

California Statewide Automated Welfare System (CalSAWS)

County Purchase LA-02-2022 Los Angeles County - Addition of Renewal ("RE") Line Interactive Voice Response System ("IVR")

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"), Los Angeles County ("County") has requested an integration between the CalSAWS Customer Service Center ("CSC") solution's Enhanced Call Control Panel ("eCCP") and the County's Renewal ("RE") Line Interactive Voice Response system ("IVR").

II. Scope:

The scope of this County Purchase includes one-time Regulatory and Administrative ("R&A") Change Budget Services for the design, development, testing, and implementation of the following additions for the County's CalSAWS CSC solution:

- **RE Line Queues:** Configure and implement up to fifty-five (55) queues (program and supported languages) for the RE line call flow. This would be inclusive of the following supported languages: English, Armenian, Korean, Cambodian, Chinese (Mandarin and Cantonese), Farsi, Russian, Spanish, Tagalog, and Vietnamese. Once created, the queues must also be configured in the following ways:
 - Update eGain Analytics for reports to be populated with all associated RE line queues,
 - Update eGain Analytics with data regarding the emergency queues,
 - Update the hours of operations for the RE Line queues to meet County business requirements, and
 - Queues will be configured to integrate with Calabrio One.
- **Update Inbound IVR:** Create a new contact flow to support the new RE Line queues and update the existing inbound IVR contact flows to route the customer to the new RE Line queue contact flow. The inbound IVR will also require the following updates:
 - Record new prompts in the following languages
 - English
 - Armenian
 - Korean
 - Cambodian
 - Chinese (Mandarin and Cantonese)
 - Farsi
 - Russian
 - Spanish
 - Tagalog
 - Vietnamese

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services Charges

III. Assumptions:

- *General Assumptions*
 - The charges set forth in Section V below (the "Total Charges") represent the maximum not-to-exceed charges for this County Purchase. The Total Charges include taxes as appropriate. The final charges will be provided to the Consortium at the time of invoicing.
 - The Total Charges below are based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by the parties in writing and may result in additional charges. These additional charges, if any, will be executed as a revision to this County Purchase.
 - One-time R&A Change Budget Services for the design, development, testing, and implementation of additions for the RE Line integration will be worked and invoiced on a time and materials ("T&M") basis up to a maximum of 655 hours. Invoices for such R&A Change Budget Services charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County.
 - Up to 655 hours will be worked and invoiced in State Fiscal Year ("SFY") 2023/24, commencing June 1, 2023 and continuing through the end of SFY 2023/24, May 31, 2024. If the County requests more hours to be worked during SFY 2023/24 or 2024/25, then a revision to this County Purchase would be required.
 - Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours if necessary. Any additional hours required for R&A Change Budget Services would result in additional charges. These additional charges would require a revision to this County Purchase.
 - The scope of work defined in this County Purchase will be executed under System Change Requests ("SCRs") that will be approved by the CalSAWS Change Control Board.
 - These SCRs will move through the development lifecycle, following the standard release management process as documented in the CalSAWS Modifications and Enhancements ("M&E") Services Plan. SCRs will be signed off by the County's CalSAWS Regional Manager in a timely manner to meet documented target release dates.
 - Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
 - The SCR for the RE Line integration will be implemented in the CalSAWS System by the County's anticipated go-live on the CalSAWS CSC solution, November 30, 2023, unless otherwise mutually agreed in writing.
 - Changes to the County's expected go-live on the CalSAWS CSC solution will result in additional R&A Change Budget Services and would be provided to the County via a revision to this County Purchase.

- Development and testing estimates do not include independent test or user acceptance test activities. The Project team will provide Model Office testing support during the Model Office period prior to go-live.
- Implementation of the additions under this County Purchase require business process transformation efforts to align use of the functionalities with the County's current business processes. The County will fully own the effort around the definition of roles and responsibilities, definition of new processes, job training, change management, and communication related to the use of additional functionalities. This County Purchase does not include Services for Accenture to assist with the business process transformation effort.
 - The County should use same Web-Based Trainings ("WBT") used for main CSC agents for familiarity and training with the enhanced Call Control Panel ("eCCP"). The County should incorporate RE Line call flow scripting for Model Office testing. A dedicated RE Line WBT will not be provided.
- The additions that will be deployed under this County Purchase 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 Accenture to use AWS organizations to support the scope of work for this County Purchase.
 - CDT is not a party to Exhibit X (CalSAWS M&O Extension) nor this County Purchase 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.
 - AWS, CDT, and additional resale parties will not disable services or take other actions/inactions that would prevent Accenture from deploying.
 - The Total Charges for this County Purchase do not include any charges from AWS for compute resources or other AWS services required for non-production and production operations.
 - It is assumed that the additional RE Line will not have an impact on the Consortium's planned compute resources. If the Consortium's planned compute resources are impacted by the RE Line, the County will be responsible for funding such charges. 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 and the Consortium will, in turn, invoice the County.
 - It is assumed that the AWS compute resources and services required for the project will be funded by the Consortium through October 31, 2024, pending the availability of funds.

- The Consortium will be responsible for charges for AWS compute resources and services required to support the additions for the RE Line integration. As the work for this project progresses, Accenture may identify additional compute resources or services that are required for Accenture to manage and operate the RE Line integration in the AWS Cloud. In the event Accenture identifies additional compute resources or services required for delivering the project, Accenture will discuss with the Consortium and the County such compute resources or services. The Consortium is responsible for making such resources available to Accenture to support the delivery of the project, including the procurement and funding of those resources.
- The County will have the ability to modify pertinent configurations for its main CSC and RE line through the following methods:

Configuration	CSC Line	RE Line
Emergency Open/ Close	Dial dedicated CSC phone number for emergency open/close procedure Modify in eCCP Administrative ("Admin") Page <i>(Executing in Admin Page would only open / close CSC line)</i>	Dial dedicated RE Line phone number for emergency open/close procedure Modify in Amazon Connect Production console
Emergency Message	Modify in eCCP Admin Page <i>(Modifying emergency message would only affect CSC line)</i>	Modify in Amazon Connect non-production instance and execute through support model process* (CalSAWS Contact Center team to implement changes in Production)
Informational Message	Modify in eCCP Admin Page <i>(Modifying informational message would only affect CSC line)</i>	Modify in Amazon Connect non-production instance and execute through support model process* (CalSAWS Contact Center team to implement changes in Production)
Courtesy Callback ("CCB") Configurations	Modify in eCCP Admin Page <i>Courtesy callback configurations would be modified for all queues in Connect production console (CSC and RE Line)</i>	
Queue Hold Messages	Modify in eCCP Admin Page <i>Modifying queue hold messages would only affect CSC line</i>	Modify in Amazon Connect non-production instance and execute through support model process* (CalSAWS Contact Center team to implement changes in Production)
Adjusting Queue Limits	Modify in eCCP Admin Page <i>CSC queues can be individually modified in Production</i>	Modify in eCCP Admin Page <i>RE line queues can be individually modified in Production</i>
Roll-on /Off / Update agents	Modify in eCCP Admin Page <i>CSC agents can be individually modified in Production</i>	Modify in eCCP Admin Page <i>RE line agents can be individually modified in Production</i>

Create / Delete / Edit Team	Modify in eCCP Admin Page <i>CSC teams can be individually modified in Production</i>	Modify in eCCP Admin Page <i>RE line teams can be individually modified in Production</i>
Quick Connects – Edit / Add / Delete	Modify in eCCP Admin Page <i>CSC-associated quick connects can be individually modified in Production</i>	Modify in eCCP Admin Page <i>RE Line-associated quick connects can be individually modified in Production</i>

*Support model process: under circumstances where functionality would need to be executed outside of the Admin Page (as indicated in the table above), the County would follow the standard process for making changes in the system (support model process). As part of this process, the CalSAWS Contact Center team would elevate changes into Production.

- The County will be responsible for creating new or updating existing routing profiles in support of the new RE Line queues. The County will have the ability to appropriately filter agents by CSC or RE Line in Amazon Connect through assigned hierarchies and associated agent routing profiles.
- Implementation of additional queues will not modify existing queues.
- The County will be responsible for creating new or updating existing quick connects in support of the new RE Line queues. Project team will add in an initial load of RE Line-associated quick connects for Model Office.
- The County has requested additional software licensing and Production Operations for up to 1,500 additional CSC agents/workers. This County Purchase does not include Software Charges for the additional licensing or recurring Production Operations Charges for central support for the additional agents/workers.
 - It is assumed these Charges will be funded by the Consortium, pending the availability of funds. Such Production Operations Charges for central support for the agents/workers are expected to commence November 1, 2023 and continue through April 30, 2025. In the event that the Consortium is not able to provide funding for the software licenses or ongoing Production Operations Charges for supporting the agents/workers, the County will be responsible for funding such charges via a revision to this County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document (“APD”) or alternative form of authorized spending from the Office of Systems Integration (“OSI”) that supports this purchase by July 31, 2023 in order to proceed with this purchase. Otherwise, the Total Charges provided in this County Purchase will not be valid and a new County Purchase will be required.

IV. Schedule:

The charges associated with this County Purchase will be incurred during SFY 2023/24.

V. Total Charges:

The following table outlines the total charges for this County Purchase.

Total County Purchase Charges	SFY 22/23	SFY 23/24	SFY 24/25	Total Charges
One-Time R&A Change Budget Services	\$0.00	\$119,458.46	\$0.00	\$119,458.46
Hardware and Software Charges	\$0.00	\$0.00	\$0.00	\$0.00
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	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00	\$0.00
Total Charges	\$0.00	\$119,458.46	\$0.00	\$119,458.46

VI. Attachment 1 to the County Purchase LA-02-2022 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase - LA-02-2022

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

Los Angeles County

By: Jackie Contreras

Printed Name: Jackie Contreras, Ph.D.

Title: DPSS Director

Date: 8/15/2023

Approved As to Form
Los Angeles County Counsel

By: Truc Moore

Printed Name: Truc Moore

Title: Principal Deputy County Counsel

Date: 7/20/2023

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CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Aug 31, 2023 15:14 PDT)

Printed Name: Holly Murphy

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Date: Aug 31, 2023

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Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (Aug 30, 2023 15:30 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture CalSAWS Project Executive

Date: Aug 30, 2023