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**Sole Source Acquisition Request**

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1. Fully describe the product(s) and/or service(s) being requested.

The Department seeks to purchase Amazon Web Services (AWS) Generative Artificial Intelligence (GenAI) from Accenture for use by the Department's Contact Center. GenAI transcribes calls in real-time and provides Contact Center agents detailed call summaries. Implementation of GenAI call summarization reduces post-call wrap-up time and standardizes case comments across the Contact Center.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

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3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The Agreement will be a two year term with the total maximum compensation not to exceed \$2,041,240.94. The maximum compensation for the initial State Fiscal Year (SFY) 2023/2024 will be \$771,101.88. The following SFY 2024/2025 will be \$1,270,139.06.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a sole source acquisition.

In September 2023, the Department transitioned from its previous benefits determination system, CalWIN, to the Statewide Automated Welfare System (CalSAWS) as mandated by the California Department of Social Services. The CalSAWS Consortium is a Joint Powers Authority (JPA) formed by all 58 California counties, and as a JPA have solicited and selected Accenture as the statewide ancillary contact center service provider utilizing Amazon Connect for all counties. Amazon Connect and GenAI are both solutions provided by and integrated with AWS.

5. Explain why the unique qualities and/or capabilities described above are essential to your department.

The Department's Contact Center offers direct access to Eligibility Workers for clients seeking assistance with Medi-Cal, CalFRESH, CalWORKs, General Relief, Aged, Blind, and Disabled (ABD), and Affordable Care Act/Warm Hand-off (ACA/WHO) inquiries. The migration to Amazon Connect allows the Department to utilize GenAI to automate case comments and reduce post-call work time. Implementing GenAI will enhance the client experience by enabling the Contact Center to manage more calls efficiently, focus on client needs without multitasking, and eliminate the need to manually capture important details of the call while speaking to the client.

6. Provide a comprehensive explanation of the research done to verify that there is only a sole vendor that is capable of providing the required service(s) and/or product(s). Include a list of all other vendors contacted with regard to providing the requested product(s) and/or service(s) and indicate their response.

As a county participant in the CalSAWS Consortium, the Department seeks to purchase Generative Artificial Intelligence for the Department's Contact Center from the Consortium. There is no other vendor that has been acquired by the Consortium to provide generative artificial intelligence to counties. A sole source is justified as there are no other providers authorized by the CalSAWS Consortium.

ancervantes 3/1/2024 3:45:28 PM

[✕ Sign] Double click!

Requested By:

Title

**I approve this request to sole source for the service(s) and/or product(s) identified herein.**

blchavez 3/1/2024 3:51:45 PM

[✕ Sign] Double click!

Department Head Signature

mvilanova 3/4/2024 10:15:12 AM

[✕ Sign] Double click!

Purchasing Manager Signature