

*California Statewide Automated Welfare  
System (CalSAWS)*

**County Purchase FR-01-2024  
Fresno County - Request for Generative Artificial  
Intelligence ("AI") for Post-Call Summarization**

**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 Generative Artificial Intelligence (“GenAI”) for post-call summarization, as further described in this County order form (the “County Purchase”).

The capitalized terms used in this County Purchase and defined below, shall have the meaning indicated in this County Purchase. Any other capitalized terms not defined in this County Purchase will have the meaning prescribed in the Base Agreement.

- “GenAI Product” means the Amazon Web Services (“AWS”) Bedrock GenAI solution leveraged by the County and Accenture during the term of this County Purchase.
- “GenAI Output” or “Solution Output” means the content that is generated or returned through use of the GenAI Product during or as a result of this County Purchase, including in response to the queries or prompts that are submitted to the GenAI Product by the users.
- The “GenAI Artifacts” means all documentation and code created during the lifecycle of the solution.

**II. Scope:**

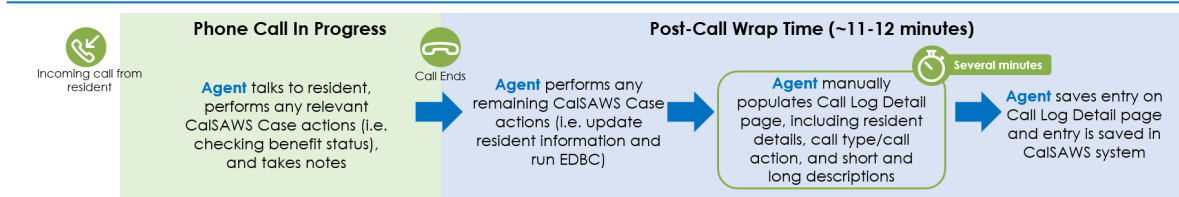
The County identified a business need for Accenture to add an AWS GenAI solution to the Customer Service Center (“CSC”) AWS architecture for generative AI-powered post-call summarization to help reduce after-call wrap time for agents/workers and standardize call notes across agents/workers. This County Purchase describes the Regulatory and Administrative (“R&A”) Change Budget Services for Accenture to implement the solution, provide access to, and support the County’s use of GenAI post-call summarization.

Solution Overview:

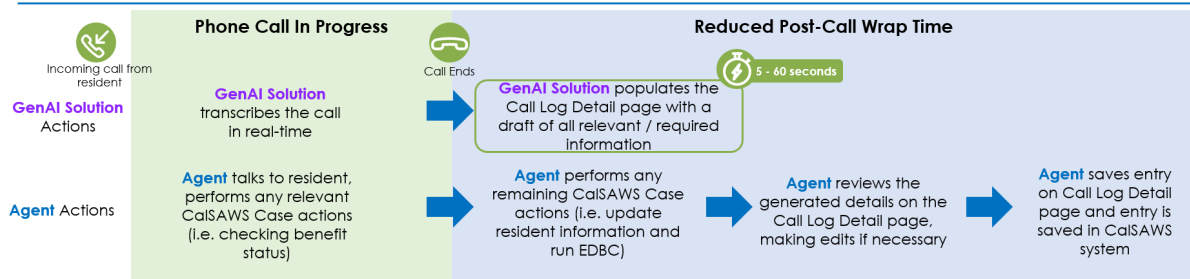
## GenAI for Post-Call Summarization Process

A GenAI-powered solution could be added to the Contact Center AWS architecture for call summarization. The solution will transcribe and summarize the call – generating call notes automatically, capturing the caller details and summary of actions performed by the agent within seconds.

### Current State



### Future State



Proposed Project Timeline:

Workstream	Timeline											
	Feb '24	March '24	April '24	May '24	June '24	July '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24	Jan '25
Kick-off / Approvals	Planning / Approvals (CPO)		★ Project Kickoff									
Design & Development		Design / Tech Reviews		Tech Setup	Dev/ Configuration		Test & Improve					
Agent Feedback / Launch				Agent Feedback	Agent Prep	★ Initial Launch		Agent Feedback				
Post-Implementation Support & M&O						Post-Implementation Support		M&O (through May '25)				

The one-time R&A Change Budget Services include up to 8,693 hours to assist the County with the following:

Design – Solution Reviews/ Approval:

- Create and get timely approval (within five (5) business days of request for approval) on detailed workplan, including all required approvals, activities, and agreed-upon owners;
- Accenture Security Lead provides Privacy and Security Impact Assessment to Consortium Security and Privacy Office prior to kickoff;
- Following Consortium FinOps process, Accenture submits Technical Budget Change Request (“TBCR”) with detailed AWS Service Cost for the end-to-end solution, including services in all environments;
- Define configuration requirements and customization for AWS Connect post-contact summarization powered by generative AI solution in collaboration with the County, including the following features:
  - Create standardized templates that will be used for GenAI Outputs (call summary template) containing details such as caller information, call type, call summaries, and agent/worker actions, and
  - Document solution architecture for how the solution will auto-populate and store in the CalSAWS Call Log Detail page with draft notes and summary for the agent/worker to approve before saving.
- Facilitate four (4) weeks of technical and design review discussions with County, the Consortium, and CalSAWS subject matter experts (technical architecture, CSC, ForgeRock, and Consortium Security and Cloud Architecture teams) to align on proposed architecture and answer County and Consortium questions;
  - Confirm proposed solution and architecture adheres to Consortium, County, and governing body AI policy.
- Submit all changes through Consortium Architecture Review Process, Technical Change Advisory Board (“CAB”), Change Control Board (“CCB”), FinOps, Change Request (“CR”), System Change Request (“SCR”), and TBCR processes in parallel with technical and design review discussions during the system development lifecycle;
- Document and get timely approval (within five (5) business days of request for approval) on planned technical architecture, including integration of AWS architecture with CalSAWS;
- Provide design, development, and implementation documentation of Generative AI solution (GenAI Artifacts), including a detailed data flow design, integration documentation, system design diagrams in draw.io format, security permission profile documentation, and meeting presentation materials; and
- Receive appropriate reviews and timely approvals (within five (5) business days of request for approval) from the County and Consortium FinOps and Security Architecture teams to begin technology setup by April 1, 2024.

#### Build/Test - Solution Configuration/Validation

- County/Consortium will provide timely approvals (within five (5) business days of request for approval) for configuration of the solution on or before April 15, 2024;
- Accenture will request AWS model access through Amazon Bedrock console for County AWS environments for technology setup by April 1, 2024;
- Build the solution enabling GenAI for County CSC post-call summarization through transcription and automatic generation of draft call notes;
- Configure AWS Connect Contact Lens for real-time transcription of calls;
- Develop up to three (3) unique GenAI prompts using AWS Bedrock to summarize call transcript (two (2) unique prompts should be sufficient for the Call Log Details page summary, plus one (1) for contingency);
- Create monitoring alerts to identify and notify team of key issues related to the AI solution;
- Test and validate the output summaries, verifying the solution functionality meets the design requirements established in the Solution Reviews/ Approvals phase:
  - Validate solution output by comparing accuracy and after-call time of manual journal entries to the automatically generated entries and adjust model as needed (GenAI summaries will be more accurate and faster than a random sample of manual entries), and
  - Provide County with Test Plan documentation with inputs, outputs, and acceptance criteria.
- Conduct up to ten (10) County agent testing sessions to assist in validation and provide feedback (~ one, one (1)-hour-long session per week in eight (8) weeks leading up to production go-live);
  - Accenture will work with the County to prepare testing scenarios to cover key use cases,
  - Consortium will be invited to participate, and
  - The County will provide adequate sample size of agents/workers (at least ten (10) percent of total agents) for testing and feedback sessions for eight (8) weeks in May and June 2024.

#### Build/Test - CalSAWS Integration

- County/Consortium will provide appropriate and timely approvals (within five (5) business days of approval request) for the CalSAWS integration on or before April 15, 2024;
- Configure AWS solution and establish CalSAWS environments and databases using agreed upon technical architecture, including production and non-production (test) environments;
- Configure the solution into the existing County AWS Connect agent panel and into the existing the existing CalSAWS Call Log Details page;

- Configure and validate the CalSAWS Call Log Details page is populating a draft GenAI call summarization that the agent/worker can edit after a call is finished;
- Integrate the solution with ForgeRock for authentication;
- Develop a secure application programming interface (“API”) to integrate with CalSAWS Online application. This API will be responsible to fetch the Call summary generated by the AI solution;
- Provide access to individual users and/or service accounts within the County; and
- Follow Test Plan for validation of key scenarios, including:
  - Validate/test the CalSAWS Call Log Details page is populating the summary after a call is finished; and
  - Validate/test the new functionality does not negatively impact the existing CalSAWS Call Log Details page.

#### Change Management/Training

- Accenture team will document and conduct up to three (3) demonstration and support (“train the trainer”) sessions with the County training team to explain and walk through solution for agent/worker preparation.
- Accenture team will provide appropriate documentation and meeting materials from Solution Reviews/ Approval phase to support County training team.
- The County is responsible for identifying trainers and scheduling their attendance of the “train the trainer” sessions.
- The County is responsible for creation of training materials and processes to align with the current County training protocols.
- The County is responsible for scheduling and conducting training sessions with agents; the County will confirm at least ninety (90) percent of agents attend and pass the training sessions.

#### Post-Implementation Support (eight (8) weeks of support, including functional and technical support to):

- Provide reporting to quantify impact of post-call summarization solution, including changes in average call handle time, post-call wrap time, and reported accuracy of call summaries;
- Refine GenAI prompts and GenAI Outputs based on agent/worker feedback;
- Provide up to six (6) support sessions (up to three (3) per month) and answer County worker questions regarding GenAI solution;
- County trainers will assist with on-site support sessions and ongoing agent/worker questions; and
- Maintain AWS environments, including security upgrades.

This County Purchase also includes R&A Change Budget Services of up to 320 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 442 hours per month for recurring R&A Change Budget Services for monitoring the solution, performance reporting as needed, and providing support for changes that affect the GenAI AWS solution as follows:

- Provide ongoing maintenance of GenAI environments, including upgrades and security vulnerabilities,
  - Includes Lambda runtime upgrades and Lambda vulnerability remediation;
- 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;
- Provide GenAI development support to make enhancements to support prompt improvements;
- Provide ongoing reporting and tracking of issues with call summarization solution, including key performance indicators and any open issues and risks;
- Provide functional support for reviewing evolving GenAI regulations and requirements and tracking changes that are required; and
- Provide functional support for ongoing offline (email) troubleshooting support; ongoing reviews of performance; and reporting/dashboards and leadership status updates.

This County Purchase also includes recurring R&A Change Budget Services of up to six (6) 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. Any changes in scope, including new or out-of-the-box AWS services, must be mutually agreed upon by Accenture, reviewed and approved by Consortium and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.

- Accenture staff will begin the work effort on March 4, 2024, or upon receipt of written confirmation from the County expressing their agreement with the County Purchase, whichever is later. Accenture staff may pause work if the County Purchase is not fully executed by March 31, 2024. In the event the execution of the County Purchase is delayed beyond the abovementioned date, Accenture and the County will work together to adjust the proposed project timeline and funding across State Fiscal Years (“SFYs”).
- In the event there are County dependencies that are unable to be met and require schedule and/or funding shift changes, the parties will mutually agree to amend/revise the 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 8,693 hours. 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 4,708 hours will be worked and invoiced in SFY 2023/24, estimated to continue through the end of the SFY 2023/24, May 31, 2024.
  - Up to 3,985 hours will be worked and invoiced in SFY 2024/25, estimated to commence June 1, 2024. Such hours may be worked and invoiced through the end of SFY 2024/25, May 31, 2025.
  - 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 providing post-call summarization. Recurring R&A Change Budget Services will be worked and invoiced on a T&M basis and are estimated to commence September 1, 2024 and continue through the end of SFY 2024/25, May 31, 2025. These charges are based on an estimate of 448 hours of support per month.
  - Up to 4,032 hours will be worked and invoiced in SFY 2024/25, estimated to commence June 1, 2024 and continue through May 31, 2025. If the County requests more hours for SFY 2024/25 or SFY 2025/26, a revision to this County Purchase would be required.
  - If the County requests offshore/onshore staffing mix changes, then the request must be approved by Consortium Privacy and Security Officers and a revision to this County Purchase would be required.
  - The Consortium, 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 post-call summarization exceeds the budget in this County Purchase, a separate County Purchase would be required.

- Accenture will work with the County and the Consortium staff to support project activities throughout the term of this County Purchase.
- Accenture will bring qualified staff with experience in the solution who will perform the Work described in this County Purchase, in accordance with the staffing plan provided. Accenture will provide resumes to the Consortium for review.
- The County will be responsible for assigning a County contact for security activities, such as access requests to the County's AWS account or security incidents.
- Accenture will configure and validate the solution for summaries of calls in English language for initial launch. Additional supported languages will be considered for future implementations.
- Access credentials will be rotated by County in accordance with Consortium Security Policy.
- 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.
- The work described in this County Purchase will be performed virtually/remotely.
- 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, 2024 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.

AWS Cost/Architecture-Related Assumptions:

- 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 SFYs 2023/24 and 2024/25.

- The County will be responsible for obtaining access to County datasets from the Consortium.
- The County will be responsible for the AWS costs associated with storage of the data from the GenAI post-call summarization. These costs will vary based on data volume.
- AWS cost estimates are subject to change based on outcomes of technical architecture reviews and approvals process.
- AWS cost estimates account for services in three (3) AWS environments (one (1) production, two (2) non-production).
- In the event of an emergency and the solution is not working as expected in the production environment, County workers will be informed via outages broadcasts of the outage and users will need to revert to manual entry of summaries until service is restored.
  - Call recordings will continue to be stored according to existing CSC procedures.
- AWS cost estimates are case on call volume estimates from County call data from September 2023 – January 2024 (~ eight (8) minutes of talk time per call, ~30,000 calls per month). Non-production estimates were ~ten (10) percent of expected production volumes.
- AWS Contact Lens will be used in the backend transcription component of the solution. The AWS Contact Lens console will not be configured for County use in this agreement, but it can be provisioned for County use after further Consortium reviews and configuration.
- While the Total Charges for the scope include estimates for Services, Hardware, Software, and/or AWS Charges required to implement this work, the Hardware, Software, and AWS estimates are based on charges from vendors as of the current submission date. At the time of contracting, these rates or costs may change. It is assumed that the Consortium will procure the hardware and software required and will budget the applicable AWS. AWS costs are included in and defined in Attachment 1 to County Purchase FR-01-2024 – Pricing Schedules.

Solution-Related Assumptions:

- The County agrees that the Solution Output and any documents and reports that will be delivered by Accenture to the County as part of this County Purchase, shall be used solely for the Scope.
- Accenture is responsible for adhering to the CalSAWS AI policy. The Consortium will accept the AWS Solution terms and conditions.
- The Consortium/County shall be responsible for business validation of the following: (a) using the Solution Outputs; (b) deciding if the Outputs meet the requirements.

- Accenture Services pertaining to this solution will meet the business and technical requirements and will be subject to provisions defined in Exhibit X (CalSAWS M&O Extension) of the Base Agreement, including but not limited to:
  - 11.1 CalSAWS SYSTEM WARRANTY
  - 11.2 WARRANTY WORK
  - 11.3 CORRECTION OF DEFICIENCIES
  - 11.4 WARRANTY WORK RESPONSE and the Deficiency Management Plan in the Project Control Document (“PCD”).
  - 16.1 INDEMNIFICATION
- The AWS Software including the “GenAI Product” and the “GenAI Output” are excluded from the warranty and indemnification provisions.
- For clarity, for the purposes of this County Purchase, Section 22 PROPRIETARY CONSIDERATIONS of Exhibit X (CalSAWS M&O Extension) of the Base Agreement shall apply.
- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will not apply to this County Purchase.
- Key Performance Indicators (“KPIs”) (from AWS solution) will be reported out to the Consortium/County on a recurring basis, including: 1) the call summary generation time (expected within sixty (60) seconds of call end), 2) Average after-call wrap time (expected reduction greater than one (1) minute compared to pre-launch baseline), and 3) agent acceptance/usage of the tool.

**IV. Schedule:**

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

**V. 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>Total Charges</b>
<b>One-Time R&amp;A Change Budget Services</b>	\$769,574.44	\$615,824.48	\$1,385,398.92
<b>Recurring R&amp;A Change Budget Services</b>	\$0.00	\$577,704.06	\$577,704.06
<b>Hardware and Software Charges</b>	\$0.00	\$0.00	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$769,574.44</b>	<b>\$1,193,528.54</b>	<b>\$1,963,102.98</b>

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

COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - FR-01-2024

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: 3/6/24

**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 (Mar 27, 2024 10:05 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Mar 27, 2024

**Accenture LLP**

By:   
Arnold J. Malvick (Mar 26, 2024 09:31 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Mar 26, 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	Total Charges
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$769,574.44</b>	<b>\$615,824.48</b>	<b>\$1,385,398.92</b>
<b>Recurring R&amp;A Change Budget Services</b>	<b>\$0.00</b>	<b>\$577,704.06</b>	<b>\$577,704.06</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$769,574.44</b>	<b>\$1,193,528.54</b>	<b>\$1,963,102.98</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.

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Estimated AWS Compute Resource Costs	SFY 23/24	SFY 24/25	Total Charges
<b>Estimated AWS Compute Resource Costs</b>	<b>\$1,527.44</b>	<b>\$76,610.52</b>	<b>\$78,137.96</b>
Amazon Bedrock - Prod	\$0.00	\$15,246.00	\$15,246.00
Amazon Contact Lens - Pro	\$ -	\$39,600.00	\$39,600.00
Amazon DynamoDB - Prod	\$ -	\$550.00	\$550.00
AWS Lambda - Prod	\$ -	\$27.50	\$27.50
Amazon Inspector - Prod	\$ -	\$16.50	\$16.50
API Gateway - Prod	\$ -	\$11.00	\$11.00
Amazon Kinesis Data Streams - Prod	\$ -	\$55.00	\$55.00
Amazon Bedrock - Non Prod	\$ 277.20	\$3,326.40	\$3,603.60
Amazon Contact Lens - Non Prod	\$ 1,152.00	\$13,824.00	\$14,976.00
Amazon DynamoDB - Non Prod	\$ 10.00	\$120.00	\$130.00
AWS Lambda - Non Prod	\$ 0.50	\$6.00	\$6.50
Amazon Inspector - Non Prod	\$ 3.00	\$36.00	\$39.00
API Gateway - Non Prod	\$ 2.00	\$24.00	\$26.00
Amazon Kinesis Data Streams - Non Prod	\$ 10.00	\$120.00	\$130.00
Enterprise Support Charges	\$ 72.74	\$ 3,648.12	\$3,720.86
<b>Total Estimated AWS Compute Resource Costs</b>	<b>\$1,527.44</b>	<b>\$76,610.52</b>	<b>\$78,137.96</b>

\*\* The Total County Purchase Charges do not include costs for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. An estimate of AWS compute resource and services costs is provided to the County for budget allocation purposes. The County will be responsible for reimbursing the Consortium for all AWS costs required to support the solution. The estimate for AWS compute resources costs are based on services for State Fiscal Years ("SFYs") 2023/24 and 2024/25.

2a – One-Time Services

Description	Role	Resource Category	SFY 23/24								SFY 24/25		Total Hours	SFY 23/24			SFY 24/25			Total Charges
			Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Hours	Hours	Hourly Rate		Hourly Rate	SFY 23/24	SFY 24/25	SFY 23/24	SFY 24/25		
<b>Design - Solution Reviews/Approvals</b>																				
<ul style="list-style-type: none"> <li>o Create and get timely approval (within five (5) business days of request for approval) on detailed workplan, including all required approvals, activities, and agreed-upon owners;</li> <li>o Accreture Security Lead provides Privacy and Security Impact Assessment to Consortium Security and Privacy Office prior to kickoff;</li> <li>o Following Consortium FinOps process, Accreture submits Technical Budget Change Request ("TBCR") with detailed AWS Service Cost for the end-to-end solution, including services in all environments;</li> <li>o Define configuration requirements and customization for AWS Connect post-contact summarization powered by generative AI solution in collaboration with the County, including the following features:                             <ul style="list-style-type: none"> <li>o Create standardized templates that will be used for GenAI Outputs (call summary template) containing details such as caller information, call type, call summaries, and agent/worker actions, and</li> </ul> </li> <li>o Document solution architecture for how the solution will auto-populate and store in the CalSAWS Call Log Detail page with draft notes and summary for the agent/worker to approve before saving.</li> <li>o Facilitate four (4) weeks of technical and cloud review discussions with County, the Consortium, and CalSAWS subject matter experts (technical architecture, CSC, ForgeRock, and Consortium Security and Cloud Architecture teams) to align on proposed architecture and answer County and Consortium questions;</li> <li>o Confirm proposed solution and architecture adheres to Consortium, County, and governing body AI policy.</li> <li>o Submit all changes through Consortium Architecture Review Process, Technical Change Advisory Board ("TAB"), Change Control Board ("CCB"), FinOps, Change Request ("CR"), System Change Request ("SCR"), and TBCR processes in parallel with technical and design review discussions during the system development lifecycle.</li> <li>o Document and get timely approval (within five (5) business days of request for approval) on planned technical architecture, including integration of AWS architecture with CalSAWS;</li> <li>o Provide design, development, and implementation documentation of Generative AI solution (GenAI Artifacts), including a detailed data flow design, integration documentation, system design diagrams in draw.io format, security permission profile documentation, and meeting presentation materials; and</li> <li>o Receive appropriate reviews and timely approvals (within five (5) business days of request for approval) from the County and Consortium FinOps and Security Architecture teams to begin technology setup by April 1, 2024.</li> </ul>																				
GenAI Senior Subject Matter Expert	Project Director			4	4							8	0	8	\$500.59	\$500.59	\$4,004.72	\$0.00	\$4,004.72	
GenAI Architect	Senior Manager			18	18							36	0	36	\$286.34	\$286.34	\$10,308.24	\$0.00	\$10,308.24	
GenAI Functional Delivery Lead	Senior Programmer/Analyst		12	12	12	12	12	12	12	12	12	48	36	84	\$208.40	\$208.40	\$10,003.20	\$7,502.40	\$17,505.60	
GenAI Design Lead	Application System Analyst		180	180								360	0	360	\$187.30	\$187.30	\$67,428.00	\$0.00	\$67,428.00	
Design and Validation Analyst	Programmer/Analyst		180	180								360	0	360	\$153.93	\$153.93	\$55,414.80	\$0.00	\$55,414.80	
GenAI Technology Lead	Senior Programmer/Analyst		90	90								180	0	180	\$208.40	\$208.40	\$37,512.00	\$0.00	\$37,512.00	
CalSAWS Tech Arch Lead	Senior Manager		30	30								60	0	60	\$286.34	\$286.34	\$17,180.40	\$0.00	\$17,180.40	
CalSAWS Contact Center Lead	Senior Programmer/Analyst		20	20								40	0	40	\$208.40	\$208.40	\$8,336.00	\$0.00	\$8,336.00	
CalSAWS Security Lead	Senior Programmer/Analyst		20	20								40	0	40	\$208.40	\$208.40	\$8,336.00	\$0.00	\$8,336.00	
				20	20							40	0	40	\$286.34	\$286.34	\$11,453.60	\$0.00	\$11,453.60	
<b>Build/Test - Solution Configuration/Validation</b>																				
<ul style="list-style-type: none"> <li>o County/Consortium will provide timely approvals (within five (5) business days of request for approval) for configuration of the solution on or before April 15, 2024;</li> <li>o Accreture will request AWS model access through Amazon Bedrock console for County AWS environments for technology setup by April 1, 2024;</li> <li>o Build the solution enabling GenAI for County CSC post-call summarization through transcription and automatic generation of draft call notes;</li> <li>o Configure AWS Connect Contact Lens for real-time transcription of calls;</li> <li>o Develop up to three (3) unique GenAI prompts using AWS Bedrock to summarize call transcript (two (2) unique prompts should be sufficient for the Call Log Details page summary, plus one (1) for contingency);</li> <li>o Create monitoring alerts to identify and notify team of key issues related to the AI solution;</li> <li>o Test and validate the output summaries, verifying the solution functionality meets the design requirements established in the Solution Reviews/Approvals phase;</li> <li>o Validate solution output by comparing accuracy and after-call time of manual journal entries to the automatically generated entries and adjust model as needed (GenAI summaries will be more accurate and faster than a random sample of manual entries); and</li> <li>o Provide County with Test Plan documentation with inputs, outputs, and acceptance criteria.</li> <li>o Conduct up to ten (10) County agent testing sessions to assist in validation and provide feedback (~ one, one (1)-hour-long session per week in eight (8) weeks leading up to production go-live);</li> <li>o Accreture will work with the County to prepare testing scenarios to cover key use cases;</li> <li>o Consortium will be invited to participate; and</li> <li>o The County will provide adequate sample size of agents/workers (at least ten (10) percent of total agents) for testing and feedback sessions for eight (8) weeks in May and June 2024.</li> </ul>																				
GenAI Senior Subject Matter Expert	Project Director				4	4						4	4	8	\$500.59	\$500.59	\$2,002.36	\$2,002.36	\$4,004.72	
GenAI Architect	Senior Manager				18	18						18	18	36	\$286.34	\$286.34	\$5,154.12	\$5,154.12	\$10,308.24	
GenAI Design Lead	Application System Analyst				180	180						180	180	360	\$187.30	\$187.30	\$33,714.00	\$33,714.00	\$67,428.00	
Design and Validation Analyst	Programmer/Analyst				180	180						180	180	360	\$153.93	\$153.93	\$27,707.40	\$27,707.40	\$55,414.80	
GenAI Technology Lead	Senior Programmer/Analyst				90	90						90	90	180	\$208.40	\$208.40	\$18,756.00	\$18,756.00	\$37,512.00	
Development Team Lead	Global Delivery Network				100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
Prompt Engineer	Global Delivery Network				100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
Embeddings	Global Delivery Network				100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
UI Developer	Global Delivery Network				100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
Tester	Global Delivery Network				100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
					100	200	200					300	200	500	\$125.00	\$125.00	\$37,500.00	\$25,000.00	\$62,500.00	
AWS Developer / IAC	Global Delivery Network																			
<b>Build/Test - CalSAWS Integration</b>																				
<ul style="list-style-type: none"> <li>o County/Consortium will provide appropriate and timely approvals (within five (5) business days of approval request) for the CalSAWS integration on or before April 15, 2024;</li> <li>o Configure AWS solution and establish CalSAWS environments and databases using agreed upon technical architecture, including production and non-production (test) environments;</li> <li>o Configure the solution into the existing County AWS Connect agent panel and into the existing CalSAWS Call Log Details page;</li> <li>o Configure and validate the CalSAWS Call Log Details page is populating a draft GenAI call summarization that the agent/worker can edit after a call is finished;</li> <li>o Integrate the solution with ForgeRock for authentication;</li> <li>o Develop a secure application programming interface ("API") to integrate with CalSAWS Online application. This API will be responsible to fetch the Call summary generated by the AI solution;</li> <li>o Provide access to individual users and/or service accounts within the County; and</li> <li>o Follow Test Plan for validation of key scenarios, including:                             <ul style="list-style-type: none"> <li>o Validate/test the CalSAWS Call Log Details page is populating the summary after a call is finished; and</li> <li>o Validate/test the new functionality does not negatively impact the existing CalSAWS Call Log Details page.</li> </ul> </li> </ul>																				
Contact Center / Connect Developer	Global Delivery Network			35	35	35						70	35	105	\$125.00	\$125.00	\$8,750.00	\$4,375.00	\$13,125.00	
CalSAWS Online Developer	Application System Analyst			120	120	120						240	120	360	\$187.30	\$187.30	\$44,952.00	\$18,992.40	\$63,944.40	
CalSAWS Online Designer / Oversight	Application System Analyst			40	40	40						80	40	120	\$187.30	\$187.30	\$18,984.00	\$7,492.00	\$26,476.00	
CalSAWS Online Tester	Global Delivery Network			40	40	40						40	40	80	\$125.00	\$125.00	\$5,000.00	\$5,000.00	\$10,000.00	
CalSAWS System Tester	Application System Analyst			20	20	20						20	20	40	\$187.30	\$187.30	\$3,746.00	\$3,746.00	\$7,492.00	
CalSAWS Tech Arch Developer	Application System Analyst			70	70	70						70	70	140	\$187.30	\$187.30	\$13,111.00	\$13,111.00	\$26,222.00	
IAC Developer	Application System Analyst			120	120	120						240	120	360	\$187.30	\$187.30	\$44,952.00	\$22,476.00	\$67,428.00	
Ops Support	Senior Programmer/Analyst			80	80	80						160	80	240	\$208.40	\$208.40	\$33,344.00	\$16,672.00	\$50,016.00	
DBA	Application System Analyst			40	44	48						84	48	132	\$187.30	\$187.30	\$15,733.20	\$8,990.40	\$24,723.60	
ForgeRock Integration Developer	Application System Analyst			40	40							80	0	80	\$187.30	\$187.30	\$14,984.00	\$0.00	\$14,984.00	
<b>Post-Implementation Support</b>																				
<ul style="list-style-type: none"> <li>o Provide reporting to quantify impact of post-call summarization solution, including changes in average call handle time, post-call wrap time, and reported accuracy of call summaries;</li> <li>o Refine GenAI prompts and GenAI Outputs based on agent/worker feedback;</li> <li>o Provide up to six (6) support sessions (up to three (3) per month) and answer County worker questions regarding GenAI solution;</li> <li>o County trainers will assist with on-site support sessions and ongoing agent/worker questions; and</li> <li>o Maintain AWS environments, including security upgrades.</li> </ul>																				
GenAI Design Lead	Application System Analyst											180	180	360	\$187.30	\$187.30	\$0.00	\$67,428.00	\$67,428.00	
GenAI Technology Lead	Senior Programmer/Analyst											180	180	360	\$208.40	\$208.40	\$0.00	\$37,512.00	\$37,512.00	
Development Team Lead	Global Delivery Network											200	200	400	\$125.00	\$125.00	\$0.00	\$50,000.00	\$50,000.00	
Prompt Engineer	Global Delivery Network											200	200	400	\$125.00	\$125.00	\$0.00	\$50,000.00	\$50,000.00	
DBA	Application System Analyst											12	12	24	\$187.30	\$187.30	\$0.00	\$4,495.20	\$4,495.20	
IAC Developer	Application System Analyst											60	60	120	\$187.30	\$187.30	\$0.00	\$22,476.00	\$22,476.00	
TechOps Support	Senior Programmer/Analyst											40	40	80	\$208.40	\$208.40	\$0.00	\$16,672.00	\$16,672.00	
<b>Administration of the County Purchase order</b>																				
Administration of the County Purchase order	Project Management	Programmer/Analyst	45	45	45	45	45	45	45	45	45	180	140	320	\$153.93	\$153.93	\$27,707.40	\$21,550.20	\$49,257.60	

\*The County will be responsible for all one-time R&A Change Budget Services. One-time R&A Change Budget Services are estimated to commence February 26, 2024 and continue through August 30, 2024. Such hours may be worked and invoiced through the end of SFY 24/25, May 31, 2025. One-time Services will be invoiced on a time and materials ("T&M") basis.

\*\* If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.

2b – Recurring Services

Description	Quantity	Hourly Rate	Monthly Charge	SFY 23/24	SFY 24/25 (9/2024 - 5/2025)	SFY 25/26 (6/2025 - 7/2025)	Total Charges
				-			
				0	9	0	
<b>Recurring R&amp;A Change Budget Services</b>			<b>\$64,189.34</b>	<b>\$0.00</b>	<b>\$577,704.06</b>	<b>\$0.00</b>	<b>\$577,704.06</b>
GenAI Functional Lead	160	\$158.27	\$25,323.20	\$0.00	\$227,908.80	\$0.00	\$227,908.80
GenAI Prompt Engineer	200	\$125.00	\$25,000.00	\$0.00	\$225,000.00	\$0.00	\$225,000.00
Technical Operations	38	\$158.27	\$6,014.26	\$0.00	\$54,128.34	\$0.00	\$54,128.34
Technical Architecture	16	\$158.27	\$2,532.32	\$0.00	\$22,790.88	\$0.00	\$22,790.88
Database Administration ("DBA")	16	\$158.27	\$2,532.32	\$0.00	\$22,790.88	\$0.00	\$22,790.88
Security	12	\$158.27	\$1,899.24	\$0.00	\$17,093.16	\$0.00	\$17,093.16
Administration of the County Purchase order	6	\$148.00	\$888.00	\$0.00	\$7,992.00	\$0.00	\$7,992.00
<b>TOTAL</b>	<b>448</b>			<b>\$0.00</b>	<b>\$577,704.06</b>	<b>\$0.00</b>	<b>\$577,704.06</b>

\*  
\*\*

Hours per SFY	SFY 23/24	SFY 24/25	SFY 25/26	Total Hours
Row 4	0	1,440	0	1,440
Row 5	0	1,800	0	1,800
Row 6	0	342	0	342
Row 7	0	144	0	144
Row 8	0	144	0	144
Row 9	0	108	0	108
Row 10	0	54	0	54
<b>TOTAL</b>	<b>0</b>	<b>4,032</b>	<b>0</b>	<b>4,032</b>

\*The County will be responsible for all recurring R&A Change Budget Services. Recurring R&A Change Budget Services are estimated to commence April 1, 2024 and continue through the end of SFY 2024/25, May 31, 2025. Recurring Services will be invoiced on a time and materials ("T&M") basis.

\*\* If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.

4 – AWS Estimates

Is AWS?									
AWS									
AWS Service/Software	Purpose	Account Name	Quantity	Unit Cost	Expected Cost	Actual Cost	Description / Purpose	Services Start Date	Services End Date
Amazon Bedrock - Prod		**New**	1	\$ 1,386.00	\$ 1,386.00		Includes 90M input tokens and 22.5M output tokens for Anthropic Claude, calculated at volume of 30,000 monthly calls and 3,000/750 input/output tokens per call.	6/1/2024	5/31/2025
Amazon Contact Lens - Prod		**New**	1	\$ 3,600.00	\$ 3,600.00		Includes 240,000 minutes of voice analytics @ fixed price of 0.15 cents per minute.	6/1/2024	5/31/2025
Amazon DynamoDB - Prod		**New**	1	\$ 50.00	\$ 50.00		Includes 30,000 records @ 500 KB each with full read/write monthly assumption.	6/1/2024	5/31/2025
AWS Lambda - Prod		**New**	1	\$ 2.50	\$ 2.50		Includes 150,000 Lambda invocations [each call assumed to invoke 5 downstream Lambdas] running for 5 GB/second each	6/1/2024	5/31/2025
Amazon Inspector - Prod		**New**	1	\$ 1.50	\$ 1.50		AWS Inspector for 5 new Lambda functions	6/1/2024	5/31/2025
API Gateway - Prod		**New**	1	\$ 1.00	\$ 1.00		Includes 1M monthly API requests	6/1/2024	5/31/2025
Amazon Kinesis Data Streams - Prod		**New**	1	\$ 5.00	\$ 5.00		Amazon Kinesis Data Streams inclusive of 30 GB ingestion/consumption	6/1/2024	5/31/2025
Amazon Bedrock - Non Prod		**New**	2	\$ 138.60	\$ 277.20		Includes 9M input tokens and 2.25M output tokens [10% of production traffic] for Anthropic Claude, calculated at volume of 3,000 monthly calls and 3,000/750 input/output tokens per call.	4/1/2024	5/31/2025
Amazon Contact Lens - Non Prod		**New**	2	\$ 576.00	\$ 1,152.00		Includes 240,000 minutes of voice analytics @ fixed price of 0.15 cents per minute.	4/1/2024	5/31/2025
Amazon DynamoDB - Non Prod		**New**	2	\$ 5.00	\$ 10.00		Includes 30,000 records @ 500 KB each with full read/write monthly assumption.	4/1/2024	5/31/2025
AWS Lambda - Non Prod		**New**	2	\$ 0.25	\$ 0.50		Includes 150,000 Lambda invocations [each call assumed to invoke 5 downstream Lambdas] running for 5 GB/second each	4/1/2024	5/31/2025
Amazon Inspector - Non Prod		**New**	2	\$ 1.50	\$ 3.00		AWS Inspector for 5 new Lambda functions	4/1/2024	5/31/2025
API Gateway - Non Prod		**New**	2	\$ 1.00	\$ 2.00		Includes 1M monthly API requests	4/1/2024	5/31/2025
Amazon Kinesis Data Streams - Non Prod		**New**	2	\$ 5.00	\$ 10.00		Amazon Kinesis Data Streams inclusive of 30 GB ingestion/consumption	4/1/2024	5/31/2025
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<b>Total</b>				\$	6,500.70	\$	-		
Enterprise Support	5% of Total Cost								
<b>Grand Total</b>									

Is AWS?																		
AWS		SFY 23/24	SFY 23/24	SFY 23/24	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25	SFY 24/25		
		May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25			
AWS Service/Software		Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
Amazon Bedrock - Prod		\$0.00	\$0.00	\$0.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$1,386.00	\$15,246.00
Amazon Contact Lens - Prod		\$0.00	\$0.00	\$0.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00	\$39,600.00
Amazon DynamoDB - Prod		\$0.00	\$0.00	\$0.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$550.00
AWS Lambda - Prod		\$0.00	\$0.00	\$0.00	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$27.50
Amazon Inspector - Prod		\$0.00	\$0.00	\$0.00	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$16.50
API Gateway - Prod		\$0.00	\$0.00	\$0.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$11.00
Amazon Kinesis Data Streams - Prod		\$0.00	\$0.00	\$0.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$55.00
Amazon Bedrock - Non Prod		\$0.00	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$277.20	\$3,603.60
Amazon Contact Lens - Non Prod		\$0.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$14,976.00
Amazon DynamoDB - Non Prod		\$0.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$130.00
AWS Lambda - Non Prod		\$0.00	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$6.50
Amazon Inspector - Non Prod		\$0.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$39.00
API Gateway - Non Prod		\$0.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$26.00
Amazon Kinesis Data Streams - Non Prod		\$0.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$130.00
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Total		\$0.00	\$1,454.70	\$1,454.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$6,500.70	\$74,417.10
Enterprise Support		\$0.00	\$72.74	\$72.74	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$325.04	\$3,720.86
Grand Total		\$0.00	\$1,527.44	\$1,527.44	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$6,825.74	\$78,137.96

Is AWS?
AWS

AWS Service/Software	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	SFY 24/25	TOTALS
Amazon Bedrock - Prod	\$ -	\$ -	\$ -	\$0.00	\$15,246.00	\$15,246.00
Amazon Contact Lens - Prod	\$ -	\$ -	\$ -	\$ -	\$39,600.00	\$39,600.00
Amazon DynamoDB - Prod	\$ -	\$ -	\$ -	\$ -	\$ 550.00	\$ 550.00
AWS Lambda - Prod	\$ -	\$ -	\$ -	\$ -	\$ 27.50	\$ 27.50
Amazon Inspector - Prod	\$ -	\$ -	\$ -	\$ -	\$ 16.50	\$ 16.50
API Gateway - Prod	\$ -	\$ -	\$ -	\$ -	\$ 11.00	\$ 11.00
Amazon Kinesis Data Streams - Prod	\$ -	\$ -	\$ -	\$ -	\$ 55.00	\$ 55.00
Amazon Bedrock - Non Prod	\$ -	\$ -	\$ -	\$277.20	\$3,326.40	\$ 3,603.60
Amazon Contact Lens - Non Prod	\$ -	\$ -	\$ -	\$1,152.00	\$13,824.00	\$14,976.00
Amazon DynamoDB - Non Prod	\$ -	\$ -	\$ -	\$ 10.00	\$ 120.00	\$ 130.00
AWS Lambda - Non Prod	\$ -	\$ -	\$ -	\$ 0.50	\$ 6.00	\$ 6.50
Amazon Inspector - Non Prod	\$ -	\$ -	\$ -	\$ 3.00	\$ 36.00	\$ 39.00
API Gateway - Non Prod	\$ -	\$ -	\$ -	\$ 2.00	\$ 24.00	\$ 26.00
Amazon Kinesis Data Streams - Non Prod	\$ -	\$ -	\$ -	\$ 10.00	\$ 120.00	\$ 130.00
<i>Do not delete - Enter above this line</i>						
Total	\$ -	\$ -	\$ -	\$1,454.70	\$72,962.40	\$74,417.10
Enterprise Support	\$ -	\$ -	\$ -	\$ 72.74	\$ 3,648.12	\$ 3,720.86
Grand Total	\$ -	\$ -	\$ -	\$1,527.44	\$76,610.52	\$78,137.96