

California Statewide Automated Welfare System (CalSAWS)

County Purchase SB-02-2022 San Bernardino County - Emergency IVR Call Flow and Customer Service Center Expansion - Revision 1

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”), San Bernardino County (“County”) has requested the addition of two (2) new emergency-related queues to the County’s existing CalSAWS Interactive Voice Response (“IVR”) system, as well as the addition of eighteen (18) additional agents/workers for its CalSAWS Customer Service Center (“CSC”), as further described below in this County order form (“County Purchase”).

The scope of Revision 1 to this County Purchase is to update Section II (the “Scope”), Section III (the “Assumptions”), Section IV (the “Schedule”), and Section V (the “Total Charges”) to reflect the following changes:

- Due to the revised timeline for the work, Revision 1 to this County Purchase removes fixed-price milestones, as such hours will be worked and invoiced on a time and materials (“T&M”) basis as one-time Regulatory and Administrative (“R&A”) Change Budget Services.
- Revision 1 to this County Purchase reduces the hours for one-time R&A Change Budget Services and updates the schedule for such work. One-time R&A Change Budget Services of up to 364 hours will be worked and invoiced in State Fiscal Year (“SFY”) 2024/25.

There was an overall decrease to the Total Charges included in Revision 1 to this County Purchase.

II. Scope:

The scope of this County Purchase includes one-time R&A Change Budget Services for the design, development, testing, and implementation of the following enhancements for the County’s CalSAWS IVR solution:

- **Emergency Queues:** Configure and implement two (2) new emergency queues, one (1) for English and one (1) for Spanish. Once created, the queues will also be configured in the following ways:
 - Update eGain Analytics solution to enable reports to be populated with data regarding the emergency queues, and
 - Update the hours of operations for the two (2) new emergency queues to meet the County’s business requirements.
- **Update Inbound IVR:** Create a new contact flow to support the two (2) above-mentioned emergency queues and update the existing inbound IVR contact flows to route the customer to the new emergency queue contact flow. The inbound IVR will also require the following updates:
 - Record new prompts in the following languages
 - English
 - Spanish
 - Farsi

- Vietnamese
- Mandarin
- Tagalog
- Russian
- Korean
- Cambodian
- Hmong
- Arabic
- Lao
- Cantonese
- Armenian
- Portuguese

This County Purchase also includes Software Charges and ongoing recurring Production Operations Charges to support the additional eighteen (18) CSC agents/workers through October 31, 2023.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services
- Software Charges
 - (18) eGain Operational Analytics (Named User per Port) – 3-year Subscription License
 - (18) Calabrio ONE Product Suite Bundle – 24-month Subscription License
 - (18) Calabrio Advanced Bulk Contract Export – 24-month Subscription License
- Recurring Production Operations Charges
 - Central Support per CSC agent/worker

III. Assumptions:

- *General 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 Total Charges below are based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by the parties and may result in additional charges. These additional charges will be executed as a revision/amendment to this County Purchase.
 - One-time R&A Change Budget Services will be worked and invoiced on a T&M basis up to a maximum of 364 hours. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. The County will be invoiced for actual hours worked.

- Up to 364 hours will be worked and invoiced in SFY 2024/25, estimated to commence upon approval of this County Purchase and continue through the end of SFY 2024/25, May 31, 2025.
- If the County requests more hours for SFY 2024/25, a revision to this County Purchase would be required. If the County requests more hours for SFY 2025/26 prior to the expiration of the Base Agreement (currently July 31, 2025), a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
- Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
- R&A Change Budget Services will be tracked in a work plan; the Consortium will be provided with access to that work plan.
- Revision 1 to County Purchase SB-02-2022 must be approved by May 15, 2025 in order for one-time R&A Change Budget Services to be invoiced to the County in SFY 2024/25. Otherwise, the estimates provided in this County Purchase will not be valid and a new revision will be required.
- The scope of work defined in this County Purchase will be executed under System Change Requests (“SCRs”) that will be approved by the CalSAWS Change Control Board.
 - SCR(s) will move through the development lifecycle, following the standard release management process as documented in the CalSAWS Modifications and Enhancements (“M&E”) Services Plan. SCR(s) will be signed off by the County’s CalSAWS Regional Manager in a timely manner to meet documented target release dates.
- The SCR for the emergency queues will be implemented in the County’s CalSAWS IVR system by December 28, 2023, unless otherwise mutually agreed in writing.
- Development and testing estimates do not include independent test. The County Purchase includes scope associated with supporting County users’ testing of the new emergency queues.
- Accenture will work with the County to develop a schedule for this project.
- Implementation of the enhancements under this County Purchase require business process transformation efforts to align use of the functionalities with the County’s current business processes. The County will fully own the effort around the definition of roles and responsibilities, definition of new processes, job training, change management, and communication related to the use of additional functionalities. This County Purchase does not include services for Accenture to assist with the business process transformation effort.
- The enhancements that will be deployed under this County Purchase will be hosted in the Consortium’s CalSAWS Amazon Web Services (“AWS”) Cloud account and will use Amazon Connect.

- AWS and the California Department of Technology (“CDT”) will provide ability for Contractor to use AWS organizations to support the scope of work for this County Purchase.
 - CDT is not a party to Exhibit X (the CalSAWS M&O Extension) nor this County Purchase, but is providing services on behalf of the Consortium critical to the success of the project. It is the Consortium’s responsibility to resolve issues related to CDT and/or the AWS Cloud to enable deployment and management of the AWS compute resources in the Consortium’s CalSAWS AWS Cloud.
 - AWS, CDT, and JHC Technology (the reseller CDT is using) will not disable services or take other actions/inactions that would prevent Contractor from deploying/managing the emergency queues or updated contact flows for the project.
 - The Total Charges for this County Purchase does not include any services from AWS for compute resources or other AWS services required for non-production and production operations. The Consortium will be fully responsible for making such resources and services available for supporting the project, including the procurement and payment for such services from AWS. Because the Consortium’s AWS Cloud account (and the Consortium’s agreement with CDT for AWS) will be leveraged for the project, it is assumed that such charges will be invoiced to the Consortium by CDT and the Consortium will, in turn, invoice the County.
 - The estimated compute resources for the project are provided in Schedule 5 (AWS Estimate – CalSAWS Cloud) of Attachment 1 (Pricing Schedules) to this County Purchase for the Consortium and County’s budgeting purposes and are based on information known by Contractor as of June 2, 2022. The estimated AWS compute resources for this project are based on an estimated 800 monthly call volume, 80% of calls answered within thirty (30) seconds, an average talk time of 1,950 seconds, and an average wrap time of 750 seconds, for an estimated total of 26,200 minutes per month.
 - 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 Technology and Solutions Integration (“OTSI”) that supports this purchase by April 1, 2025 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.
- *Assumptions regarding the emergency queues*
 - The County will be responsible for creating new or updating existing routing profiles in support of the new emergency queues.
 - Implementation of the enhancements will not modify any existing queues in the CalSAWS IVR system.
 - Reports regarding the usage of the two (2) new emergency queues will leverage existing canned reports within the eGain Analytics solution.
 - *Assumptions regarding additional CSC agents/workers*

- 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 routing profiles in Amazon Connect for the eighteen (18) additional agents/workers.
- No new workstations, monitors, keyboards, mice, headsets, or IP phones are included with this purchase for the CSC workers, as the County will be providing such equipment from the County's existing inventory, as well as set up and installation of such equipment.
- 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 eighteen (18) 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 Maintenance and Operations ("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 eighteen (18) 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 eighteen (18) CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional eighteen (18) CSC agents, which are estimated to commence August 1, 2022 and continue through October 31, 2023.
 - Monthly recurring operations charges for central support of the CSC agents/workers are based on eighteen (18) named agents/workers.
 - Production Operations charges include 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
 - Working with CalSAWS Project's Level 1 support staff to coordinate the investigation and resolution of tickets
 - It is assumed that these ongoing recurring Production Operations charges will be funded by the Consortium commencing November 1, 2023 onward.. In the event that the Consortium is not able to provide funding for such ongoing Production Operations charges for the additional agents/workers, the County will be responsible for funding such charges via an amendment to this County Purchase.

- All eGain licenses are purchased with three (3)-year licensing and software support agreements from the date of purchase. Once these agreements have expired, the County will be responsible for funding any support renewals or refreshes via the execution of a separate County Purchase.
- All Calabrio licenses are purchased with two (2)-year licensing and software support agreements from the date of purchase. Once these agreements have expired, the County will be responsible for funding any support renewals or refreshes via the execution of a separate County Purchase.

IV. Schedule:

The charges associated with this County Purchase will be incurred during SFYs 2022/23, 2023/24, and 2024/25.

V. Total Charges:

The following table outlines the total charges for this County Purchase.

Total County Purchase Charges	SFY 2022/23	SFY 2023/24	SFY 2024/25	Total Charges (Inclusive of Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
One-Time R&A Change Budget Services Charges	\$0.00	\$0.00	\$68,293.37	\$68,293.37	\$114,318.00	-\$46,024.63
Hardware and Software Charges	\$18,680.76	\$11,276.50	\$0.00	\$29,957.26	\$29,957.26	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$18,680.76	\$11,276.50	\$0.00	\$29,957.26	\$29,957.26	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$10,090.80	\$5,146.20	\$0.00	\$15,237.00	\$15,237.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$10,090.80	\$5,146.20	\$0.00	\$15,237.00	\$15,237.00	\$0.00
Total Charges	\$28,771.56	\$16,422.70	\$68,293.37	\$113,487.63	\$159,512.26	-\$46,024.63

VI. Attachment 1 to the County Purchase SB-02-2022 – Pricing Schedules – Revision 1

COUNTY PURCHASE APPROVAL

Subject: County Purchase - SB-02-2022 - Revision 1

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

San Bernardino County

By: Leo Gomez

Printed Name: Leo Gomez

Title: Purchasing Manager

Date: 4/9/2025

Approved As to Form

San Bernardino County Counsel

By: Adam Ebright

Printed Name: Adam Ebright

Title: Deputy County Counsel

Date: 4/9/2025

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CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Apr 9, 2025 10:03 PST)

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 04/09/2025

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Accenture LLP

By: Lisa Salas
Lisa Salas (Apr 9, 2025 10:03 PST)

Printed Name: Lisa Salas

Title: Managing Director

Date: 04/09/2025