

*California Statewide Automated Welfare System  
(CalSAWS)*

**County Purchase FR-03-2024  
Fresno County - Additional Licensing for Customer  
Service Center Expansion (Quantity 222)**

**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”), Fresno County (“County”) has requested to purchase new software to support 222 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
  - (222) eGain Operational Analytics Named User License through June 30, 2025
  - (222) Calabrio ONE Product Suite Bundle - 12-month Subscription License with annual renewal
  - (222) Calabrio Advanced Bulk Contact Export – 12-month Subscription License with annual renewal
- 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 222 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 222 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 222 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 222 CSC agents/workers.
- The County will be responsible for monthly recurring Production Operations Charges for central support for the additional 222 CSC agents/workers and administration of the County Purchase, which are estimated to commence May 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 222 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 twelve (12) 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 licensing and software support agreements from the date of purchase through June 30, 2025 (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) with annual software renewals. 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 April 26, 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.

**II. Schedule:**

The charges associated with this County Purchase will be incurred during State Fiscal Years (“SFYs”) 2023/24, 2024/25, and 2025/26.

**III. Total Charges:**

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

<b>Total County Purchase Charges</b>	<b>SFY 23/24</b>	<b>SFY 24/25</b>	<b>SFY 25/26</b>	<b>Total Charges</b>
<b>Administrative Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$230,578.08</b>	<b>\$139,076.78</b>	<b>\$0.00</b>	<b>\$369,654.86</b>
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$230,578.08	\$139,076.78	\$0.00	\$369,654.86
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$14,469.96</b>	<b>\$173,639.52</b>	<b>\$28,939.92</b>	<b>\$217,049.40</b>
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$14,469.96	\$173,639.52	\$28,939.92	\$217,049.40
<b>Total Charges</b>	<b>\$245,048.04</b>	<b>\$312,716.30</b>	<b>\$28,939.92</b>	<b>\$586,704.26</b>

**IV. References:**


This purchase will be tracked via ServiceNow Ticket RITM0057072.

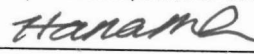
**V. Attachment 1 to the County Purchase FR-03-2024 – Pricing Schedules**

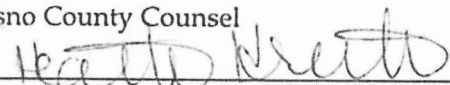
**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase - FR-03-2024

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

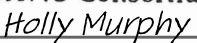
**Fresno County**  
By:   
Printed Name: Nathan Magsig  
Title: Chairman of the Board of Supervisors  
Date: 3-19-2024

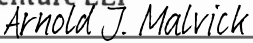
ATTEST:  
BERNICE E. SEIDEL  
Clerk of the Board of Supervisors  
County of Fresno, State of California  
By:  Deputy

**Approved as to Form:**  
Fresno County Counsel  
By:   
Printed Name: Heather Kruthers  
Title: Chief Deputy County Counsel  
Date: 3/16/24

**Notice Address:**  
205 W. Pontiac Way  
Building 2  
Clovis, CA 93612

**FOR ACCOUNTING USE ONLY:**  
Fund/Subclass: 0001/10000  
Org: 56108550  
Account: 7295

**CalSAWS Consortium**  
By:   
Holly Murphy (Apr 18, 2024 08:45 PDT)  
Printed Name: Holly Murphy  
Title: CalSAWS PMO Director  
Date: Apr 18, 2024

**Accenture LLP**  
By:   
Arnold J. Malvick (Apr 17, 2024 20:24 PDT)  
Printed Name: Arnold J. Malvick  
Title: Accenture Project Executive  
Date: Apr 17, 2024

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

### Pricing Schedules

#### 1- Charges Summary

Total County Purchase Charges	SFY 23/24	SFY 24/25	SFY 25/26	Total Charges
<b>Administrative Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$230,578.08</b>	<b>\$139,076.78</b>	<b>\$0.00</b>	<b>\$369,654.86</b>
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$230,578.08	\$139,076.78	\$0.00	\$369,654.86
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$14,469.96</b>	<b>\$173,639.52</b>	<b>\$28,939.92</b>	<b>\$217,049.40</b>
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$14,469.96	\$173,639.52	\$28,939.92	\$217,049.40
<b>Total Charges</b>	<b>\$245,048.04</b>	<b>\$312,716.30</b>	<b>\$28,939.92</b>	<b>\$586,704.26</b>

\* The County will reimburse the CalSAWS Project for all charges. The charges associated with this County Purchase should not impact the CalSAWS Project Budget.

## 2 – Hardware and Software

Line	Item Description	Purpose	Purpose	Quantity	Unit Charges	Hardware	Software	Hardware Support	Software Support	Estimated Tax	Estimated Shipping / Handling	Total
	<b>Software Subscription Purchases</b>											
1	eGain Operational Analytics Named User License through June 30, 2025, includes 1GB data storage and 24 x 7 Technical Support	Agent Reporting Software	Agent Reporting Software	222	\$442.00		\$98,124.00			\$0.00	\$0.00	<b>\$98,124.00</b>
2	Calabrio ONE Product Suite Bundle - Advanced QM, CWF, and Analytics - 12-month Subscription License with renewal in SFY 2024/25 (Part # CACSWBUNAGALMUSR)	Quality Management/Call Monitoring/Work Force Mgmt.	Quality Management/Call Monitoring/Work Force Mgmt.	222	\$582.60		\$129,337.20			\$0.00	\$0.00	<b>\$129,337.20</b>
3	Calabrio Advanced Bulk Contact Export - 12-month Subscription License with renewal in SFY 2024/25 (Part# CACSWONEARXLMSUB)	Quality Management/Call Monitoring/Work Force Mgmt.	Quality Management/Call Monitoring/Work Force Mgmt.	222	\$14.04		\$3,116.88			\$0.00	\$0.00	<b>\$3,116.88</b>
	<b>Total</b>					<b>\$0.00</b>	<b>\$230,578.08</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$230,578.08</b>

Line	Item Description	Purpose	Purpose	Charges per SFY			
				SFY 2023/24	SFY 2024/25	SFY 2025/26	Total
	<b>Software Subscription Purchases</b>						
1	eGain Operational Analytics Named User License through June 30, 2025, includes 1GB data storage and 24 x 7 Technical Support	Agent Reporting Software	Agent Reporting Software	\$98,124.00	\$0.00	\$0.00	\$98,124.00
2	Calabrio ONE Product Suite Bundle - Advanced QM, CWFm, and Analytics - 12-month Subscription License with renewal in SFY 2024/25 (Part # CACSWBUNAGALMUSR)	Quality Management/Call Monitoring/Work Force Mgmt.	Quality Management/Call Monitoring/Work Force Mgmt.	\$129,337.20	\$135,804.06	\$0.00	\$265,141.26
3	Calabrio Advanced Bulk Contact Export - 12-month Subscription License with renewal in SFY 2024/25 (Part# CACSWONEARXLMSUB)	Quality Management/Call Monitoring/Work Force Mgmt.	Quality Management/Call Monitoring/Work Force Mgmt.	\$3,116.88	\$3,272.72	\$0.00	\$6,389.60
	<b>Total</b>			<b>\$230,578.08</b>	<b>\$139,076.78</b>	<b>\$0.00</b>	<b>\$369,654.86</b>

	SFY 2023/24	SFY 2024/25	SFY 2025/26	Total
<b>Hardware Total</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Hardware Support Total</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Software Total</b>	\$230,578.08	\$139,076.78	\$0.00	\$369,654.86
<b>Software Support Total</b>	\$0.00	\$0.00	\$0.00	\$0.00

<b>Estimated Total</b>	<b>\$230,578.08</b>	<b>\$139,076.78</b>	<b>\$0.00</b>	<b>\$369,654.86</b>
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\* The County will reimburse the CalSAWS Project for all charges. The charges associated with this County Purchase should not impact the CalSAWS Project Budget.

## 4 – Production Operations

Category	Hours per Month	Quantity	Unit Charge	Monthly Charge	SFY 23/24 (5/2024)	SFY 24/25 (6/2024 - 5/2025)	SFY 25/26 (6/2025 - 7/2025)	Total Charges
					1	12	2	
<b>Productions Operations - One Time Operations Charges</b>					<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
N/A	N/A	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Productions Operations - Recurring Operations Charges</b>					<b>\$14,469.96</b>	<b>\$173,639.52</b>	<b>\$28,939.92</b>	<b>\$217,049.40</b>
Central Support per Customer Service Center Agent/Worker - SFY 2023/24	N/A	222	\$57.18	\$12,693.96	\$12,693.96	\$0.00	\$0.00	\$12,693.96
Central Support per Customer Service Center Agent/Worker - SFY 2024/25	N/A	222	\$57.18	\$12,693.96	\$0.00	\$152,327.52	\$0.00	\$152,327.52
Central Support per Customer Service Center Agent/Worker - SFY 2025/26	N/A	222	\$57.18	\$12,693.96	\$0.00	\$0.00	\$25,387.92	\$25,387.92
Administration of the County Purchase	12	1	\$148.00	\$1,776.00	\$1,776.00	\$21,312.00	\$3,552.00	\$26,640.00
<b>TOTAL</b>					<b>\$14,469.96</b>	<b>\$173,639.52</b>	<b>\$28,939.92</b>	<b>\$217,049.40</b> *

\*The County will be responsible for all monthly recurring Production Operations Charges. Recurring charges are estimated to commence May 1, 2024 and continue through July 31, 2025.