

# ***California Statewide Automated Welfare System (CalSAWS)***

## **County Purchase SC-03-2023 Santa Clara County – Additional Licensing for Customer Service Center Expansion (Quantity 50)**

CalSAWS Consortium  
 Santa Clara County Purchase SC-03-2023

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## I. Overview:

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations (“M&O”) Extension) of the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the “Base Agreement”) between CalSAWS Consortium and Accenture LLP (“Accenture”), Santa Clara County (“County”) has requested to purchase new software to support fifty (50) additional agents/workers at the County’s Customer Service Center (“CSC”), as further described in this County order form (the “County Purchase”). This County Purchase includes Software Charges for the licensing, as well as recurring Production Operations Charges for central support per named CSC agent/worker.

The scope of this County Purchase includes the following:

- Software Charges
  - (50) eGain Operational Analytics Named User License through June 30, 2025
  - (50) Calabrio ONE Product Suite Bundle - 12-month Subscription License with annual renewal
  - (50) Calabrio Advanced Bulk Contact Export – 12-month Subscription License with annual renewal
- Recurring Production Operations Charges
  - Central support per named CSC agent/worker

### Assumptions:

- The charges set forth in Section III below (the “Total Charges”) are an estimate and are subject to changes at the time of ordering. The estimate includes taxes as appropriate. The final charges will be provided to the Consortium at the time of invoicing.
- The Consortium will retain ownership of all software licenses purchased under this County Purchase.
- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- Accenture staff will be responsible for set-up and installation of the software on this order.
- The County will be responsible for configuration and set-up of agent/worker routing profiles in Amazon Connect for the fifty (50) additional agents/workers.
- Accenture will work with the County to determine the schedule for deployment of the software following approval of this County Purchase.
  - Deployment of the software for the additional agents/workers may not align with the County’s go-live date on CalSAWS.
- No new workstations, monitors, keyboards, mice, headsets, or IP phones are included with this purchase, as the County will be providing such equipment from the County’s existing inventory.
- The County will be responsible for all facility setup, including, but not limited to furniture, electrical, HVAC, and data/electrical cabling.
- No technology or customer service training for the fifty (50) additional named CSC agents/workers is included in the scope of this County Purchase, as the County will be responsible for providing such training. Training for the additional CSC agents/workers will be

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conducted per the CalSAWS CSC Training Plan for the CalSAWS CSC Project under Schedule 15 (Statement of Work for CalSAWS Customer Service Center Project) to Exhibit X (CalSAWS M&O Extension).

- This County Purchase does not include any equipment for infrastructure upgrades. If the County requires additional network infrastructure equipment to support the fifty (50) additional agents/workers, then a separate County Purchase will be required.
- It is assumed that the additional CSC agents/workers will connect to the CalSAWS CSC solution via the County network. As such, this County Purchase does not include any WAN Administration Charges required to support the additional fifty (50) CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional fifty (50) CSC agents/workers, which are estimated to commence June 1, 2023 and continue through April 30, 2025.
  - These recurring Production Operations Charges will be invoiced monthly in arrears to the Consortium, who will, in turn, invoice the County.
  - Monthly recurring operations charges for central support of the CSC agents/workers are based on fifty (50) named agents/workers.
  - Production Operations Charges will provide Level 3 support for the CalSAWS CSC solution, which includes:
    - Analyzing, investigating, diagnosing, and resolving tickets reported by the CalSAWS Project's Level 1 support staff, and
    - Working with CalSAWS Project's Level 1 support staff to coordinate the investigation and resolution of tickets.
- All eGain licenses are purchased with licensing and software support agreements from the date of purchase through June 30, 2025 (unless noted otherwise). Once these agreements have expired, the County will be responsible for funding any licensing and support renewals or refreshes via the execution of a separate County Purchase.
- All Calabrio licenses are purchased with one (1)-year licensing and software support agreements from the date of purchase (unless noted otherwise) with annual software renewals. Once these agreements have expired, the County will be responsible for funding any licensing and support renewals or refreshes via the execution of a separate County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document ("APD") from the Office of Systems Integration ("OSI") that supports this purchase by May 31, 2023 in order to proceed with this purchase. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

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**II. Schedule:**

The charges associated with this County Purchase will be incurred during State Fiscal Years (“SFYs” 2023/24 and 2024/25.

**III. Total Charges:**

The following table outlines the Total Charges for this County Purchase.

<b>Total County Purchase Charges</b>	<b>SFY 22/23</b>	<b>SFY 23/24</b>	<b>SFY 24/25</b>	<b>Total Charges</b>
<b>Administrative Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$51,932.00</b>	<b>\$31,323.60</b>	<b>\$83,255.60</b>
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$51,932.00	\$31,323.60	\$83,255.60
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$34,308.00</b>	<b>\$31,449.00</b>	<b>\$65,757.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$34,308.00	\$31,449.00	\$65,757.00
<b>Total Charges</b>	<b>\$0.00</b>	<b>\$86,240.00</b>	<b>\$62,772.60</b>	<b>\$149,012.60</b>

**IV. References:**

This purchase will be tracked via ServiceNow.

**V. Attachment 1 to the County Purchase SC-03-2023 – Pricing Schedules**

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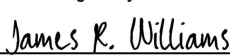
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**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase – SC-03-2023

The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

**COUNTY OF SANTA CLARA**

By: 

Printed Name: James R. Williams, J.D.

Title: County Executive Officer

Date: 7/19/2023

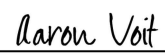
By: 

Printed Name: Daniel Little

Title: Director, Social Services Agency

Date: 7/14/2023

**Approved As to Form**

By: 

Printed Name: Aaron Voit

Title: Deputy County Counsel

Date: 7/13/2023

**Notice Address:**

County of Santa Clara, Social Services Agency  
333 W. Julian Street, 3<sup>rd</sup> Floor  
San Jose, CA 95110-2335

**CalSAWS Consortium**

By: 

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Jul 28, 2023

**Notice Address:**

CalSAWS Consortium  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95650-4481