



Revision to ASR and/or Attachments

Date: June 9, 2020
To: Clerk of the Board of Supervisors
CC: County Executive Office *Ford*
From: **Debra J. Baetz, Social Services Agency Director**
Re: ASR Control #: 20-000168, Meeting Date: 6/23/2020, Item No. # 20
Subject: Increase and Extend Automated Call Distribution Services Contract

CLERK OF SUPERVISORS
 ORANGE COUNTY
 BOARD OF SUPERVISORS

2020 JUN 10 PM 12:14

RECEIVED

Explanation:

The Contract was resigned due to the Contractor's name changing after the ASR and Contract had been submitted to your office. The Assistant Secretary's Certificate providing signature authority dated on June 4, 2020, indicated the company's name changed from SBC Global Services, Inc. DBA AT&T Global Services and AT&T Corp. to AT&T California and AT&T Corp. This revision memo is to update the Contractor's name in the ASR and Attachments A, B and C.

Revised Recommended Action(s)

Authorize the County Procurement Officer or authorized Deputy to execute Amendment Four to Increase and Extend the Contract with AT&T California and AT&T Corp. for Automated Call Distribution Services per State of California CALNET 3 Contract, effective July 1, 2020, through December 31, 2021, in an amount not to exceed \$1,680,063, for a revised cumulative total amount of \$6,266,200.

Make modifications to the:

Subject Background Information Summary Financial Impact

The following information in the Background information is to be modified:

The Social Services Agency (SSA) is requesting the Board of Supervisors' (Board) approval of Amendment Four to increase and extend the Automated Call Distribution (ACD) services contract with ~~SBC Global Services, Inc. DBA AT&T Global Services~~ **AT&T California** and AT&T Corp. (AT&T) for an amount not to exceed \$1,680,063, for an 18-month term, effective July 1, 2020, through December 31, 2021, for a revised cumulative total of \$6,266,200. The contract annual amount has been increased to

June 9, 2020

cover the higher number of calls due to the COVID-19 emergency and the addition of services for In-Home Supportive Services (IHSS), Public Authority, Office on Aging (OoA), Veterans Services Office (VSO) and Economic & Business Recovery (E&BR). The additional services are required to provide greater ongoing access for the public to obtain services telephonically and better comply with current health recommendations. This extension is executed per The California Network and Telecommunications (CALNET) 3, Special Terms and Conditions, Section M, Migration-Out, through December 31, 2021.

The Summary is modified as follows:

Approval of Amendment to Increase and Extend the Automated Call Distribution Services Contract with ~~SBC Global Services, Inc. DBA AT&T Global Services~~ **AT&T California** and AT&T Corp. will support the operation of the Social Services Agency's Customer Service Center and ensure quality, efficient customer service and performance mandate compliance for the Medi-Cal and CalFresh, In-Home Supportive Services programs as well as Orange County Community Resources and Public Authority Agencies.

Revised Attachments (attach revised attachment(s) and redlined copy(s))

Attachments A, B and C.



**AMENDMENT FOUR
TO CONTRACT MA-063-15011634
WITH
AT&T CALIFORNIA AND AT&T CORP**

This AMENDMENT (referred to as "Amendment Four") is made and entered into as of the date fully executed by and between the County of Orange, Social Services Agency (SSA), a political subdivision of the State of California with place of business at 500 N. State College Blvd., Orange, CA 92868-1673 (referred to as "County"), and AT&T California, having a place of business at PO Box 989048 West Sacramento, CA 95798- 9048 and AT&T Corp., having a principal place of business at PO Box 5095 Carol Stream, IL 60197-5095 (AT&T California. and AT&T Corp., and their respective affiliates, are collectively referred to as "Contractor"), for Automated Call Distribution Services. County and Contractor may be individually referred to as "Party", or collectively as "Parties".

WHEREAS, the County and Contractor entered into Agreement MA-063-15011634 (referred to as "Contract"), in the amount of \$3,186,137 effective July 1, 2015 through June 30, 2018 per the terms, conditions and pricing of State of California, CALNET 2 and transitioned to CALNET 3 Contract, incorporated herein by this reference (referred to as "Cooperative Contract") effective March 26, 2014 through June 30, 2018; and

WHEREAS, California Department of Technology and AT&T Corporation, per Amendment No. 7 and 8, agreed to extend CALNET 3 Contract C3-(A & B)-12-10-TS-01 through June 30, 2019; and

WHEREAS, both Parties agree to issue Amendment No. 1 to the Contract per the extension of CALNET 3 Contract C3-A & B-12-10-TS-01 for a consecutive term, to renew Contract MA-063-15011634 for the second term effective July 1, 2018 through June 30, 2019 for an amount not to exceed \$600,000; and

- Delete the following: Attachment 1 – Scope of Work, Attachment 2 – Pricing Schedule, Attachment 3 – CALNET 2 – Contract No. 5-06-58-21 (DTS06E1391), and Attachment 4 – CALNET 3 – Contract No. C3-(A & B)-12-10-TS-01; and
- Replace with the following: Attachment 1-A - Scope of Work; Attachment 2-A - Pricing Schedule; Attachment 3 - Intentionally left blank; Attachment 4-A - CALNET 3 – Contract No. C3-(A & B)-12-10-TS-01, Amendment No. 7 & 8; and
- Amend Notices for Contractor as follows:
AT&T California & AT&T Corp PO Box 989048
West Sacramento, CA 95798-9048
Attn: Liz Deering / Client Solutions Executive
Mobile: 714-262-8741
Email: es1961@att.com; and

WHEREAS, both Parties agreed to issue Amendment No. 2 to the Contract per Amendment 10 and 11, of CALNET 3 Contract C3-A & B-12-10-TS-01, to renew the Contract for the third term effective July 1, 2019 through June 30, 2020 for a total amount not to exceed \$600,000 per 1-A Scope of Work and the same 2-A Pricing Schedule; and

WHEREAS, both Parties agreed to issue Amendment Three to the Contract, pursuant to Board Resolution issued March 26, 2020 to increase the not to exceed amount by \$200,000, effective through June 30, 2020, for a cumulative total amount of \$4,586,137 per 1-B Additional Scope of Work and 2-B Pricing Schedule, and add Office on Aging & Veterans Service Office (OoA & VSA) and Economic & Business Recovery (E&BR); and

- Add the following Federal Emergency Management Agency (FEMA) provision(s) to the Contract:
 - A. Clean Air Act
 - The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
 - The contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
 - The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.



**AMENDMENT FOUR
TO CONTRACT MA-063-15011634**

- B. Federal Water Pollution Control Act
 - o The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
 - o The contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
 - o The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.
- C. Suspension and Debarment
 - o This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor’s principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
 - o The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
 - o This certification is a material representation of fact relied upon by County. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to County, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- D. Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352
 - o Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

WHEREAS, both Parties agree to issue Amendment Four to increase the contract amount and extend the term of the Contract, per the amended CALNET 3 Contract; and

NOW THEREFORE, the Parties agree as follows:

1. Increase the Contract MA-063-15011634 by a not to exceed amount of \$1,532,000, for a cumulative total amount of \$6,118,137; and
2. Add In-House Supportive Services (IHSS) and Public Authority (PA) per 1-C Scope of Work and 2-C Pricing Schedule attached; and
3. Extend the contract for the final eighteen-month term, per Amendment 12 and 13 of the CALNET 3 Contract C3-(A & B)-12-10-TS-01, effective through December 31, 2021.

Upon becoming aware that it has exceeded the not to exceed amount of the Contract, County may terminate the Contract at any time without penalty by providing written notice to Contractor. Until such time as County has exercised its right to terminate under this paragraph, County shall be responsible for payment of any Services provided by Contractor in accordance with the contractual specifications.

All terms and conditions, amendments/modifications of the initial Contract are hereby incorporated herein by this reference into the subsequent Contract MA-063-15011634. This Amendment modifies the Contract only as expressly set forth above. This Amendment does not modify, alter or amend the Contract in any other way whatsoever.

.....Signature Page follows.....



AMENDMENT FOUR
TO CONTRACT MA-063-15011634

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment on the dates shown opposite their respective signatures below.

AT&T CALIFORNIA AND AT&T CORP.*

By Veronica Danao
Print Name Veronica Danao
Title Contract Specilaist CGI
Date 4 June 2020

By _____
Print Name _____
Title _____
Date _____

*If the contracting Party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one (1) person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two (2) categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the document twice, each time indicating his or her office that qualifies under the above described provision. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

COUNTY OF ORANGE

a political subdivision of the State of California

By _____
Print Name

Title

Signature

Date

COUNTY OF ORANGE
COUNTY COUNSEL

Approved as to Form:

By Carolyn S. Frost
Deputy County Counsel

Date 06/09/20



**AMENDMENT FOUR
TO CONTRACT MA-063-15011634**

**Attachment 1-C
Additional Scope of Work**

Due to the increase of call volume in the midst of the COVID-19 event, the Automated Call Distribution system (ACD) is necessary to provide a more efficient way to manage the call volume and enhance customer experience by queuing the calls in the order they were received and connect the caller with an agent having the skill sets to assist a particular caller (for example, a Spanish speaking caller will be connected to Spanish speaking agent). In addition, the ACD system will allow the agents to work remotely and answer the calls.

In-Home Supportive Services (IHSS)

1. Develop and implement a new call flow strategy for IHSS using SSA Service Center existing tenant and AT&T Network Based ACD
2. Provision 30 Agents, 1 Basic Supervisor Package and 7 additional Supervisors positions. With the ability for all to log in and take calls
3. Provision hours of operations, holidays
4. Assign 800 phone number for IHSS
5. Provide e-learning modules and webinar for agents and supervisors training
6. Add digital recorder capabilities for 3 recording ports or 5% of the calls.

Public Authority (PA)

1. Develop and implement a new call flow strategy for PA using SSA Service Center existing tenant and AT&T Network Based ACD
2. Provision 11 Agents, 1 Supervisor Package and 2 additional Supervisor positions. With the ability for all to log in and take calls
3. Provision hours of operations, holidays
4. Assign 800 phone number for PA
5. Provide e-learning modules and webinar for agents and supervisors training
7. Add digital recorder capabilities for 3 recording ports or 5% of the calls.



**AMENDMENT FOUR
TO CONTRACT MA-063-15011634**

ATTACHMENT 2-C

PRICING SCHEDULE

1. MONTHLY RECURRING CHARGES

Description of Service	Service Order Billing Code	Unit of Measure	Estimated Quantity	Monthly Recurring	Estimated Total Monthly
SSA Basic Agents Package	ACD01	Per Agent	250	\$79.95	\$19,987.50
OCSSA Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	29	\$82.00	\$2,378.00
Office on Aging (OoA) and Veterans Service Office (VSO)	ACD01	Per Agent	14	\$79.95	\$1,119.30
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	10	\$82.00	\$820.00
Economic & Business Recovery	ACD01	Per Agent	10	\$79.95	\$799.50
OCSSA Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
In-Home Supportive Services (IHSS)	ACD01	Per Agent	30	\$79.95	\$2,398.50
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	7	\$82.00	\$574.00
NBCC Digital Recorder Capability	CC03	Per Recording Port	3	\$26.98	\$80.94
Public Authority (PA)	ACD01	Per Agent	11	\$79.95	\$879.45
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	2	\$82.00	\$164.00
NBCC Digital Recorder Capability	CC03	Per Recording Port	3	\$26.98	\$80.94
SSA Additional Features – Continued			0		
NBCC Digital Recorder Capability	CC03	Per Recording Port	250	\$26.98	\$6,745.00
NBCC Workforce Management (WFM) System	CC07	Per Agent/Supv	162	\$12.30	\$1,992.60
Voice Call Back - Concierge	CC15	Per Port	30	\$208.74	\$6,262.20
NBIVR DTMF Port	IVR04	Per Port	5	\$87.13	\$35.65
Taxes and Fees					
Canada - Dedicated	ITDCAN	Per Minute	40	\$0.0564	\$2.26
Call Back Virtual Hold Platform Usage	QMAN17	Per Minute	213367	\$0.0113	\$2,411.05
Basic Coverage - California Dedicated Access	TFCAD	Per Minute	400	\$0.0144	\$5.76
Extended Call Coverage - US Dedicated Access	TFUSD	Per Minute	118798	\$0.0113	\$12,148.00
Taxes & Surcharges					
CA Teleconnect Fund	TX18AF		1	\$107.00	\$107.00
CHCF-A CHCF-B & CASF	TX18AG		1	\$125.00	\$125.00
COM DEC FND DEAF & DISABLED	TX18AJ		1	\$69.00	\$69.00
PUB UTIL COMM FEE	SC18TK		1	\$50.00	\$50.00
UNIV LIFELINE TELE SERV SUR	TX18AE		1	\$650.00	\$650.00



**AMENDMENT FOUR
TO CONTRACT MA-063-15011634**

2. NON-RECURRING - Additional Work Enhancement to Network Based Call Center

Description	Not to Exceed Amount	Estimated Quantity
In-Home Supportive Services (IHSS) and Public Authority (PA)		
<ul style="list-style-type: none"> Provide overall project management and coordination. 		
<ul style="list-style-type: none"> Design, develop, and validate Customer's call flow updates on an approved Statement of Work. 		
<ul style="list-style-type: none"> Provide an Acceptance Test Plan (ATP) to validate the call flow strategy updates based on the Business Design Document. Acceptance will be based upon validating the operation defined in the agreed requirements and Business Design Document. 		
<ul style="list-style-type: none"> The approved Business Design Document call flow specifications will supersede the call flow design in SOW, in the event call flow design has been modified during the project. 		
<ul style="list-style-type: none"> Perform internal testing to validate proper operation of the call flow strategy updates. 		
<ul style="list-style-type: none"> Provide remote cutover support. 		
<ul style="list-style-type: none"> Provide e-learning training modules for agents and supervisor. 		
<ul style="list-style-type: none"> Provide webinar trainer to train agents / supervisor / administrators. 		
<ul style="list-style-type: none"> Provide "Release Notes" documentation of the final accepted desktop. 		
Professional Services – one-time fee	\$3,400.00	1
Additional Professional Services		
<ul style="list-style-type: none"> Approval from Project Manager and Procurement Manager is required prior to initiating one-time professional services related to this ACD. 	\$5,000 - \$10,000	2



**AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634
WITH**

~~SBC GLOBAL SERVICES, INC DBA AT&T GLOBAL SERVICES CALIFORNIA~~ AND AT&T CORP

This AMENDMENT (referred to as "Amendment ~~Three~~Four") is made and entered into as of the date fully executed by and between the County of Orange, Social Services Agency (SSA), a political subdivision of the State of California with place of business at 500 N. State College Blvd., Orange, CA 92868-1673 (referred to as "County"), and ~~SBC Global Services, Inc. DBA AT&T Global Services AT&T California~~, having a place of business at PO Box 989048 West Sacramento, CA 95798-9048 and AT&T Corp., having a principal place of business at PO Box 5095 Carol Stream, IL 60197-5095 (~~SBC Global Services, Inc. AT&T California~~ and AT&T Corp., and their respective affiliates, are collectively referred to as "Contractor"), for Automated Call Distribution Services. County and Contractor may be individually referred to as "Party", or collectively as "Parties".

WHEREAS, the County and Contractor entered into Agreement MA-063-15011634 (referred to as "Contract"), in the amount of \$3,186,137 effective July 1, 2015 through June 30, 2018 per the terms, conditions and pricing of State of California, CALNET 2 and transitioned to CALNET 3 Contract, incorporated herein by this reference (referred to as "Cooperative Contract") effective March 26, 2014 through June 30, 2018; and

WHEREAS, California Department of Technology and AT&T Corporation, per Amendment No. 7 and 8, agreed to extend CALNET 3 Contract C3-(A & B)-12-10-TS-01 through June 30, 2019; and

WHEREAS, both Parties agree to issue Amendment No. 1 to the Contract per the extension of CALNET 3 Contract C3-A & B-12-10-TS-01 for a consecutive term, to renew Contract MA-063-15011634 for the second term effective July 1, 2018 through June 30, 2019 for ~~a total~~ amount not to exceed \$600,000; and

- Delete the following: Attachment 1 – Scope of Work, Attachment 2 – Pricing Schedule, Attachment 3 – CALNET 2 – Contract No. 5-06-58-21 (DTS06E1391), and Attachment 4 – CALNET 3 – Contract No. C3-(A & B)-12-10-TS-01; and
- Replace with the following: Attachment 1-A - Scope of Work; Attachment 2-A - Pricing Schedule; Attachment 3 - Intentionally left blank; Attachment 4-A - CALNET 3 – Contract No. C3-(A & B)-12-10-TS-01, Amendment No. 7 & 8; and
- Amend Notices for Contractor as follows:
~~SBC Global Services Inc. DBA AT&T Global Services California~~ & AT&T Corp
PO Box 989048
West Sacramento, CA 95798-9048
Attn: Liz Deering / Client Solutions Executive
Mobile: 714-262-8741
Email: es1961@att.com; and

WHEREAS, both Parties agreed to issue Amendment No. 2 to the Contract per Amendment 10 and 11, of CALNET 3 Contract C3-A & B-12-10-TS-01, to renew the Contract for the third term effective July 1, 2019 through June 30, 2020 for a total amount not to exceed \$600,000 per 1-A Scope of Work and the same 2-A Pricing Schedule; and

WHEREAS, both Parties ~~agree~~ agreed to issue Amendment Three to the Contract, pursuant to Board Resolution issued March 26, 2020, ~~and add to increase~~ the ~~Federal Emergency Management Agency (FEMA) provision(s); and~~

~~NOW THEREFORE, the Parties agree as follows:~~

~~1. Increase the Contract MA-063-15011634 by an amount~~ not to exceed amount by \$200,000, effective through June 30, 2020, for a cumulative total amount of \$4,586,137; per ~~the attached-1-B Additional Scope of Work and updated-2-B Pricing Schedule;~~ and add Office on Aging & Veterans Service Office (OoA & VSA) and Economic & Business Recovery (E&BR); and

~~2.~~ • Add the following Federal Emergency Management Agency (FEMA) provision(s) to the Contract:

A. Clean Air Act

- The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- The contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.



**AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634**

- The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.
- B. Federal Water Pollution Control Act
 - The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
 - The contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
 - The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.
- C. Suspension and Debarment
 - This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
 - The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
 - This certification is a material representation of fact relied upon by County. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to County, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- D. Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352
 - Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

WHEREAS, both Parties agree to issue Amendment Four to increase the contract amount and extend the term of the Contract, per the amended CALNET 3 Contract; and

NOW THEREFORE, the Parties agree as follows:

1. Increase the Contract MA-063-15011634 by a not to exceed amount of \$1,680,063, for a cumulative total amount of \$6,266,200; and
2. Add In-House Supportive Services (IHSS) and Public Authority (PA) per 1-C Scope of Work and 2-C Pricing Schedule attached; and
3. Extend the contract for the final eighteen-month term, per Amendment 12 and 13 of the CALNET 3 Contract C3-(A & B)-12-10-TS-01, effective through December 31, 2021.

Upon becoming aware that it has exceeded the not to exceed amount of the Contract, County may terminate the Contract at any time without penalty by providing written notice to Contractor. Until such time as County has exercised its right to terminate under this paragraph, County shall be responsible for payment of any Services provided by Contractor in accordance with the contractual specifications.

All terms and conditions, amendments/modifications of the initial Contract are hereby incorporated herein by this reference into the subsequent Contract MA-063-15011634. This Amendment modifies the Contract only as expressly set forth above. This Amendment does not modify, alter or amend the Contract in any other way whatsoever.

-----Signature Page follows-----



**AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634**

Attachment 1-~~BC~~
Additional Scope of Work

OCSSA Service Center

Due to the increase of call volume in the midst of the COVID-19 event, ~~and all agents must be able to work remotely,~~

- ~~1. Increase access to the Basic Agent Package for 200 additional agents for a total of 333 agents.~~
- ~~2. the Automated Call recording Distribution system (ACD) is not required for necessary to provide a more efficient way to manage the additional 200 agents~~

Office on Aging (OoA) and Veterans Service Office (VSO)

~~Due to the increase of call volume and enhance customer experience by queuing the calls in the midst of order they were received and connect the COVID-19 event, caller with an agent having the skill sets to assist a particular caller (for example, a Spanish speaking caller will be connected to Spanish speaking agent). In addition, the ACD system will allow the agents to work remotely and all agents must be able to work remotely, answer the calls.~~

In-Home Supportive Services (IHSS)

1. Develop and implement a new call flow strategy for ~~Office on Aging and Veterans Service Office~~ IHSS using SSA Service Center existing tenant and AT&T Network Based ACD
2. Provision ~~1430~~ Agents, ~~11~~ 1 ~~Basic Supervisor Package and 7 additional~~ Supervisors ~~and an Administrator positions.~~ With the ability for all to log in and take calls
3. Provision hours of operations, holidays
4. Assign 800 phone number for ~~OoA~~ IHSS
5. Provide e-learning modules and webinar for agents and supervisors training
- ~~6. Call Add digital recorder capabilities for 3 recording is not required~~

Economic & Business Recovery

- ~~6. Due to ports or 5% of the increase of call volume in the midst of the COVID-19 event, and all agents must be able to work remotely, calls.~~

Public Authority (PA)

1. Develop and implement a new call flow strategy for ~~Economic and Business Recovery~~ PA using SSA Service Center existing tenant and AT&T Network Based ACD (~~Automated Call Distribution~~)
2. Provision ~~4011~~ Agents, 1 Supervisor ~~and an Administrator~~ Package and 2 additional Supervisor positions. With the ability for all to log in and take calls
3. Provision hours of operations, holidays
4. Assign 800 phone number for ~~Economic and Business Recovery~~ PA
5. Provide e-learning modules and webinar for agents and supervisors training
- ~~Call Add digital recorder capabilities for 3 recording is not required~~

- ~~7. County shall assume ports or 5% of the responsibility of day to day operations of County configurable elements after sign-off on training and implementation is complete calls.~~



**AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634**

ATTACHMENT 2-BC

PRICING SCHEDULE

1. MONTHLY RECURRING CHARGES (MRC)

Description of Service	Service Order Billing Code	Unit of Measure	Estimated Quantity	MRC Monthly Recurring	Estimated Total Monthly Total
SSA Basic Agents Package (SSA)	ACD01 ACD01	Per Agent	333 250	\$-79.95	\$ 26,623.35 \$19,987.50
OCSSA Basic Agents Supervisor's Package (OoA & VSO)	ACD01 ACD24	Per Agent Supervisor	14 1	\$-79.95 \$82.00	\$ 1,119.30 \$82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	29	\$82.00	\$2,378.00
Office on Aging (OoA) and Veterans Service Office (VSO) Basic Agents Package (E&BR)	ACD01 ACD01	Per Agent	10 14	\$-79.95	\$ 799.50 \$1,119.30
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$-82.00	\$ 82.00
Additional Supervisor Positions	ACD25	Per Adtl Supervisor	28	\$-82.00	\$ 2,296 \$820.00
Economic & Business Recovery	ACD01	Per Agent	10	\$79.95	\$799.50
OCSSA Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
In-Home Supportive Services (IHSS)	ACD01	Per Agent	30	\$79.95	\$2,398.50
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions (OoA & VSO)	ACD25	Per Adtl Supervisor	11	\$-82.00	\$ 902 \$574.00
NBCC Digital Recorder Capability	CC03	Per Recording Port	3	\$26.98	\$80.94
Public Authority (PA)	ACD01	Per Agent	11	\$79.95	\$879.45
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions (E&BR)	ACD25	Per Adtl Supervisor	12	\$-82.00	\$ 82 \$164.00
NBCC Digital Recording Recorder Capability	CC03	Per Recording Ports	52	\$-26.98	\$ 1,402.96 \$80.94
SSA Additional Features - Continued			0		
NBCC Digital Recorder Capability	CC03	Per Recording Port	250	\$26.98	\$6,745.00
NBCC Workforce Management (WFM) System	CC07	Per Agent/Supv	162	\$-12.30	\$ 1,992.60
Voice Call Back - Concierge	CC15	Per Port	30	\$-208.74	\$ 6,262.20
NBIVR -DTMF Port	IVR04	Per Port	5	\$-87.13	\$ 435 \$35.65
Taxes and Fees					
Canada - Dedicated	ITDCAN	Per Minute	92.73	\$-0.0564	\$ 5.23 \$2.26
Call Back/Virtual Hold Platform Usage	QMAN1	Per Minute	181235.49	\$-0.0113	\$ 2,047.96 411.05
Basic Coverage - California Dedicated Access	TFCAD	Per Minute	2881.25	\$-0.0144	\$ 41.49 \$5.76
Extended Call Coverage - US Dedicated Access	TFUSD	Per Minute	915044.25	\$-0.0113	\$ 10,340 \$12,148.00
Taxes and Surcharges					
California Teleconnect Fund	TX18AF		1	\$ 150107.00	\$ 150107.00
CHCF-A, CHCF-B & CASF	TX18AG		1	\$ 50125.00	\$ 50125.00



AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634

COM DEV DEC FND DEAF & DISABLED	TX18A TX 18AJ		1	\$ 6569 .00	\$ 6569 .00
PUBLIC PUB UTIL COMM FEE	SC18TK		1	\$ 50 .00	\$ 50 .00
UNIV LIFELINE TELE SERV SUR	TX18AE		1	\$ 600 650.00	\$ 600 650.00

~~Taxes, surcharges & fees estimated at 11% of usage.~~

~~E&BR — Economic & Business Recovery~~

~~OoA and VSO — Office on Aging and Veterans Service Office~~



AMENDMENT ~~THREE~~FOUR
TO CONTRACT MA-063-15011634

2. NON-RECURRING - Additional Work Enhancement to Network Based Call Center

Description	<u>Not to Exceed Amount</u>	<u>Estimated Quantity</u>
Office of Aging and Veterans Service Office		
• Provide overall project management and coordination.		
• Design, develop, and validate Customer's call flow updates on an approved Statement of Work.		
• Provide an Acceptance Test Plan (ATP) to validate the call flow strategy updates based on the Business Design Document. Acceptance will be based upon validating the operation defined in the agreed requirements and Business Design Document.		
• Perform internal testing to validate proper operation of the call flow strategy updates.		
• Provide remote cutover support.		
• Provide e-learning training modules for agents and supervisor.		
• Provide webinar trainer to train agents/supervisor.		
• Provide "Release Notes" documentation of the final accepted desktop.		
Professional In-Home Supportive Services – one-time fee (IHSS) and Public Authority (PA)	\$6,460.00	
Economic and Business Recovery		
• Provide overall project management and coordination.		
• Design, develop, and validate Customer's call flow updates on an approved Statement of Work.		
• Provide an Acceptance Test Plan (ATP) to validate the call flow strategy updates based on the Business Design Document. Acceptance will be based upon validating the operation defined in the agreed requirements and Business Design Document.		
• The approved Business Design Document call flow specifications will supersede the call flow design in SOW, in the event call flow design has been modified during the project.		
• Perform internal testing to validate proper operation of the call flow strategy updates.		
• Provide remote cutover support.		
• Provide e-learning training modules for agents and supervisor.		
• Provide webinar trainer to train agents / supervisor / administrators.		
• Provide "Release Notes" documentation of the final accepted desktop.		
Professional Services – one-time fee	\$3,400.00	1
Total NRC (Non-Recurring Charge) Additional Professional Services	\$9,860.00	
• Approval from Project Manager and Procurement Manager is required prior to initiating one-time professional services related to this ACD.	\$5,000 - \$10,000	2

Contract Summary Form

AT&T CALIFORNIA AND AT&T CORP

SUMMARY OF SIGNIFICANT CHANGES

1. Increase Contract amount by \$1,680,063 for a cumulative total amount of \$6,266,200, page 2
2. Extend Contract for 18 months effective July 1, 2020 through December 31, 2021 page 2
3. Add In-Home Supportive Services and Public Authority to the Contract, page 2.

SUBCONTRACTORS

This contract does not currently include subcontractors or pass through to other providers.

Due to the nature of the services, this contract could require the addition of subcontractors. In order to add subcontractor(s) to the contract, the contractor must seek express consent from SSA. Should the addition of a subcontractor impact the scope of work and/or contract amount, SSA will bring the item back to the Board for approval.

CONTRACT OPERATING EXPENSES

The Contract not to exceed amount is \$1,680,063.

PRICING SCHEDULE

1. MONTHLY RECURRING CHARGES

Description of Service	Service Order Billing Code	Unit of Measure	Estimated Quantity	Monthly Recurring	Estimated Total Monthly
SSA Basic Agents Package	ACD01	Per Agent	250	\$79.95	\$19,987.50
OCSSA Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Addl Supervisor	29	\$82.00	\$2,378.00
Office on Aging (OoA) and Veterans Service Office (VSO)	ACD01	Per Agent	14	\$79.95	\$1,119.30
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Addl Supervisor	10	\$82.00	\$820.00
Economic & Business Recovery	ACD01	Per Agent	10	\$79.95	\$799.50
OCSSA Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
In-Home Supportive Services (IHSS)	ACD01	Per Agent	30	\$79.95	\$2,398.50
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Addl Supervisor	7	\$82.00	\$574.00
NBCC Digital Recorder Capability	CC03	Per Recording Port	3	\$26.98	\$80.94
Public Authority (PA)	ACD01	Per Agent	11	\$79.95	\$879.45
Basic Supervisor's Package	ACD24	Per Supervisor	1	\$82.00	\$82.00
Additional Supervisor Positions	ACD25	Per Addl Supervisor	2	\$82.00	\$164.00
NBCC Digital Recorder Capability	CC03	Per Recording Port	3	\$26.98	\$80.94
SSA Additional Features – Continued					
NBCC Digital Recorder Capability	CC03	Per Recording Port	250	\$26.98	\$6,745.00
NBCC Workforce Management (WFM) System	CC07	Per Agent/Supv	162	\$12.30	\$1,992.60
Voice Call Back - Concierge	CC15	Per Port	30	\$208.74	\$6,262.20
NBIVR DTMF Port	IVR04	Per Port	5	\$87.13	\$35.65
Taxes and Fees					
Canada - Dedicated	ITDCAN	Per Minute	40	\$0.0564	\$2.26

Attachment C

Call Back Virtual Hold Platform Usage	QMAN17	Per Minute	213367	\$0.0113	\$2,411.05
Basic Coverage - California Dedicated Access	TFCAD	Per Minute	400	\$0.0144	\$5.76
Extended Call Coverage - US Dedicated Access	TFUSD	Per Minute	118798	\$0.0113	\$12,148.00
Taxes & Surcharges					
CA Teleconnect Fund	TX18AF		1	\$107.00	\$107.00
CHCF-A CHCF-B & CASF	TX18AG		1	\$125.00	\$125.00
COM DEC FND DEAF & DISABLED	TX18AJ		1	\$69.00	\$69.00
PUB UTIL COMM FEE	SC18TK		1	\$50.00	\$50.00
UNIV LIFELINE TELE SERV SUR	TX18AE		1	\$650.00	\$650.00

2. NON-RECURRING - Additional Work Enhancement to Network Based Call Center

Description	Not to Exceed Amount	Estimated Quantity
In-Home Supportive Services (IHSS) and Public Authority (PA)		
<ul style="list-style-type: none"> Provide overall project management and coordination. 		
<ul style="list-style-type: none"> Design, develop, and validate Customer's call flow updates on an approved Statement of Work. 		
<ul style="list-style-type: none"> Provide an Acceptance Test Plan (ATP) to validate the call flow strategy updates based on the Business Design Document. Acceptance will be based upon validating the operation defined in the agreed requirements and Business Design Document. 		
<ul style="list-style-type: none"> The approved Business Design Document call flow specifications will supersede the call flow design in SOW, in the event call flow design has been modified during the project. 		
<ul style="list-style-type: none"> Perform internal testing to validate proper operation of the call flow strategy updates. 		
<ul style="list-style-type: none"> Provide remote cutover support. 		
<ul style="list-style-type: none"> Provide e-learning training modules for agents and supervisor. 		
<ul style="list-style-type: none"> Provide webinar trainer to train agents / supervisor / administrators. 		
<ul style="list-style-type: none"> Provide "Release Notes" documentation of the final accepted desktop. 		
Professional Services – one-time fee	\$3,400.00	1
Additional Professional Services		
<ul style="list-style-type: none"> Approval from Project Manager and Procurement Manager is required prior to initiating one-time professional services related to this ACD. 	\$5,000 - \$10,000	2