

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase LA-01-2024 Los Angeles County - Custom Courtesy Callback ("CCB") Solution and New Afterhours Interactive Voice Response ("IVR") Flow - 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”), Los Angeles County (“County”) has requested a custom Courtesy Callback (“CCB”) solution for the County’s Customer Service Center (“CSC”) and the Renewal (“RE”) Line, and a new afterhours customer experience for the County’s CSC, as further described in this County order form (the “County Purchase”).

The scope of Revision 1 to this County Purchase is to update Section II (the “Scope”), Section III (the “Assumptions”), and Section V (the “Total Charges”) to revise the scope for one-time R&A Change Budget Services. The County requested to modify the real-time and historical reports. The Scope and Assumptions have been updated to reflect these changes:

- One-time R&A Change Budget Services of up to 685 additional hours were added to Revision 1 to this County Purchase in State Fiscal Year (“SFY”) 2024/25 for the additional scope requested by the County.
- There was an overall increase to the Total Charges in Revision 1 to this County Purchase.

**II. Scope:**

The County identified a business requirement for Accenture to create a custom CCB solution that will place the customer back in the queue before connecting to an agent, and a new self-service only flow within the Interactive Voice Response (“IVR”) for customers that call after hours. This County Purchase describes the Regulatory and Administrative (“R&A”) Change Budget Services for Accenture to provide technical consulting support to build the related infrastructure and deploy it in the County’s existing CSC environments.

The one-time R&A Change Budget Services include up to 3,335 hours to assist the County with the following:

- Modifying the existing CSC and RE Line call flows to present callers with a self-service only experience when calling after hours.
  - The after-hours flow will provide access to all existing self-service options but will not present the customer with an option to speak to a worker.
  - A new version of the IVR call flow will be drafted during the design phase.
- Building and maintaining the infrastructure to support a custom CCB experience.
- Creating and configuring four (4) Amazon Lambdas to validate a customer is eligible for CCB, send an Application Programming Interface (“API”) request when a customer opts-in for CCB, process unsuccessful CCB attempts, and automate the sending of historical reports.
  - The County will be able to enable and disable CCB via the Admin Page within the Enhanced Call Control Panel (“eCCP”) on a per-queue basis.
- Creating and configuring one (1) Amazon API Gateway to process Representational State Transfer (“REST”) API requests.

- Creating and configuring one (1) Amazon EventBridge to reschedule unsuccessful CCB attempts.
- Configuring two (2) DynamoDB tables for storing callback attempts and the disposition of each callback attempt.
- Building one (1) automated historical report that emails the County staff each day, each week, and each month with the following data from the previous business day:
  - Total number of callbacks offered,
  - Total number of callback offers declined,
  - Total number of attempted callbacks,
  - Average wait time for each queue,
  - Average wait time, excluding CCB time, for each queue,
  - Maximum wait time for each queue,
  - Maximum wait time, excluding CCB time, for each queue,
  - Total number of successful callbacks, and
  - Total number of unsuccessful callbacks.
- Testing of the new afterhours IVR experience.
- Testing of the custom CCB solution and validation of report.
- Providing documentation as requested by the County, which may include system diagrams, presentation materials, or other documentation.
- Conducting User Acceptance Testing (“UAT”) with identified County staff.
- Supporting the County during UAT and making minor modifications based on County feedback which are optional and for which an estimate of 185 hours are included in this County Purchase. Accenture will work with the County to develop a schedule for this work should the County elect to use these hours.

This County Purchase also includes R&A Change Budget Services of up to 150 hours for administration of the County Purchase order. 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.

This County Purchase includes up to fifty (50) hours per month for recurring R&A Change Budget Services for Accenture staff to assist the County with monitoring the custom CCB solution and reporting assistance as needed and providing refactoring support for changes that affect the CCB solution as follows:

- As part of the CalSAWS release process, provide up to forty (40) hours per month for CSC monitoring and support.
- Provide infrastructure support for Amazon Web Services (“AWS”) issues, configuration, and Technical Operations support or changes that are required as part of the CalSAWS process or identified by the County or CalSAWS, estimated up to ten (10) hours per month.

This County Purchase also includes recurring R&A Change Budget Services of up to five (5) hours per month for administration of the County Purchase order. 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.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services
- Recurring R&A Change Budget Services

### III. Assumptions:

- The charges set forth in Section V below (the "Total Charges") are based on the scope of work outlined in this County Purchase. The Total Charges represent a maximum not to exceed price of this County Purchase order. Any changes in scope must be mutually agreed upon by Accenture and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
- One-Time R&A Change Budget Services will be worked and invoiced on a time and materials ("T&M") basis up to a maximum of 3,485 hours. One-time R&A Change Budget Services are estimated to commence upon approval of this County Purchase and continue through the end of SFY 2024/25, May 31, 2025. 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 346 hours will be worked and invoiced in SFY 2023/24, estimated to commence upon approval of this County Purchase and continue through the end of SFY 2023/24, May 31, 2024, pending approval of this County Purchase. If the County requests more hours for SFY 2023/24, a revision to this County Purchase would be required.
  - Up to 3,139 hours will be worked and invoiced in SFY 2024/25, estimated to commence June 1, 2024 and continue through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25 or 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.
  - If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
  - 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.

- Recurring R&A Change Budget Services are included in this County Purchase for Accenture to assist the County with CSC monitoring and support as needed and providing refactoring support for changes that affect the CCB solution, as well as for administration of the County Purchase order. Recurring R&A Change Budget Services will be worked and invoiced on a T&M basis and are estimated to commence October 1, 2024 and continue through July 31, 2025. These charges are based on an estimate of up to fifty-five (55) hours of support per month.
  - Up to 440 hours will be worked and invoiced in SFY 2024/25, estimated to commence October 1, 2024, 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.
  - Up to 110 hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025, and continue through July 31, 2025. 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.
  - If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
  - Accenture and County will monitor the hours for Recurring R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for Recurring R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase. If a CalSAWS change impacts this County Purchase so that the work effort needed to adapt the solution exceeds the budget in this County Purchase, a separate County Purchase would be required.
- This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Base Agreement.
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
  - This County Purchase must be approved by March 31, 2025, in order for one-time R&A Change Budget Services of up to 3,139 hours to be worked and invoiced in SFY 2024/25, through May 31, 2025. If the County does not approve this County Purchase by March 31, 2025, the schedule for the delivery for the work outlined in this County Purchase will be impacted, the estimates provided in this County Purchase will not be valid, and a new County Purchase will be required.
- The CCB solution will call customers back and place the customer back in the original queue they were in and update the caller's wait time to match what it would be had the customer stayed on the phone before engaging an agent.
- Changes to the existing CSC infrastructure will be reviewed and approved through the Consortium Technical Change Advisory Board prior to implementation.
- The County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- The County will be responsible for the AWS costs associated with the new CCB solution. These costs will vary based on total number of customers that opt-in while waiting in a queue.

- The Total County Purchase Charges do not include charges for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. An estimate of AWS compute resources and services costs is provided to the County for budget allocation purposes. 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. The County will be responsible for reimbursing the Consortium for all AWS charges required to support the solution. The estimate for AWS compute resources charges is based on services for SFY 2024/25.
- This County Purchase does not include any incremental charges for network infrastructure. If future changes to the CalSAWS System impact this County Purchase and would result in the need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase.
- No new queues will be created to support the new CCB solution.
- The County will be responsible for identifying the queue which calls should be routed to in the event the original queue is at capacity at the time of the call back.
- The County will be responsible for managing agent routing profiles.
- Real-time reporting for the new CCB solution will provide the following data points:
  - Total number of calls currently waiting in each queue,
  - Total number of callbacks scheduled in each queue,
  - Total number of callbacks placed back in each queue,
  - The longest call in queue,
  - The longest wait time after being placed back in queue,
  - Total number of agents in the Ready status in each queue,
  - Total number of agents in an inactive status in each queue, and
  - Total number of agents currently connected with a customer.
- The County will be responsible for providing an email distribution group for sending the daily, weekly, and monthly historical report(s).
- Historical reporting for the new CCB solution will be built out as a proof of concept, and if any changes to the report are requested by the County, a new County Purchase will be required.
- Accenture will provide thirty (30) days of virtual support following the deployment of this County Purchase to the Production environment.
  - Accenture will provide a Microsoft Teams Virtual Support Bridge invite to the County to utilize for support.
- Testing of the call flow and new CCB solution will leverage existing CalSAWS test environments and masked data.
- The County will identify and provide the appropriate County staff to support project activities throughout the term of this County Purchase.
- 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 March 31, 2025, 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  
 Los Angeles County Purchase LA-01-2024 - Revision 1

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**IV. Schedule:**

The charges associated with this County Purchase will be incurred during SFYs 2023/24, 2024/25, and 2025/26.

**V. 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 (Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
<b>One-Time R&amp;A Change Budget Services</b>	\$65,297.65	\$445,749.36	\$0.00	\$511,047.01	\$411,202.21	\$99,844.80
<b>Recurring R&amp;A Change Budget Services</b>	\$0.00	\$66,566.40	\$16,641.60	\$83,208.00	\$83,208.00	\$0.00
<b>Hardware and Software Charges</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$65,297.65</b>	<b>\$512,315.76</b>	<b>\$16,641.60</b>	<b>\$594,255.01</b>	<b>\$494,410.21</b>	<b>\$99,844.80</b>

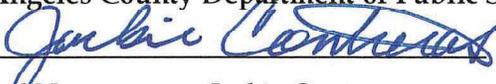
**VI. Attachment 1 to the County Purchase LA-01-2024 - Pricing Schedules - Revision 1**

**COUNTY PURCHASE APPROVAL**

**Subject: County Purchase - LA-01-2024 - Revision 1**

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

**Los Angeles County Department of Public Social Services**

By:   
Printed Name: Jackie Contreras  
Title: Director  
Date: 3/24/25

**Approved As to Form:**  
Los Angeles County Counsel

By:   
Printed Name: Truc Moore  
Title: Principal Deputy County Counsel  
Date: 3/19/2025

Notice Address:  
Department of Public Social Services  
12860 Crossroads Parkway South  
City of Industry, CA 91745-3411

**CalSAWS Consortium**

By:   
Holly Murphy (Mar 26, 2025 11:46 PDT)  
Printed Name: Holly Murphy  
Title: Chief Administrative Officer  
Date: 03/26/2025

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

**Accenture LLP**

By:   
Wei M. Fou for Lisa Salas (Mar 25, 2025 10:18 PDT)  
Printed Name: Wei M. Fou for Lisa Salas  
Title: Managing Director  
Date: 03/25/2025