

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

## **County Purchase SM-03-2023 San Mateo County – Additional Licensing for Customer Service Center Expansion (Quantity 20) – Revision 1**

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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”), San Mateo County (“County”) has requested to purchase new software to support twenty (20) 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 Revision 1 to this County Purchase is to update the Assumptions, Section II (the “Schedule”), and Section III (the “Total Charges”) to include software renewals in State Fiscal Year (“SFY”) 2024/25 and 2025/26 as well as ongoing recurring Operation for central support per CSC Agent. The Assumptions, Schedule, and Total Charges sections have been updated to reflect these changes:

- Software renewals for Calabrio ONE Product Suite Bundle and Calabrio Advanced Bulk Contact Export licenses are included in SFY 2024/25 and 2025/26.
- Monthly recurring Productions Operations Charges for enhanced central support for CSC agents are estimated to commence July 1, 2023 and continue through July 31, 2025.
- There was an overall increase to the Total Charges included in Revision 1 to this County Purchase.

The scope of this County Purchase includes the following:

- Software Charges
  - (20) eGain Operational Analytics Named User License through June 30, 2025
  - (20) Calabrio ONE Product Suite Bundle - 12-month Subscription License with annual renewals
  - (20) Calabrio Advanced Bulk Contact Export – 12-month Subscription License with annual renewals
- Recurring Production Operations Charges
  - Central support per named CSC agent/worker through July 31, 2025

### 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.

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- The County will be responsible for configuration and set-up of agent/worker routing profiles in Amazon Connect for the twenty (20) 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 twenty (20) 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 twenty (20) 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 twenty (20) CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional twenty (20) CSC agents/workers, which are estimated to commence July 1, 2023 and continue through July 31, 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 twenty (20) 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") or alternative form of authorized spending

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from the Office of Systems Integration (“OSI”) that supports this purchase by December 22, 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 SFYs 2023/24, 2024/25, and 2025/26.

**III. Total Charges:**

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

Total County Purchase Charges	SFY 23/24	SFY 24/25	SFY 25/26	Total Charges (Inclusive of Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
<b>Administrative Charges</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Hardware and Software Charges</b>	\$20,772.80	\$12,529.44	\$13,155.91	\$46,458.15	\$20,772.80	\$25,685.35
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$20,772.80	\$12,529.44	\$13,155.91	\$46,458.15	\$20,772.80	\$25,685.35
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	\$12,579.60	\$13,723.20	\$2,287.20	\$28,590.00	\$2,287.20	\$26,302.80
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$12,579.60	\$13,723.20	\$2,287.20	\$28,590.00	\$2,287.20	\$26,302.80
<b>Total Charges</b>	<b>\$33,352.40</b>	<b>\$26,252.64</b>	<b>\$15,443.11</b>	<b>\$75,048.15</b>	<b>\$23,060.00</b>	<b>\$51,988.15</b>

**IV. References:**

This purchase will be tracked via ServiceNow.

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

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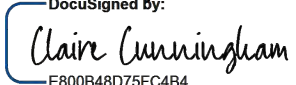
**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase – SM-03-2023 – Revision 1

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


**San Mateo County**

DocuSigned by:

By:   
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Printed Name: Claire Cunningham  
Title: Director  
Date: 12/6/2023 | 1:51 PM PST

**Approved As to Form**


San Mateo County Attorney

By:   
Printed Name: Lisa Cho  
Title: Deputy County Attorney  
Date: December 6, 2023

Notice Address:

County of San Mateo  
1 Davis Drive  
Belmont, CA 94002


**CalSAWS Consortium**

By:   
Printed Name: Holly Murphy  
Title: CalSAWS PMO Director  
Date: May 9, 2024

Notice Address:

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

**Accenture LLP**

By:   
Printed Name: Arnold J. Malvick  
Title: Accenture Project Executive  
Date: May 8, 2024