

*CalSAWS Consortium,
C-IV Project*

**County Purchase SB-04-2020
San Bernardino County – Extension of Ongoing
Production Operations**

I. Overview:

Pursuant to Section 6.11 of the Amended and Restated Revised System Agreement between California SAWS Consortium IV Joint Powers Authority (“Consortium”) and Accenture LLP and Proquire, LLC (“Contractor”) with an effective date of June 29, 2007 (as amended, the “Agreement”), San Bernardino County (“County”) executed County Purchases to migrate to the Contact Center business model for interacting with welfare clients (the “Contact Center Project”), as well as County Purchase SB-06-2013 in May 2013 to utilize C-IV Contact Center services to accept Medi-Cal referral calls from Covered California for residents of the County. The County also executed County Purchase SB-04-2016 in August 2016 to implement new static prompts that were recorded in natural human speech for the County’s C-IV Interactive Voice Response (“IVR”) and County Purchase SB-02-2017 in April 2017 for one-time Services Charges for recording additional static prompts and messages for the County’s C-IV IVR through October 31, 2019. The County also executed County Purchases for ongoing recurring Production Operations for remote maintenance per Managed Kiosk, enhanced central support per Managed Kiosk, central support for the County’s Managed workstation image per Managed Kiosk, enhanced central support per Facilitated Access Control Tablet (“FACT”), remote maintenance per Managed FACT, central support for the County’s Managed workstation image per Managed FACT, remote maintenance per Managed workstation, central support for the County’s Managed workstation image per Managed workstation, WAN Administration, central support for the County’s Customer Service Center (“CSC”) and Regional Contact Center (“RCC”) workers, and remote maintenance per Managed agent workstation through October 31, 2019. Additionally, the County executed County Purchases SB-02-2019, SB-05-2019, SB-08-2019, and SB-09-2019 in October 2019 to extend such charges through October 31, 2020.

This County Purchase, SB-04-2020, consists of an extension of those ongoing recurring Production Operations Charges and one-time Services Charges commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021. The scope of this County Purchase includes the following:

- One-Time Services Charges
- Recurring Production Operations Charges
 - Remote Maintenance per Managed Kiosk
 - Enhanced Central Support per Managed Kiosk
 - Central Support for Managed Workstation Image (per Managed Kiosk)
 - Enhanced Central Support per Managed FACT
 - Remote Maintenance per Managed FACT

- Central Support for Managed Workstation Image (per Managed FACT)
- Remote Maintenance per Managed Workstation
- Central Support for Managed Workstation Image (per Managed Workstation)
- WAN Administration
- Central Support for CSC Agents/Workers
- Central Support for RCC Agents/Workers
- Remote Maintenance per Managed Agent Workstation
- Central Support for Managed Workstation Image (per Managed Agent Workstation)

Assumptions:

- The Total Charges are an estimate and are subject to changes at the time of ordering. The final charges will be provided to the Consortium at the time of invoicing. If the final invoiced charges exceed the total amount of this County Purchase, an amendment to this County Purchase will be executed by the parties.
- Production Operations Charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.
- The County is responsible for monthly recurring Production Operations Charges for remote maintenance and enhanced central support per Managed Kiosk commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - Monthly recurring operations charges for remote maintenance per Managed Kiosk will apply to the twenty-seven (27) Managed Kiosks in production.
 - Monthly recurring operations charges for enhanced central support per Managed Kiosk will apply to the twenty-seven (27) Managed Kiosks in production.
 - Enhanced central support includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for changes or updates to the process flow on the Kiosks following their deployment.
 - Enhanced central support excludes any enhancements to the C-IV custom applications for the Kiosks.
- The County is responsible for monthly recurring Production Operations Charges for central support for the County's Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges will apply to the twenty-seven (27) Managed Kiosks in production commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.

- The County is responsible for monthly recurring Production Operations Charges for enhanced central support and remote maintenance per Managed FACT commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges will apply to the seventeen (17) Managed FACTs in production.
- The County is responsible for monthly recurring Production Operations Charges for central support for the County's Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges will apply to the one (1) Managed FACT in production commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
- The County is responsible for monthly recurring Production Operations Charges for remote maintenance per Managed workstation commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges for remote maintenance per Managed workstation will apply to the 678 Managed workstations in production.
- The County is responsible for monthly recurring Production Operations Charges for central support for the County's Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges will apply to the 4,041 Managed workstations in production commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
- The County is responsible for monthly recurring Production Operations Charges for WAN Administration commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - Monthly recurring operations charges for WAN Administration are based on five (5) primary lines and one (1) DSL backup line.
 - Contractor will monitor the County's usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would result in additional Production Operations Charges. These additional charges would be provided to the County in a separate County Purchase.
 - This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for eight (8) primary lines and one (1) DSL backup line that were added under County Purchase SB-30-2013, as such charges will be funded by the Consortium, pending the availability of funds.
 - Contractor will monitor the County's usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would be provided to the County in a separate County Purchase.

- The County is responsible for monthly recurring Production Operations Charges for central support for the County's CSC and RCC workers and remote maintenance per Managed agent workstation commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges for central support for the County's CSC workers are based on 246 named workers.
 - These monthly recurring operations charges for central support for the County's RCC workers are based on forty-nine (49) named workers.
 - Central support for the County's CSC workers includes support for requests related to Managed CSC hardware and software, including applying modifications to workers' user accounts for CSC software and applying software configurations for CSC worker staff changes.
 - Central support for the County's CSC workers also includes support for tasks associated with porting the C-IV System's existing central customer service center solution to the LRS/CalSAWS System. The following tasks will be performed as part of the effort to port the existing solution to the LRS/CalSAWS System:
 - Update IVR_PERS table with BVP_CODE columns and POS table with SYS_ADMIN_CODE column in the CalSAWS database;
 - Add C-IV interactive voice response ("IVR") aggregate tables to the CalSAWS database;
 - Update the PERS_IDs associated with customer voice prints in the Nuance database to correspond with the updated PERS_IDs in the CalSAWS database;
 - Migrate the on-premise voice biometrics services and visual IVR services to the Consortium's AWS Cloud to facilitate the move from the C-IV data centers;
 - Update the existing C-IV IVR batch jobs to run in the CalSAWS environment;
 - Convert and migrate the C-IV IVR data to the CalSAWS database;
 - Migrate the predictive handling algorithm to the CalSAWS application;
 - Migrate the IVR 100 and 101 Form generation functionality;
 - Migrate the voice print delete button into the CalSAWS application;
 - Update the predictive handling reporting in the call log table;
 - Migrate the IVR inbound/outbound report to the CalSAWS application.
 - These monthly recurring operations charges for remote maintenance per Managed agent workstation are based on sixty-nine (69) Managed agent workstations in production.

- The County is responsible for monthly recurring Production Operations Charges for central support for the County's Managed workstation image that is based on the Microsoft Windows 10 operating system.
 - These monthly recurring operations charges are based on forty-nine (49) Managed workstations in production commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
- The County is responsible for monthly recurring Production Operations Charges for WAN Administration related to the County's RCC commencing November 1, 2020 and continuing through the end of the Agreement, September 30, 2021.
 - These monthly recurring operations charges for WAN Administration are based on two (2) DS3 lines and one (1) DSL backup line.
 - Contractor will monitor the County's usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would result in additional Production Operations Charges. These additional charges would be provided to the County in a separate County Purchase.
- This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for the County's CSC, as such charges will be funded by the Consortium, pending the availability of funds.
 - These monthly recurring Production Operations Charges related to the County's Customer Service are based on four (4) DS-3 lines and one (1) DSL backup line.
 - Contractor will monitor usage of these lines and discuss the addition of more lines with the County if necessary. Any additional lines would be provided to the County in a separate County Purchase.
- The Consortium migrated the C-IV central contact center solution from Cisco to Amazon Connect. This County Purchase does not include monthly recurring Production Operations Charges for WAN Administration for voice and telephony usage for the County's RCC and CSC, as such charges will be funded by the Consortium as part of the Consortium's transition to Amazon Connect.
 - Any changes to the deployment of Amazon Connect would result in Production Operations Charges for WAN Administration for toll free and long distance minutes for the Cisco Call Center solution. These additional charges would be provided to the County in a separate County Purchase.
- *Assumptions regarding voice recordings for IVR*
 - The County is responsible for one-time Services Charges for recording new IVR prompts and messages.
 - The Services Charges in Section III below is based on the scope of the work outlined in this County Purchase. Any revisions to scope must be mutually agreed upon by all parties and may result in additional

Services Charges. These additional charges would be executed as a revision to this County Purchase.

- The County will determine when to use the services in this County purchase. However, unless otherwise mutually agreed upon, voice recording sessions are scheduled to occur quarterly on the first Tuesday in March, June, September, and December. The County must submit a completed and approved CA Service Desk Manager (CA Unicenter) Change Order that describes the request for a voice recording at least twenty-one (21) calendar days in advance of each quarterly scheduled voice recording session. If the County would like more than one voice recording session to occur each quarter, the County must submit a completed and approved CA Service Desk Manager (CA Unicenter) Change Order at least twenty-one (21) business days prior to the desired date for the recording session.
- Requests for recording new voice prompts and messages for the County's IVR will be executed under CA Service Desk Manager (CA Unicenter) Change Orders that will be approved through the C-IV Project's existing processes that are documented in the C-IV Maintenance and Operations System Operations and Support Plan ("SOSP"). Requests to add capabilities, modify existing capabilities or flows for the County's C-IV IVR may require additional Services, Equipment, Software, and Production Operations Charges; those additional charges would be provided to the County as a separate County Purchase.
- The total Services Charges are based on a total thirty-two (32) hours for State Fiscal Year ("SFY") 2020/21 and thirty-two (32) hours for SFY 2021/22. The actual number of hours worked per SFY will be invoiced to the County.
 - Each requested change will require at least four (4) hours of work, consisting of: one (1) hour for the voice talent to record, two (2) hours of post-production work, and one (1) hour of studio support time.
- The County will only be charged for actual services rendered.
- The voice talent, "Lena," that was used to record the County's existing IVR prompts and messages may not always be available due to circumstances outside of Contractor's control. In the event that Lena is not available, Contractor will attempt to identify a new voice talent that closely matches Lena. If the County does not approve of the new voice talent identified to replace Lena, an additional voice talent may need to be identified and the entire IVR may need to be re-recorded, thus utilizing significant hours of this County Purchase or resulting in a new County Purchase.
- Optional Assumptions regarding voice recordings for IVR:
 - New recordings for prompts and messages will be validated by San Bernardino County representatives prior to their implementation in the County's C-IV IVR. The County will

provide resources to validate that each new recording meets the approved requirements for that recording. The descriptions of those required County resource roles and their responsibilities for this project are described in the table below.

Resource Description	Responsibilities
San Bernardino Business Subject Matter Expert	<ul style="list-style-type: none"> Expected 3 hours per recording session
San Bernardino Executive Sponsors	<ul style="list-style-type: none"> Expected 1 hours per recording session

- The County will be responsible for reviewing and approving the voice prompts.
 - The prompts will support the English and Spanish languages only. The County will be responsible for providing the final Spanish translations to the Contractor prior to the scheduled recording session.
- *Assumptions regarding WAN Administration for Visual IVR functionality*
 - The County is responsible for recurring Production Operations Charges for WAN Administration for the Visual IVR functionality deployed under County Purchase SB-04-2015.
 - These recurring operations charges for WAN Administration are scheduled to commence November 1, 2020 and continue through the end of the Agreement, September 30, 2021.
 - Monthly recurring Production Operations Charges for WAN Administration for the Visual IVR functionality are based on 59,850 outbound SMS messages at a rate of \$0.016 per message, and 45,000 outbound operator look-ups, 14,850 inbound SMS messages, and 45,000 outbound and inbound carrier messaging traffic volumes at a rate of \$0.008 per message. Per message rates for the administration of text message notifications are subject to change each September 1, beginning September 1, 2021.
 - The enhancement for Visual IVR leverages the C-IV System's existing solution for text message notifications. As such, this County Purchase does not include one-time Production Operations Charges for administration and set-up of messaging services, nor recurring Production Operations Charges for administration of the monthly messaging service. In the event that the Consortium decommissions its existing solution for text message notifications, the County will be responsible for funding these one-time and monthly recurring Production Operations Charges. These additional charges would require a revision to this County Purchase.
 - Text message notifications for the Visual IVR solution will support the following carriers: AT&T, Cricket, Metro PCS, Sprint, Boost, Virgin, Verizon, T-Mobile, and U.S. Cellular. If the County would like to add any additional carriers to be included in the solution, then additional

- one-time and monthly recurring Production Operations Charges would apply and would require a revision to this County Purchase.
- One (1) non-customized long code was provided to the County as part of this Visual IVR solution.
- The solution supports up to a maximum of ten (10) SMS messages sent per second. If the County would like additional SMS messages in excess of ten (10) to be sent per second, then additional monthly recurring Production Operations Charges will apply. Any additional Production Operations Charges for WAN Administration would be provided to the County as a revision to this County Purchase.
- The County must approve this County Purchase and provide the corresponding approved Advance Planning Document (“APD”) by December 25, 2020. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Years ("SFYs") 2020/21 and 2021/22.

III. Total Charges:

Total County Purchase Charges	SFY 20/21	SFY 21/22	Total Charges
Services Charges	\$6,816	\$6,816	\$13,632
One-Time Services Charges	\$6,816	\$6,816	\$13,632
Hardware and Software Charges	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0
Production Operations Charges	\$870,941	\$498,834	\$1,369,775
One-Time Charges	\$0	\$0	\$0
Recurring Charges	\$870,941	\$498,834	\$1,369,775
Total Charges	\$877,757	\$505,650	\$1,383,407

COUNTY PURCHASE APPROVAL

Subject: **County Purchase - SB-04-2020**

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

San Bernardino County - IT

By: _____

Printed Name: _____

Title: _____

Date: _____

San Bernardino County - Budget Authority

By: _____

Printed Name: _____

Title: _____

Date: _____

San Bernardino County - Purchasing

By: _____

Printed Name: _____

Title: _____

Date: _____

Notice Address:
834 Hardt Street
San Bernardino, CA 92415

CalSAWS Consortium

By: _____

Printed Name: _____

Title: _____

Date: _____

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11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670-4481