

Accenture Call Center Personnel and Consulting Fees through November 30, 2020

Service Provided	27-Jul-20	4-Aug-20	27-Aug-20	1-Sep-20	14-Sep-20	14-Sep-20	30-Sep-20	30-Sep-20	30-Oct-20	2-Nov-20	11-Nov-20	30-Nov-20	Total
Personnel	\$ 316,800	\$ 403,200		\$ 403,200	\$ 620,160	\$ 80,640	\$ 153,600	\$ -	\$ 1,689,600	\$1,382,400	\$ 1,612,800	\$ 731,136	\$ 7,393,536
Operations Mgmt Fees	\$ 85,000	\$ 85,000		\$ 85,000	\$ 136,000	\$ 136,000	\$ 120,000	\$ -	\$ 381,000	\$ 381,000	\$ 381,000	\$ 267,500	\$ 2,057,500
Training Fees	\$ 158,000	\$ 100,000		\$ 38,000	\$ 160,000	\$ 252,800	\$ 335,000	\$ -	\$ 163,800	\$ 136,800	\$ 98,800	\$ 258,000	\$ 1,701,200
Virtual Asst. Chat	\$ 150,000	\$ 50,671		\$ 85,205				\$ -	\$ 77,676	\$ 102,793	\$ 150,000		\$ 616,345
PUA Sys & Tech Upgrades			\$ 577,000				\$ 834,000	\$ 153,000	\$ 834,000	\$ 790,000	\$ 730,000		\$ 3,918,000
Fraud Consult & Support							\$ 57,600	\$ -	\$ 57,600	\$ 57,600	\$ 57,600		\$ 230,400
Fraud Health Check							\$ 135,000	\$ -					\$ 135,000
Health Check							\$ 135,000	\$ -					\$ 135,000
Digital Content												\$ 360,000	\$ 360,000
Database Health Check								\$ 25,000					\$ 25,000
Siebel Email Functionality							\$ 105,000	\$ -	\$ 105,000				\$ 210,000
Siebel Health Check							\$ 135,000	\$ -					\$ 135,000
PUA Claimant Non-Monetary Letter Support							\$ 97,000	\$ -					\$ 97,000
Tech. Auto. /Build Out												\$ 765,000	\$ 765,000
Training Dev. CON Fees									\$ 295,000	\$ 160,000	\$ 198,000		\$ 653,000
IT Documentation Consult												\$ 928,000	\$ 928,000
Enterprise Testing Consult												\$ 375,000	\$ 375,000
Outbound Coorespondence												\$ 668,000	\$ 668,000
IT Skills & Resource Assess.												\$ 640,000	\$ 640,000
Supplemental Support												\$ 515,817	\$ 515,817
Weekend Evening Support					\$ 164,000	\$ 82,000			\$ 164,000				\$ 410,000
Total	\$ 709,800	\$ 638,871	\$ 577,000	\$ 611,405	\$ 1,080,160	\$ 551,440	\$ 2,107,200	\$ 178,000	\$ 3,767,676	\$3,010,593	\$ 3,228,200	\$ 5,508,453	\$ 21,968,798