

California Statewide Automated Welfare System (CalSAWS)

County Purchase YL-01-2024 Yolo County – Additional Licensing for Customer Service Center Expansion (Quantity 35)

CalSAWS Consortium
Yolo County Purchase YL-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”), Yolo County (“County”) has requested to purchase new software to support thirty-five (35) 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
 - (35) eGain Operational Analytics Named User License – 12-month subscription license
 - (35) Calabrio ONE Product Suite Bundle - 12-month subscription license
 - (35) Calabrio Advanced Bulk Contact Export – 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.
- 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 thirty-five (35) 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 thirty-five (35) 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).

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- This County Purchase does not include any equipment for infrastructure upgrades. If the County requires additional network infrastructure equipment to support the thirty-five (35) 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 thirty-five (35) CSC agents/ workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional thirty-five (35) CSC agents/ workers and administration of the County Purchase, which are estimated to commence October 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 thirty-five (35) 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 three (3) 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 approve this County Purchase by October 25, 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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II. Schedule:

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

III. 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	\$24,105.20	\$0.00	\$24,105.20
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$24,105.20	\$0.00	\$24,105.20
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$19,562.40	\$4,890.60	\$24,453.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$19,562.40	\$4,890.60	\$24,453.00
Total Charges	\$43,667.60	\$4,890.60	\$48,558.20

IV. References:

This purchase will be tracked via ServiceNow Ticket RITM0050716.

V. Attachment 1 to the County Purchase YL-01-2024 - Pricing Schedules

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COUNTY PURCHASE APPROVAL

Subject: County Purchase - YL-01-2024

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


Yolo County

By:  Signed by: Tonia Murphy
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Printed Name: Tonia Murphy,

Title: Deputy Director/Manager of Procurement General Services Department

Date: 8/27/2024

By:  Signed by: Nolan Sullivan
E4752BA1C9414D9...

Printed Name: Nolan Sullivan

Title: Director, Health and Human Services Agency

Approved As to Form
Philip J. Pogledich, Yolo County Counsel

By: 

Printed Name: Hope P. Welton

Title: Senior Deputy County Counsel

Date: 8/27/24

Notice Address:
County of Yolo, Employment & Human Services
25 N. Cottonwood Street
Woodland, CA 95695

CalSAWS Consortium

By:  Signed by: Holly Murphy
Holly Murphy (Sep 5, 2024 09:58 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Sep 5, 2024

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

Accenture LLP

By:  Signed by: Arnold J. Malvick
Arnold J. Malvick (Sep 4, 2024 13:01 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Sep 4, 2024