

*California Statewide Automated Welfare
System (CalSAWS)*

**County Purchase KR-04-2023
Kern County - Software Renewal and Production
Operations for 100 Additional Contact Service
Center ("CSC") Agents**

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 and Production Operation Charges for central support per named CSC agent/worker.

The scope of this County Purchase includes the following:

- Software Charges
 - (100) Calabrio ONE Product Suite Bundle - Software License Renewal - 12-month Subscription License
 - (100) Calabrio Advanced Bulk Contact Export - Software License Renewal - 12-month Subscription License
- 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.
- This County Purchase includes Software Charges for the renewal of the software licenses procured via County Purchase KR-03-2023. It is assumed that the County will execute County Purchase KR-03-2023 preceding or in conjunction with the execution of this County Purchase, KR-04-2023. If County Purchase KR-03-2023 is not executed prior to or in conjunction with the execution of KR-04-2023, additional charges for software licensing would apply and would require a revision to this County Purchase.
- 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.
- 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 monthly recurring Production Operations Charges for central support for the additional 100 CSC agents/workers, which are estimated to commence September 1, 2023 and continue through April 30, 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 100 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 Calabrio license renewals 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.
- 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.

I. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years ("SFYs") 2023/24 and 2024/25.

II. 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	\$0.00	\$62,647.20	\$62,647.20
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$62,647.20	\$62,647.20
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$51,462.00	\$62,898.00	\$114,360.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$51,462.00	\$62,898.00	\$114,360.00
Total Charges	\$51,462.00	\$125,545.20	\$177,007.20

III. References:

This purchase will be tracked via ServiceNow Procurement Request RITM0043943.

IV. Attachment 1 to the County Purchase KR-04-2023 - Pricing Schedules

CalSAWS Consortium
Kern County Purchase KR-04-2023

COUNTY PURCHASE APPROVAL

Subject: County Purchase - KR-04-2023

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

Kern County

By: [Signature]
Printed Name: CAW/J Cox / Cindy Uetz
Title: (Director or Deputy Director) / General Services Manager
Date: 10/11/2023 Cindy Uetz - Chief Deputy Director

Approved As to Form
Kern County Counsel

By: [Signature]
Printed Name: Bryana Walters
Title: Deputy County Counsel
Date: 10/9/2023

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

CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Jul 26, 2024 09:46 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Jul 26, 2024

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

Accenture LLP

By: Lisa Salas
Lisa Salas (Jul 22, 2024 11:13 PDT)
Printed Name: Lisa Salas
Title: Managing Director
Date: Jul 22, 2024