



Sole Source Acquisition Request

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

The Department seeks to purchase 222 additional Enhanced Customer Control Panel (eCCP)/Amazon Connect licenses from Accenture to add to the Contact Center's existing 375 licenses. This will bring the total number of licenses to 597 for line staff, supervisors, management, administration, and reporting analysts. The additional licenses will allow the Department to increase the number of staff assigned to the Contact Service Queue (CSQ) that are able to assist clients through the Department's 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 three year term with the total maximum compensation not to exceed \$586,704.26. The maximum compensation for State Fiscal Year (SFY) 2023/2024 will be \$245,048.04. The following SFY 2024/2025 will be \$312,716.30, and SFY 2025/2026 will be \$28,939.92.

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 is a cloud based contact center solution and is part of the Amazon Web Services (AWS) ecosystem. eCCP/Amazon Connect licenses are required for each individual staff member in order to access eCCP. Access to eCCP allows staff to supervise contact center agents, extract contact center data, and handle client calls.

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

The Department's Contact Center provides direct access to Eligibility Workers (agents) 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) program inquiries. After the transition to eCCP/Amazon Connect the Contact Center has experienced high call volumes, increased wait times or the inability to enter the CSQ when attempting to speak to an agent. The Department is limited by the number of staff allocated to service call volumes. The additional licenses will allow the Department to assign staff who are not currently contact center agents with a contact center profile to assist with incoming calls. The increased availability of agents will improve the CSQ service capacity by allowing more clients to reach an agent and reduce client wait time. The procurement of additional licenses is required in order to move forward with this business process change.

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 additional eCCP/Amazon Connect licenses from the Consortium. There is no other vendor that has been acquired by the Consortium to provide access to contact center services to counties. A sole source is justified as there are no other providers authorized by the CalSAWS Consortium.

ancervantes 3/1/2024 3:45:10 PM

Requested By:

Title

[\[✕ Sign\]](#) Double click!

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

blchavez 3/1/2024 3:51:09 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

mvilanova 3/4/2024 10:14:59 AM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!