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## 1. Charges Summary

<b>Total County Purchase Charges</b>
<b>Administrative Charges</b>
<b>Hardware and Software Charges</b>
Hardware Charges
Hardware Maintenance and Support Charges
Software Charges
Software Maintenance and Support Charges
<b>Production Operations Charges</b>
One Time Charges
Recurring Charges
<b>Total Charges</b>

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

2. Admin Charges

Task Description	Quantity	Charges per Unit	Total Charges
To	Not used on HM-04.		
Ag			
Ins			

3. HW and SW

Line	Item Description	Purpose	Quantity	Unit Charges	Hardware	Software	Hardware Support	Software Support	Estimated Tax	Estimated Shipping/ Handling	Total
<b>Software Subscription Purchases</b>											
1	eGain Operational Analytics Named User License through June 30, 2025, includes 1GB data storage and 24 x 7 Technical Support	Agent Reporting Software	60	\$442.00		\$26,520.00			\$0.00	\$0.00	<b>\$26,520.00</b>
2	Calabrio ONE Product Suite Bundle - Advanced QM, CWF, and Analytics - 12-month Subscription License with renewal in SFY 2024/25 (Part # CACSWBUNAGALMUSR)	Quality Management/Call Monitoring/Work Force Mgmt.	60	\$582.60		\$34,956.00			\$0.00	\$0.00	<b>\$34,956.00</b>
3	Calabrio Advanced Bulk Contact Export - 12-month Subscription License with renewal in SFY 2024/25 (Part# CACSWONEARXLM SUB)	Quality Management/Call Monitoring/Work Force Mgmt.	60	\$14.04		\$842.40			\$0.00	\$0.00	<b>\$842.40</b>
<b>Total</b>					<b>\$0.00</b>	<b>\$62,318.40</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$62,318.40</b>

Charges per SFY			
SFY 2023/24	SFY 2024/25	SFY 2025/26	Total
\$26,520.00	\$0.00	\$0.00	<b>\$26,520.00</b>
\$34,956.00	\$36,703.80	\$0.00	<b>\$71,659.80</b>
\$842.40	\$884.52	\$0.00	<b>\$1,726.92</b>
<b>\$62,318.40</b>	<b>\$37,588.32</b>	<b>\$0.00</b>	<b>\$99,906.72</b>

	SFY 2023/24	SFY 2024/25	SFY 2025/26	Total
<b>Hardware Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware Support Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Software Total</b>	<b>\$62,318.40</b>	<b>\$37,588.32</b>	<b>\$0.00</b>	<b>\$99,906.72</b>
<b>Software Support Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Estimated Total</b>	<b>\$62,318.40</b>	<b>\$37,588.32</b>	<b>\$0.00</b>	<b>\$99,906.72</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.

4. Production Operations

Category	Hours per Month	Quantity	Unit Charge	Monthly Charge	SFY 23/24 (4/2024 - 5/2024)	SFY 24/25 (6/2024 - 5/2025)	SFY 25/26 (6/2025 - 7/2025)	Total Charges
<b>Productions Operations - One Time Operations Charges</b>					<b>2</b>	<b>12</b>	<b>2</b>	
N/A	N/A	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Productions Operations - Recurring Operations Charges</b>					<b>\$8,341.60</b>	<b>\$50,049.60</b>	<b>\$8,341.60</b>	<b>\$66,732.80</b>
Central Support per Customer Service Center Agent/Worker - SFY 2023/24	N/A	60	\$57.18	\$3,430.80	\$6,861.60	\$0.00	\$0.00	\$6,861.60
Central Support per Customer Service Center Agent/Worker - SFY 2024/25	N/A	60	\$57.18	\$3,430.80	\$0.00	\$41,169.60	\$0.00	\$41,169.60
Central Support per Customer Service Center Agent/Worker - SFY 2025/26	N/A	60	\$57.18	\$3,430.80	\$0.00	\$0.00	\$6,861.60	\$6,861.60
Administration of the County Purchase	5	1	\$148.00	\$740.00	\$1,480.00	\$8,880.00	\$1,480.00	\$11,840.00
<b>TOTAL</b>					<b>\$8,341.60</b>	<b>\$50,049.60</b>	<b>\$8,341.60</b>	<b>\$66,732.80</b>

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