

Inventory of Detailed Worksheets:

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Charges Summary

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One-Time Services Charges

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Hardware and Software Charges

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Production Operations Charges

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AWS Costs

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Assumptions

Total IVR/Telephony Charges	SFY 22/23	SFY 23/24	Total Charges
One-Time Services Charges	\$166,518	\$0	\$166,518
Hardware and Software Charges	\$0	\$0	\$0
Los Angeles - Hardware Charges	\$0	\$0	\$0
Los Angeles - Hardware Maintenance and Support Charges	\$0	\$0	\$0
Los Angeles - Software Charges	\$0	\$0	\$0
Los Angeles - Software Maintenance and Support Charges	\$0	\$0	\$0
C-IV - Hardware Charges	\$0	\$0	\$0
C-IV - Hardware Maintenance and Support Charges	\$0	\$0	\$0
C-IV - Software Charges	\$0	\$0	\$0
C-IV - Software Maintenance and Support Charges	\$0	\$0	\$0
CalWIN - Hardware Charges	\$0	\$0	\$0
CalWIN - Hardware Maintenance and Support Charges	\$0	\$0	\$0
CalWIN - Software Charges	\$0	\$0	\$0
CalWIN - Software Maintenance and Support Charges	\$0	\$0	\$0
Production Operations Charges	\$2,411	\$1,430	\$3,840
Los Angeles - One Time Charges	\$0	\$0	\$0
C-IV - One Time Charges	\$0	\$0	\$0
CalWIN - One Time Charges	\$0	\$0	\$0
Los Angeles - Recurring Charges	\$729	\$286	\$1,015
C-IV - Recurring Charges	\$505	\$286	\$790
CalWIN - Recurring Charges	\$1,177	\$858	\$2,035
Total Charges	\$168,929	\$1,430	\$170,358

Total Service Now Charges	SFY 22/23	SFY 23/24	Total Charges
One-Time Services Charges	\$3,480	\$0	\$3,480
Hardware and Software Charges	\$8,250	\$3,150	\$11,400
Los Angeles -Licence	\$3,300	\$1,260	\$4,560
C-IV - Licence	\$1,650	\$630	\$2,280
CalWIN - Licence	\$3,300	\$1,260	\$4,560
Total Charges	\$11,730	\$3,150	\$14,880

[1] For avoidance of doubt Schedule "3"HW and SW" of Schedule 1 (BenefitsCal Technical HelpDesk Pricing) was replaced and the budget for hardware and software required for delivering scope of Statement of Work for BenefitsCal Technical Help Desk 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 captured in living document "CalSAWS M&O Schedule Baseline" maintained on CalSAWS SharePoint.

Total AWS Charges	SFY 22/23	SFY 23/24	Total Charges
Los Angeles - AWS Costs	\$0	\$0	\$0
C-IV - AWS Costs	\$0	\$0	\$0
CalWIN - AWS Costs	\$0	\$0	\$0
Total Charges	\$0	\$0	\$0

[2]

[2] 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 to Statement of Work for BenefitsCal Technical Help Desk that are 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 pro-jected 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 Imple-mentation 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.

Task Description		Hours	Hourly Rate	Total Charges
Contact Center		957		\$166,518
Design	Identify use cases and develop requirements, business rules, process flows, business requirements, and metric designs	195	\$174	\$33,930
Build	Develop IVR, queues, screen sharing capability, and reports	489	\$174	\$85,086
Test	Develop test documentation and execute testing	171	\$174	\$29,754
Project Management	Provide project management	102	\$174	\$17,748
	Insert tasks above here. Do not modify this line.			
Service Now				
	Service Now Design Build Test	20	\$174	\$3,480

3. HW and SW

Line	County	Item-Description	Vender	Licensing-Term	Purpose	Quantity	Unit-Charges	Hardware	Software	Hardware-Support	Software-Support	Estimated-Tax	Estimated-Shipping/-Handling	Total
		Software Subscription Purchases												
1	Los-Angeles	eGain Operational Analytics Named User License, 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	Agent Reporting-Software	0	\$441.18-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
2	Los-Angeles	Calabrio ONE Product Suite Bundle (w/ Phonetics & Speech to Text)- (CAC-SW-BUNAWA-LMSAS) Bursting protection for 10% of the overall agent count no more than 2 consecutive months = 162	Calabrio	1-Year Seat Bucket-Subscription	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$582.60-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
3	Los-Angeles	Calabrio 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	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$14.04-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
3	Los-Angeles	Service Now	Calabrio	Service now-Monthly-Cost Annualised	Service Now-Licence-Cost	2	\$150.00-		\$300.00-			\$0.00-	\$0.00-	\$300.00-
4	C-IV	eGain Operational Analytics Named User License, 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	Agent Reporting-Software	0	\$441.18-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
5	C-IV	Calabrio ONE Product Suite Bundle (w/ Phonetics & Speech to Text)- (CAC-SW-BUNAWA-LMSAS) Bursting protection for 10% of the overall agent count no more than 2 consecutive months = 162	Calabrio	1-Year Seat Bucket-Subscription	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$582.60-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
6	C-IV	Calabrio Advanced Bulk Contact Export (Calabrio One Cloud)-, priced per unique user that requires their contacts (reordings and/or transcripts) to be exported	Calabrio	1-Year Bulk Export-License	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$14.04-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
6	C-IV	Service Now	Calabrio	Service now-Monthly-Cost Annualised	Service Now-Licence-Cost	1	\$150.00-		\$150.00-			\$0.00-	\$0.00-	\$150.00-
7	CalWIN	eGain Operational Analytics Named User License, 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	Agent Reporting-Software	0	\$441.18-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
8	CalWIN	Calabrio ONE Product Suite Bundle (w/ Phonetics & Speech to Text)- (CAC-SW-BUNAWA-LMSAS) Bursting protection for 10% of the overall agent count no more than 2 consecutive months = 162	Calabrio	1-Year Seat Bucket-Subscription	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$582.60-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
9	CalWIN	Calabrio 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	Quality-Management/Call-Monitoring/Workforce Mgmt.-	0	\$14.04-		\$0.00-			\$0.00-	\$0.00-	\$0.00-
9	CalWIN	Service Now	Calabrio	Service now-Monthly-Cost Annualised	Service Now-Licence-Cost	2	\$150.00-		\$300.00-			\$0.00-	\$0.00-	\$300.00-
		Total						\$0.00-	\$750.00-	\$0.00-	\$0.00-	\$0.00-	\$0.00-	\$750.00-

Charges per SFY				
IVR/Telephony-SFY 2022/23	Service Now-2022 (11-months)	IVR/Telephony-SFY 2023/24	Service Now-2023/25 (11-months)	Total
\$0.00-				\$0.00-
\$0.00-		\$0.00-		\$0.00-
\$0.00-		\$0.00-		\$0.00-
	\$3,300.00-		\$1,260.00-	\$4,560.00-
\$0.00-				\$0.00-
\$0.00-		\$0.00-		\$0.00-
\$0.00-		\$0.00-		\$0.00-
	\$1,650.00-		\$630.00-	\$2,280.00-
\$0.00-				\$0.00-
\$0.00-		\$0.00-		\$0.00-
\$0.00-		\$0.00-		\$0.00-
	\$3,300.00-		\$1,260.00-	\$4,560.00-
\$0.00-	\$8,250.00-	\$0.00-	\$3,150.00-	\$11,400.00-

Los Angeles				
	SFY 2022/23	SFY 2023/24	Total	Total (Rounded)
Hardware Total	\$0.00	\$0.00	\$0.00	\$0
Hardware Support Total	\$0.00	\$0.00	\$0.00	\$0
Software Total	\$0.00	\$0.00	\$0.00	\$0
Software Support Total	\$0.00	\$0.00	\$0.00	\$0
Estimated Total	\$0.00	\$0.00	\$0.00	\$0
Service Now Software Total	\$3,300.00	\$1,260.00	\$4,560.00	\$4,560
C-IV				
	SFY 2022/23	SFY 2023/24	Total	Total (Rounded)
Hardware Total	\$0.00	\$0.00	\$0.00	\$0
Hardware Support Total	\$0.00	\$0.00	\$0.00	\$0
Software Total	\$0.00	\$0.00	\$0.00	\$0
Software Support Total	\$0.00	\$0.00	\$0.00	\$0
Estimated Total	\$0.00	\$0.00	\$0.00	\$0
Service Now Software Total	\$1,650.00	\$630.00	\$2,280.00	\$2,280
CalWIN				
	SFY 2022/23	SFY 2023/24	Total	Total (Rounded)
Hardware Total	\$0.00	\$0.00	\$0.00	\$0
Hardware Support Total	\$0.00	\$0.00	\$0.00	\$0
Software Total	\$0.00	\$0.00	\$0.00	\$0
Software Support Total	\$0.00	\$0.00	\$0.00	\$0
Estimated Total	\$0.00	\$0.00	\$0.00	\$0
Service Now Software Total	\$3,300.00	\$1,260.00	\$4,560.00	\$4,560

Note:
This Schedule 3 replaced by Amendment Thirty-One and the budget for hardware and software required for delivering scope of Statement of Work for BenefitsCal Technical Help Desk is 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 captured in living document "CalSAWS M&O Schedule Baseline" maintained on CalSAWS SharePoint.

Category	Quantity	Unit Charge	Monthly Charge	SFY 22/23 (9/2022 - 5/2023)	SFY 23/24 (6/2023 - 10/2023)	Total Charges
C-IV # of Months				9	5	
Los Angeles Starting Agents # of Months				4	5	
Los Angeles Ramp Down Agents # of Months				5	5	
CalWIN Starting Agents # of Months				3	5	
CalWIN Ramp Up Agents # of Months				5	5	
Productions Operations - One Time Operations Charges				\$0.00	\$0.00	\$0.00
N/A	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Productions Operations - Recurring Operations Charges				\$2,410.58	\$1,429.50	\$3,840.08
Los Angeles Starting Agents - Central Support per Customer Service Center Agent - SFY 2022/23	2	\$56.06	\$112.12	\$448.48	\$0.00	\$448.48
Los Angeles Starting Agents - Central Support per Customer Service Center Agent - SFY 2022/23	1	\$56.06	\$56.06	\$280.30	\$0.00	\$280.30
C-IV - Central Support per Customer Service Center Agent - SFY 2022/23	1	\$56.06	\$56.06	\$504.54	\$0.00	\$504.54
CalWIN Starting Agents - Central Support per Customer Service Center Agent - SFY 2022/23	2	\$56.06	\$112.12	\$336.36	\$0.00	\$336.36
CalWIN Rampup Agents - Central Support per Customer Service Center Agent - SFY 2022/23	3	\$56.06	\$168.18	\$840.90	\$0.00	\$840.90
Los Angeles - Central Support per Customer Service Center Agent - SFY 2023/24	1	\$57.18	\$57.18	\$0.00	\$285.90	\$285.90
C-IV - Central Support per Customer Service Center Agent - SFY 2023/24	1	\$57.18	\$57.18	\$0.00	\$285.90	\$285.90
CalWIN - Central Support per Customer Service Center Agent - SFY 2023/24	3	\$57.18	\$171.54	\$0.00	\$857.70	\$857.70
TOTAL				\$2,410.58	\$1,429.50	\$3,840.08

Amazon Connect Pricing Sample Calculator		
*** THIS IS NOT A QUOTE - Actual usage pricing may vary ***		
Customer Inputs		
IVR/Telephony Phone Numbers	Value	Period
Quantity of USA Toll Free numbers owned	4	Per Month
Quantity of USA DID (local) numbers owned	4	Per Month
Contact Center Telephony Usage	Value	Period
Total number of inbound calls handled	4,400	Per Month
Inbound mins delivered via USA Toll Free #s	44,025	Per Month
Inbound mins delivered via USA DID (local) #s	0	Per Month
Outbound mins for calls made to USA	4,823	Per Month
IVR/Telephony Web & Mobile Chat	Value	Period
Total number of chats sessions	275	Per Month
Average # of messages (customer, bot, agent)	15	Per Chat
Chatbots for Natural Language Experiences (IVR & Chat)	Value	Period
Average number of Voice utterances	0	Per Call
Average number of Text utterances	0	Per Chat
IVR Data Dips for Personal & Dynamic Experiences	Value	Period
Lambda invocations to perform "data dips"	0	Per Call
Lambda invocations to perform "data dips"	2	Per Chat
IVR/Telephony Recording	Value	Period
Peak number of concurrently logged-in agents	2	Any
Total call mins handled by agents (inbound & outbound)	15,848	Per Month
Amazon Polly	Value	Period
Number of Characters – TTS	2000	Per Character
IVR/Telephony AI/ML Analytics for Calls & Chats	Value	Period
Percentage of agent calls to be analyzed by Contact Lens	0	Per Month
**Percentage of chats to be analyzed by Contact Lens	0	Per Month
AWS Rates		
Variable Telephone Number Charges – (USA)		
Per Month for Toll Free numbers		\$4.83
Per Month for DID numbers		\$0.943
Variable Call Charges – (USA)		
Per Min via inbound Toll Free #		\$0.0420
Per Min via inbound DID #		\$0.0022
Per Min outbound (from USA to USA)		\$0.0048
Amazon Connect Charges – (Globally)		
Per Min via Amazon Connect Calls		\$0.048
Per Message via Amazon Connect Chat		\$0.004
Amazon Lex Charges (Globally)		
Per Voice Utterance		\$0.00400
Per Text Utterance		\$0.00075
AWS Lambda Charges – (USA)		
Per Request*		\$0.0000252
S3 Standard, Storage Charges – (USA)		
Per GB per Month		\$0.023
Recording mins per GB		——— 512
Amazon Polly Charges (Globally)		
Per character		\$0.0000040
Contact Lens for Amazon Connect Charges – (Globally)		
Per min for first 5M mins per month		\$0.015
Per min for mins above 5M mins per month		\$0.0125
Per Chat message		\$0.0045
Output – Monthly Charges		
Variable Telephone Number Charges – (USA)		
Toll Free numbers		\$4.83
DID numbers		\$0.94
Variable Call Charges – (USA)		
Toll Free usage		\$468.30
DID usage		\$0.00
Outbound usage		\$8.75
Amazon Connect Charges – (Globally)		
Amazon Connect Call usage		\$285.27
Amazon Connect Chat usage		\$16.50
Amazon Lex Charges (Globally)		
Lex voice usage (IVR)		\$0.00
Lex chat usage		\$0.00
AWS Lambda Charges – (USA)		
Lambda costs for IVR calls		\$0.00
Lambda costs for Chat sessions		\$0.04
S3 Standard, Storage Charges – (USA)		
S3 Standard Storage for call recordings		\$0.74
Amazon Polly Charges (Globally)		
Polly for contact flow prompts		\$0.04
Contact Lens for Amazon Connect Charges – (Globally)		
Contact Lens for Calls		\$0.00
**Contact Lens for Chats		\$0.00
Total Monthly		
		\$482.29

Note:

This Schedule 5 is replaced by Compute Resource Specifications applicable to Statement of Work for BenefitsCal Technical Help Desk that are 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).

Amazon Connect Pricing Sample Calculator

*** THIS IS NOT A QUOTE - Actual usage pricing may vary ***

Customer Inputs		
IVR/Telephony Phone Numbers	Value	Period
Quantity of USA Toll Free numbers owned	4	Per Month
Quantity of USA DID (local) numbers owned	4	Per Month
IVR/Telephony Telephony Usage	Value	Period
Total number of inbound calls handled	550	Per Month
Inbound mins delivered via USA Toll Free #s	7,013	Per Month
Inbound mins delivered via USA DID (local) #s	0	Per Month
Outbound mins for calls made to USA	912	Per Month
IVR/Telephony Web & Mobile Chat	Value	Period
Total number of chats sessions	138	Per Month
Average # of messages (customer, bot, agent)	15	Per Chat
Chatbots for Natural Language Experiences (IVR & Chat)	Value	Period
Average number of Voice utterances	0	Per Call
Average number of Text utterances	0	Per Chat
IVR Data Dips for Personal & Dynamic Experiences	Value	Period
Lambda invocations to perform "data dips"	0	Per Call
Lambda invocations to perform "data dips"	2	Per Chat
IVR/Telephony Recording	Value	Period
Peak number of concurrently logged in agents	4	Any
Total call mins handled by agents (inbound & outbound)	7,924	Per Month
Amazon Polly	Value	Period
Number of Characters – TTS	1000	Per Character
IVR/Telephony AI/ML Analytics for Calls & Chats	Value	Period
Percentage of agent calls to be analyzed by Contact Lens	0	Per Month
**Percentage of chats to be analyzed by Contact Lens	0	Per Month

AWS Rates	
Vaiable Telephone Number Charges – (USA)	
Per Month for Toll Free numbers	\$1.83
Per Month for DID numbers	\$0.913
Variable Call Charges – (USA)	
Per Min via inbound Toll Free #	\$0.0120
Per Min via inbound DID #	\$0.0022
Per Min outbound (from USA to USA)	\$0.0048
Amazon Connect Charges – (Globally)	
Per Min via Amazon Connect Calls	\$0.018
Per Message via Amazon Connect Chat	\$0.004
Amazon Lex Charges (Globally)	
Per Voice Utterance	\$0.00400
Per Text Utterance	\$0.00075
AWS Lambda Charges – (USA)-	
Per Request*	\$0.0000252
S3 Standard, Storage Charges – (USA)-	
Per GB per Month	\$0.023
Recording mins per GB	———— 512
Amazon Polly Charges (Globally)	
Per character	\$0.0000040
Contact Lens for Amazon Connect Charges – (Globally)-	
Per min for first 5M mins per month	\$0.015
Per min for mins above 5M mins per month	\$0.0125
Per Chat message	\$0.0015

Output - Monthly Charges	
Vaiable Telephone Number Charges – (USA)	
Toll Free numbers-	\$1.83
DID numbers-	\$0.91
Variable Call Charges – (USA)	
Toll Free usage	\$84.15
DID usage	\$0.00
Outbound usage-	\$4.38
Amazon Connect Charges – (Globally)	
Amazon Connect Call usage	\$142.63
Amazon Connect Chat usage	\$8.25
Amazon Lex Charges (Globally)	
Lex voice usage (IVR)	\$0.00
Lex chat usage-	\$0.00
AWS Lambda Charges – (USA)-	
Lambda costs for IVR calls	\$0.00
Lambda costs for Chat sessions	\$0.04
S3 Standard, Storage Charges – (USA)-	
S3 Standard Storage for call recordings	\$0.36
Amazon Polly Charges (Globally)	
Polly for contact flow prompts	\$0.00
Contact Lens for Amazon Connect Charges – (Globally)	
Contact Lens for Calls	\$0.00
**Contact Lens for Chats	\$0.00
Total Monthly	\$242.51

Note:
This Schedule 5 is replaced by Compute Resource Specifications applicable to Statement of Work for BenefitsCal Technical Help Desk that are 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).

Amazon Connect Pricing Sample Calculator

*** THIS IS NOT A QUOTE - Actual usage pricing may vary ***

Customer Inputs		
IVR/Telephony Phone Numbers	Value	Period
Quantity of USA Toll Free numbers owned	4	Per Month
Quantity of USA DID (local) numbers owned	4	Per Month
IVR/Telephony Telephony Usage	Value	Period
Total number of inbound calls handled	4,400	Per Month
Inbound mins delivered via USA Toll Free #s	14,025	Per Month
Inbound mins delivered via USA DID (local) #s	0	Per Month
Outbound mins for calls made to USA	4,823	Per Month
IVR/Telephony Web & Mobile Chat	Value	Period
Total number of chats sessions	275	Per Month
Average # of messages (customer, bot, agent)	15	Per Chat
Chatbots for Natural Language Experiences (IVR & Chat)	Value	Period
Average number of Voice utterances	0	Per Call
Average number of Text utterances	0	Per Chat
IVR Data Dips for Personal & Dynamic Experiences	Value	Period
Lambda invocations to perform "data dips"	0	Per Call
Lambda invocations to perform "data dips"	2	Per Chat
IVR/Telephony Recording	Value	Period
Peak number of concurrently logged in agents	2	Any
Total call mins handled by agents (inbound & outbound)	15,848	Per Month
Amazon Polly	Value	Period
Number of Characters – TTS	2000	Per Character
IVR/Telephony AI/ML Analytics for Calls & Chats	Value	Period
Percentage of agent calls to be analyzed by Contact Lens	0	Per Month
**Percentage of chats to be analyzed by Contact Lens	0	Per Month

AWS Rates	
Variable Telephone Number Charges – (USA)	
Per Month for Toll Free numbers	\$1.83
Per Month for DID numbers	\$0.943
Variable Call Charges – (USA)	
Per Min via inbound Toll Free #	\$0.0120
Per Min via inbound DID #	\$0.0022
Per Min outbound (from USA to USA)	\$0.0048
Amazon Connect Charges – (Globally)	
Per Min via Amazon Connect Calls	\$0.018
Per Message via Amazon Connect Chat	\$0.004
Amazon Lex Charges (Globally)	
Per Voice Utterance	\$0.00400
Per Text Utterance	\$0.00075
AWS Lambda Charges – (USA)	
Per Request*	\$0.0000252
S3 Standard, Storage Charges – (USA)	
Per GB per Month	\$0.023
Recording mins per GB	———— 512
Amazon Polly Charges (Globally)	
Per character	\$0.0000040
Contact Lens for Amazon Connect Charges – (Globally)	
Per min for first 5M mins per month	\$0.045
Per min for mins above 5M mins per month	\$0.0125
Per Chat message	\$0.0045

Output – Monthly Charges	
Variable Telephone Number Charges – (USA)	
Toll Free numbers	\$1.83
DID numbers	\$0.94
Variable Call Charges – (USA)	
Toll Free usage	\$168.30
DID usage	\$0.00
Outbound usage	\$8.76
Amazon Connect Charges – (Globally)	
Amazon Connect Call usage	\$285.27
Amazon Connect Chat usage	\$16.50
Amazon Lex Charges (Globally)	
Lex voice usage (IVR)	\$0.00
Lex chat usage	\$0.00
AWS Lambda Charges – (USA)	
Lambda costs for IVR calls	\$0.00
Lambda costs for Chat sessions	\$0.04
S3 Standard, Storage Charges – (USA)	
S3 Standard Storage for call recordings	\$0.74
Amazon Polly Charges (Globally)	
Polly for contact flow prompts	\$0.04
Contact Lens for Amazon Connect Charges – (Global)	
Contact Lens for Calls	\$0.00
**Contact Lens for Chats	\$0.00
Total Monthly	\$482.29

Note:

This Schedule 5 is replaced by Compute Resource Specifications applicable to Statement of Work for BenefitsCal Technical Help Desk that are 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).

Description

- This estimate is based on the following for 2 agents:
1) 1,100 Calls Per month (50 calls per day with 22 buiness days in a month which totals to 1,100 calls per month.)
2) AHT = 15 Minutes (AHT is 15 minutes with 12.5 minutes being talk and 2.5 minutes for after call work.)
1 3) Based on the metrics from 1-3 above, this results in 14,025 minutes of talk time.
2 AWS Costs are based on the metrics and talk time in assumption #1.
3 Agent counts are based on the numbers provided by Gainwell.
 The AWS Chat costs are based on a volume equal to 25% of the monthly call volume, an average of 15 messages
4 per chat, and 2 lambda calls per chat.
5 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
6 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 BenfitsCal (no new
7 report is developed)
8 For ServiceNow, it is assumed that license requirement is from July 1, 2022 to April 30, 2024
9 No changes to current process required for ServiceNow
10 As the number of call agent increase the ServiceNow per user license cost will increase by \$150 per month
11 Gainwell will provide the computer and headset for call agents and will be managed by Gainwell
- 12 Agents will use the enhanced call control panel for taking calls, chats, and leveraging the screensharing capabilities.
 IVR/Telephony go-live in the Consortium AWS account is currently scheduled to go-live when we transition the help
13 desk over to the Consortium AWS account. This is currently scheduled for September 2022.
 Gainwell will provide the AWS Connect services until we migrate them over to the Consortium AWS account in
14 September 2022.
 eGain and Calabrio software are not included in this estimate. The Gainwell team will leverage the existing "out of
15 the box" reporting for Amazon Connect.
16 The IVR/Telephony solution will support English and Spanish languages in the IVR.

	LRS R&A	Change Notice Number
Total Baseline Allocation (Amendment 23)	\$ 50,000,000.00	
Total Allocated Amounts (sum of items below)	\$ 46,172,949.00	
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
LRS Modifications and Enhancements Services for State Fiscal Year 2020/2021	\$ 2,261,127.00	NINE
CalHEERS Maintenance (for Change Notice No. FIVE)	\$ (3,470,952.00)	TEN
CalHEERS Maintenance	\$ 3,883,724.00	TEN
Medi-Cal Redetermination Forms	\$ 1,800,900.00	TEN
Medi-Cal Full Scope Expansion	\$ 536,268.00	TEN
CalSAWS API Integration for BenefitsCal/GetCalFresh	\$ 1,238,837.00	TEN
LRS Modifications and Enhancements Services for State Fiscal Year 2021/2022	\$ 1,331,242.00	TEN
CalWORKs Time Clock	\$ 1,204,950.00	ELEVEN
CalWORKs Child Support Pass-Through to Families	\$ 165,822.00	ELEVEN
Elderly Simplified Application Project	\$ 499,902.00	ELEVEN
Pandemic Emergency Assistance Fund	\$ 174,000.00	ELEVEN
Stage One Continuous Eligibility (Child Care Provider Portal) (for Change Notice No. FIVE)	\$ (2,383,800.00)	ELEVEN
Stage One Continuous Eligibility (Child Care Provider Portal)	\$ 2,383,800.00	ELEVEN
CalFresh Public Assistance Definition Alignment	\$ 574,896.00	ELEVEN
ForgeRock IAM Maintenance and Operations	\$ 1,243,200.00	ELEVEN
CalHEERS Maintenance (for Change Notice No. TEN)	\$ (3,883,724.00)	TWELVE
CalHEERS Maintenance	\$ 4,331,733.00	TWELVE
Extended C-IV Post-Deployment Support	\$ 300,000.00	TWELVE
CDSS Reports Support	\$ 299,976.00	THIRTEEN
CalSAWS Correspondence	\$ 4,329,375.00	THIRTEEN
Additional CalSAWS M&E Services for SFY 2021/22	\$ 670,590.00	THIRTEEN
CalSAWS Accessibility Testing	\$ 143,320.00	FOURTEEN
Functional Support	\$ 545,194.00	FIFTEEN
Removal of Homeless Assistance \$100 Asset Limit	\$ 34,800.00	FIFTEEN
Transitional Housing Supplement	\$ 340,692.00	FIFTEEN
Cal-OAR	\$ 87,000.00	FIFTEEN
CalFresh Overissuances (Brown-Tapia)	\$ 17,400.00	FIFTEEN
Additional CalSAWS M&E Services for SFY 2021/22	\$ 1,024,323.00	FIFTEEN
ARPA	\$ 272,658.00	SIXTEEN
ARPA (Change Notice No. SIXTEEN)	\$ (272,658.00)	SEVENTEEN
ARPA (Revised for Change Notice No. SEVENTEEN)	\$ 551,928.00	SEVENTEEN
Virtual Assistants	\$ 2,543,913.00	EIGHTEEN
Functional Support (for Change Notice No. 15)	\$ (545,194.00)	NINETEEN
Functional Support	\$ 4,784,052.00	NINETEEN
BenefitsCal Technical Help Desk, Contact Center, ServiceNow	\$ 185,238.00	NINETEEN
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Total Remaining Allocation (Row 2 less Row 3)	\$ 3,827,051.00	