

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

**County Purchase KR-03-2023
Kern County - Additional Licensing for Customer Service
Center ("CSC") Expansion (Quantity 100)**

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"), Kern County ("County") has requested to purchase new software to support 100 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.

The scope of this County Purchase includes the following:

- Software Charges
 - (100) eGain Operational Analytics Named User License through June 30, 2025
 - (100) Calabrio ONE Product Suite Bundle - 12-month Subscription License
 - (100) Calabrio Advanced Bulk Contact Export - 12-month Subscription License

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 100 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 will 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 100 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 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 100 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 100 CSC agents/workers.
- The County will be responsible for funding monthly recurring Production Operations Charges for central support for the additional 100 CSC agents/workers. Such charges will be provided to the County via a separate County Purchase.
- 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). Once these agreements have expired, the County will be responsible for funding any licensing and support renewals or refreshes via a separate 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 September 25, 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.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Year ("SFY") 2023/24.

III. Total Charges:

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

Total County Purchase Charges	SFY 23/24	SFY 24/25	Total Charges
Administrative Charges	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$103,864.00	\$0.00	\$103,864.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$103,864.00	\$0.00	\$103,864.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
Total Charges	\$103,864.00	\$0.00	\$103,864.00

IV. References:

This purchase will be tracked via ServiceNow Procurement Request RITM0043943.

V. Attachment 1 to the County Purchase KR-03-2023 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase - KR-03-2023

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

Kern County

By: Carol J Cox
Printed Name: Carol J Cox / Cindy Metz - Deputy Director
Title: (Director or Deputy Director) / General Services Manager
Date: 10/11/2023

Approved As to Form
Kern County Counsel

By: [Signature]
Printed Name: Rayan Walters
Title: Deputy County Counsel
Date: 10/11/2023

Notice Address:
100 E. California Avenue
Bakersfield, CA 93302

CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Apr 18, 2024 08:45 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Apr 18, 2024

Notice Address:
CalSAWS Consortium
11290 Pyrites Way, Suite 150
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Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (Apr 17, 2024 20:27 PDT)
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: Apr 17, 2024