

California Statewide Automated Welfare System (CalSAWS)

County Purchase SR-01-2024 Santa Cruz County – Additional Licensing for Customer Service Center (“CSC”) Expansion (Quantity 25)

CalSAWS Consortium
Santa Cruz County Purchase SR-01-2024

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”), Santa Cruz County (“County”) has requested to purchase new software to support twenty-five (25) additional agents/workers at the County’s Customer Service Center (“CSC”), as further described in this County order form (the “County Purchase”).

II. 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
 - (25) eGain Operational Analytics Named User License – 12-month subscription license
 - (25) Calabrio ONE Product Suite Bundle - 12-month subscription license
 - (25) 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

Assumptions:

- The charges set forth in Section IV below (the “Total Charges”) represent the maximum not to exceed amount 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 twenty-five (25) 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.

CalSAWS Consortium
 Santa Cruz County Purchase SR-01-2024

- No technology or customer service training for the twenty-five (25) 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-five (25) 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-five (25) CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional twenty-five (25) 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 twenty-five (25) 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 two (2) 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 July 12, 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.

CalSAWS Consortium
Santa Cruz County Purchase SR-01-2024

III. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years (“SFYs”) 2024/25 and 2025/26.

IV. Total Charges:

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

Total County Purchase Charges	SFY 24/25	SFY 25/26	Total Charges
Administrative Charges	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$17,218.00	\$0.00	\$17,218.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$17,218.00	\$0.00	\$17,218.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$18,980.50	\$3,451.00	\$22,431.50
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$18,980.50	\$3,451.00	\$22,431.50
Total Charges	\$36,198.50	\$3,451.00	\$39,649.50

V. References:

This purchase will be tracked via ServiceNow Ticket RITM0063024.

VI. Attachment 1 to the County Purchase SR-01-2024 - Pricing Schedules

CalSAWS Consortium
Santa Cruz County Purchase SR-01-2024

COUNTY PURCHASE APPROVAL

Subject: County Purchase - SR-01-2024

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

Santa Cruz County

DocuSigned by:
Randy Morris
By: D4FDBB7500084B1...
Printed Name: Randy Morris
Title: (Director or Deputy Director) Director
Date: 7/11/2024

Approved As to Form

Santa Cruz County Counsel

DocuSigned by:
Arthur G. Wille
By: FDS15C222C894DC...
Printed Name: Arthur G. wille
Title: County of Santa Cruz
Date: 7/10/2024

Approved As to Insurance

Santa Cruz County Risk Management

DocuSigned by:
Gina Borasi
By: E4EADCC98A3384DB...
Printed Name: Gina Borasi
Title: Associate Personnel Analyst - Risk Management
Date: 7/11/2024

Notice Address:

County of Santa Cruz, Human Services Department
1000 Emeline Avenue
Santa Cruz, CA 95060

CalSAWS Consortium
Santa Cruz County Purchase SR-01-2024

CalSAWS Consortium

By: *Holly Murphy*
Holly Murphy (Jul 12, 2024 14:25 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Jul 12, 2024

Notice Address:
CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: *Arnold J. Malvick*
Arnold J. Malvick (Jul 12, 2024 09:55 PDT)
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: Jul 12, 2024