adding the ability to generate an AWS Chime call for screensharing from within the eCCP application.
- For ServiceNow reports, it is assumed the existing reports will be added with additional filter for BenefitsCal (no new report is developed)
- For ServiceNow, it is assumed that license requirement is from July 1, 2022, to July 31, 2025.
- No changes to current process required for ServiceNow

- As the number of call agent increase the ServiceNow per user license cost will increase by \$150 per month
- Gainwell will provide the computer and headset for call agents and will be managed by Gainwell
- Agents will use the enhanced call control panel for taking calls, chats, and leveraging the screensharing capabilities.
- Gainwell will provide the AWS Connect services until we migrate them over to the Consortium AWS account in September 2022.
- eGain and Calabrio software are not included in this estimate. The Gainwell team will leverage the existing "out of the box" reporting for Amazon Connect.
- The IVR will support English and Spanish languages.

#### **4. PRICING**

Pricing details for the scope of this Statement of Work are defined as per below:

- Charges for the original implementation are defined in Schedule 1 (BenefitsCal Technical Help Desk Pricing Schedules) to Attachment 10 (Statement of Work for BenefitsCal Technical Help Desk) to the Amendment Thirty-One.
- Charges for the recurring production operations services that are defined below in this subparagraph for the period from August 1, 2022 through October 31, 2023 are specified in Schedule 1 (BenefitsCal Technical Help Desk Pricing Schedules) to Attachment 10 (Statement of Work for BenefitsCal Technical Help Desk) to the Amendment Thirty-One:
  - 5 workers/agents to support the BenefitsCal Technical Help Desk IVR/Telephony solution for the 39 C-IV Counties, LA County, and CalWIN Counties.
- Charges for the recurring production operations services that are defined below in this subparagraph for the period from November 1, 2023 through the end of this SOW are defined in Schedule 4 of the Attachment 2 (CalSAWS M&O Pricing Schedules) to

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Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X of the Agreement, with further details included in Attachment 4 (CalSAWS M&O Production Operations Specifications) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X:

- For 5 workers/agents to support the BenefitsCal Technical Help Desk IVR/Telephony solution for 39 C-IV Counties.