

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

**County Purchase HM-04-2023
Humboldt County - Additional Licensing for Customer
Service Center Expansion (Quantity 60)**

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"), Humboldt County ("County") has requested to purchase new software to support sixty (60) 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
 - (60) eGain Operational Analytics Named User License through June 30, 2025
 - (60) Calabrio ONE Product Suite Bundle - 12-month Subscription License with annual renewal
 - (60) 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 sixty (60) 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 sixty (60) 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 sixty (60) 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 sixty (60) CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional sixty (60) CSC agents/workers and administration of the County Purchase, which are estimated to commence April 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 sixty (60) 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.
 - An estimate of up to five (5) 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 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 Technology and Solutions Integration ("OTSI") that supports this purchase by March 29, 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.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years ("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
Administrative Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$62,318.40	\$37,588.32	\$0.00	\$99,906.72
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	\$62,318.40	\$37,588.32	\$0.00	\$99,906.72
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$8,341.60	\$50,049.60	\$8,341.60	\$66,732.80
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$8,341.60	\$50,049.60	\$8,341.60	\$66,732.80
Total Charges	\$70,660.00	\$87,637.92	\$8,341.60	\$166,639.52

IV. References:

This purchase will be tracked via ServiceNow Ticket RITM0045813.

V. Attachment 1 to the County Purchase HM-04-2023 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase - HM-04-2023

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

Humboldt County

By: 

Printed Name: Connie Beck

Title: Social Services Director

Date: May 30, 2024

*(Pursuant to the Authority Delegated by the
Humboldt County Board of Supervisors on
May 21, 2024 [Item No. D-21])*

Approved As to Form

Humboldt County Counsel

By: 

Printed Name: Scott A. Miles

Title: Interim County Counsel

Date: May 24, 2024

Notice Address:

Humboldt County Health and Human Services
929 Koster Street
Eureka, CA 95501

CalSAWS Consortium

By: 
Holly Murphy (Jun 4, 2024 12:44 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Jun 4, 2024

Notice Address:

CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: 
Arnold J. Malvick (May 31, 2024 15:13 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: May 31, 2024