

California Statewide Automated Welfare System (CalSAWS)

County Purchase SC-02-2024 Santa Clara County - Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 128)

CalSAWS Consortium
Santa Clara County Purchase SC-02-2024

I. Overview

The County of Santa Clara ("County") is a member of the California Statewide Automated Welfare System ("CalSAWS") Consortium, a party to the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the "Agreement") between CalSAWS Consortium and Accenture LLP ("Accenture"), the terms of which are incorporated by reference to this County Purchase order ("County Purchase").

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations ("M&O") Extension) of the Agreement, the County has requested to purchase new software to support 128 additional agents/workers at the County's Customer Service Center ("CSC"), as further described in this County Purchase.

II. Execution of County Purchase

The parties to this County Purchase agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "ELECTRONIC COPY OF A SIGNED CONTRACT" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "ELECTRONICALLY SIGNED CONTRACT" means a contract that is executed by applying an electronic signature using technology mutually approved by the County, CalSAWS Consortium, and Accenture.

III. Scope

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
 - (128) eGain Operational Analytics Named User License – 12-month subscription license
 - (128) Calabrio ONE Product Suite Bundle - 12-month subscription license
 - (128) Calabrio Advanced Bulk Contact Export – 12-month subscription license
- Recurring Production Operations Charges
 - Central support per named CSC agent/worker
 - Administration of the County Purchase order

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Assumptions:

- The charges set forth in Section V 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.
 - Software must be received by June 10, 2024 in order for Software Charges to be invoiced to the County for State Fiscal Year ("SFY") 2023/24. Otherwise, these charges will be invoiced to the County for SFY 2024/25 and will require a revision to this County Purchase.
- 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 128 additional agents/workers.
- Accenture will work with the County to determine the schedule for deployment of the software following approval of this County Purchase.
- 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 128 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 128 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 128 CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional 128 CSC agents/workers and administration of the County Purchase order, which are estimated to commence July 1, 2024 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 128 named agents/workers.

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- 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.
- An estimate of up to ten (10) hours per month for the administration of the County Purchase order will apply. This includes the management of the County Purchase work plan, coordination with CalSAWS teams and the County, tracking of the County Purchase progress, and providing status updates.
- All eGain 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 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 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 Technology and Solutions Integration ("OTSI") that supports this purchase by June 7, 2024 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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IV. Schedule:

The charges associated with this County Purchase will be incurred during SFYs 2023/24, 2024/25, and 2025/26.

V. 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
Administrative Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$132,945.92	\$0.00	\$0.00	\$132,945.92
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	\$132,945.92	\$0.00	\$0.00	\$132,945.92
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$96,789.44	\$17,598.08	\$114,387.52
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$96,789.44	\$17,598.08	\$114,387.52
Total Charges	\$132,945.92	\$96,789.44	\$17,598.08	\$247,333.44

VI. References:

This purchase will be tracked via ServiceNow Ticket RITM0062951.

VII. Attachment 1 to the County Purchase SC-02-2024 - Pricing Schedules

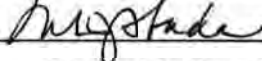
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COUNTY PURCHASE APPROVAL

Subject: County Purchase – SC-02-2024

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

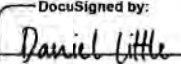
COUNTY OF SANTA CLARA

By: 

Printed Name: Matthew Hada

Title: Director of Procurement

Date: 6/11/2024

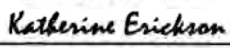
By: 

Printed Name: Daniel Little

Title: Director, Social Services Agency

Date: 6/11/2024

Approved as to Form:

By: 

Printed Name: Katherine Erickson

Title: Deputy County Counsel

Date: 6/11/2024

Notice Address:

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

CalSAWS Consortium

By: 

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Jun 12, 2024

Notice Address:

CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: 

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Jun 12, 2024