



***AMENDED, RESTATED AND REVISED LEADER
REPLACEMENT SYSTEM AGREEMENT***

***Schedule 4 to Change Notice Number Seven (Statement
of Work for ForgeRock IAM Enterprise Enablement
Project)***

Attachment 1 - Contractor Assumptions

**CalSAWS Consortium,
a California Joint Powers Authority**

- 1.1.** The CONSORTIUM will participate in requirements, use case design, and detailed design workshops and review sessions, and coordinate the availability of County and other relevant non-Consortium stakeholders.
- 1.2.** The CONTRACTOR will advise the CONSORTIUM on adoption strategies for ForgeRock services, but will not make changes or direct recommendations to consuming application configurations. The CONSORTIUM and/or its other vendors will be responsible for implementing changes to those consuming applications, including but not limited to the Online CalWORKs Appraisal Tool (“OCAT”) system, the Consortium’s Statewide self-service portal (BenefitsCal).
- 1.3.** This Statement of Work does not include scope associated with the mobile app for the Statewide self-service portal.
- 1.4.** This Statement of Work does not include scope associated with modifying existing features nor implementing new features to support languages other than English.
- 1.5.** The CONTRACTOR will only accept requirements that represent configurations, not customizations, to the ForgeRock Identity Platform, and will not implement anything outside of what is officially supported by ForgeRock.
- 1.6.** Regarding change management for the implementation of new features for the ForgeRock application, the Consortium will leverage job aids that will be created under this Statement of Work.
- 1.7.** This Statement of Work does not include scope associated with training activities to support users of the Statewide self-service portal.
- 1.8.** The ForgeRock user registration service will be leveraged by the CONSORTIUM’s Statewide self-service portal via application programming interfaces (“APIs”) that will be called by the Statewide self-service portal’s user interface. The CONSORTIUM and/or its vendor for the Statewide self-service portal will be responsible for making changes to the Statewide self-service portal to call the APIs for the ForgeRock user registration service.
- 1.9.** ForgeRock self service functions will be leveraged by the CONSORTIUM’s Statewide self-service portal via APIs that will be called by the Statewide self-service portal’s user interface. The CONSORTIUM and/or its vendor for the Statewide self-service portal will be responsible for making changes to the Statewide self-service portal to call the APIs for the ForgeRock self-service functions.

- 1.10.** For the relationship management feature, relationships managed will be limited to cross-application identity-related relationships, with application-specific relationships owned by each application.
- 1.11.** The CONSORTIUM will provide the CONTRACTOR with the list of identified Delegated Administrators at least three (3) business days prior to the production deployment of the Delegated Administration feature for a consuming application. The CONSORTIUM will involve the appropriate County and other non-Consortium personnel, as required, for identifying the appropriate staff who will be Delegated Administrators.
- 1.12.** The session management feature is dependent on each application's protocol and API support.
- 1.13.** Dedicated post-implementation production support or “hypercare” (as described in section 2.4.3) of the Statement of Work will be provided by the CONTRACTOR’s development team for the ForgeRock IAM Enterprise Enablement Project. CONTRACTOR’s GDN will not be performing activities for the post-implementation production support that are included in this Statement of Work.
- 1.14.** Data loads will leverage an approved bulk load template provided by the CONTRACTOR and completed by the data load requestor.
- 1.15.** The following performance requirements will apply to the ForgeRock IAM Enterprise Enablement Solution once it has been deployed to production:
 - 1.15.1.** LRS Performance Requirement for Daily Peak Usage Hours Availability (as set forth in Subsection 3.6.2.1 of Exhibit B (Statement of Requirements) of the Base Agreement);
 - 1.15.2.** LRS Performance Requirement for Daily Prime Business Hours Availability (as set forth in Subsection 3.6.2.2 of Exhibit B of the Base Agreement);
 - 1.15.3.** LRS Performance Requirement for Monthly Deficiency Notification Response Time (as set forth in Subsection 3.6.2.21 of Exhibit B of the Base Agreement);
 - 1.15.4.** LRS Performance Requirement for Monthly Helpdesk Call Back Response Time (as set forth in Subsection 3.6.2.24 of Exhibit B of the Base Agreement);
 - 1.15.5.** Certain Security Management Performance Requirements (as set forth in Subsection 3.6.3 of Exhibit B of the Base Agreement);

1.15.6. For the Login application programming interface (“API”), the response time will be 5.0 seconds or less;

1.15.7. For the User Management API, the response time will be 1.0 second or less;

The above-mentioned performance requirements for the ForgeRock IAM Enterprise Enablement Solution will not stack during the maintenance and operation period covered under this Statement of Work. If multiple performance requirements are broken due to the same root cause, and that root cause is attributable to the CONTRACTOR, the CONSORTIUM can choose only one applicable performance requirement to apply liquidated damages against. Performance requirements other than those listed above will not apply to the ForgeRock IAM Enterprise Enablement Solution. The collection, analysis, and reporting of performance requirements for the ForgeRock IAM Enterprise Enablement Solution will follow the processes documented in the Performance Management Plan of the LRS (CalSAWS) Maintenance and Operations (M&O) Services Plan Deliverable.

1.16. The CONSORTIUM will provide Amazon Web Services (“AWS”) compute resources and/or services for the ForgeRock IAM Enterprise Enablement Project. CONTRACTOR’s price for the ForgeRock IAM Enterprise Enablement Project does not include such resources, nor services. The CONSORTIUM will be fully responsible for making such resources and services available for supporting the ForgeRock IAM Enterprise Enablement Project, including the procurement and payment for such services from AWS. Because the CONSORTIUM’s AWS Cloud account (and the CONSORTIUM’s agreement with the California Department of Technology (“CDT”) for AWS) will be leveraged for the ForgeRock IAM Enterprise Enablement Project, it is assumed that such charges will be invoiced to the CONSORTIUM by CDT. As the ForgeRock IAM Enterprise Enablement Project’s requirements for AWS Cloud computing resources may change through the term of the project, the CONSORTIUM should include additional amounts in its annual project budget (the Implementation Advance Planning Document or “IAPDU”) to account for planned changes to the requirements for the ForgeRock IAM Enterprise Enablement Project’s AWS Cloud computing resources.

1.16.1. AWS and CDT will provide ability for Accenture to use AWS organizations to support the ForgeRock IAM Enterprise Enablement Project.

- 1.16.2.** CDT is not a party to the Base Agreement but is providing services on behalf of the CONSORTIUM critical to the success of the ForgeRock IAM Enterprise Enablement Project. It is the CONSORTIUM's responsibility to resolve issues related to CDT and/or the AWS Cloud to enable delivery of the ForgeRock IAM Enterprise Enablement Project.
- 1.16.3.** AWS, CDT, and JHC Technology (the reseller CDT is using) will not disable services or take other actions/inactions that would prevent CONTRACTOR from delivering the ForgeRock IAM Enterprise Enablement Project.
- 1.16.4.** An estimate of compute resources and services is not included in this Statement of Work as the CONSORTIUM has already included such an estimate in its project budget for AWS compute resources. As the Work for this SOW progresses, the CONTRACTOR may identify additional compute resources or services (including AWS services) that are required for the ForgeRock IAM Enterprise Enablement Project. In the event CONTRACTOR identifies additional compute resources or services required for delivering the ForgeRock IAM Enterprise Enablement Project, CONTRACTOR will so advise the CONSORTIUM of such additional compute resources or services. The CONSORTIUM is responsible for making such resources available to the CONTRACTOR to support the delivery of the ForgeRock IAM Enterprise Enablement Project, including the procurement and funding of resources. Delays in making such resources available will delay the delivery of Work and, in turn, push out the projected completion date.
- 1.17.** The price for the ForgeRock IAM Enterprise Enablement Project excludes Software and Software Support for the ForgeRock IAM Enterprise Enablement Project. The CONSORTIUM will procure ForgeRock software licenses required for the scope and features required to deliver the ForgeRock IAM Enterprise Enablement Project. Additionally, the CONSORTIUM will purchase the ongoing annual software subscription renewals that were included in CalSAWS technical budget change request ("TBCR") number 1698 that was approved by the CONSORTIUM on December 15, 2020. Those annual software subscriptions will be purchased by the CONSORTIUM from CONTRACTOR's affiliate, Proquire, LLC ("Proquire"), under the C-IV Agreement. The

CONSORTIUM must execute an amendment to the C-IV Agreement to add prices for such Software and Software Support items based on TBCR# 1698.

- 1.17.1.** The CONSORTIUM will purchase Software outright without any leasing/financing required.
- 1.17.2.** The software/licensing outlined in TBCR# 1698 was based on information known by the CONTRACTOR as of December 15, 2020. As the Work for this SOW progresses, the CONTRACTOR may identify additional software/licensing that are required for the ForgeRock IAM Enterprise Enablement Project. In the event CONTRACTOR identifies additional software/licensing required – whether the change is planned (e.g. requested by the CONSORTIUM) or unplanned – for delivering the ForgeRock IAM Enterprise Enablement Project, CONTRACTOR will so advise the CONSORTIUM of such additional software/licensing requirements. The CONSORTIUM is responsible for making available any software/licensing to the CONTRACTOR to support the delivery of the ForgeRock IAM Enterprise Enablement Project, including the procurement and funding of that software/licensing. Delays in making such software/licensing available will delay the delivery of Work and, in turn, push out the projected completion date. As the ForgeRock IAM Enterprise Enablement Solution’s requirements for Software may change through the term of the ForgeRock IAM Enterprise Enablement Project, the CONSORTIUM should include additional amounts in its annual project budget (the IAPDU) to account for planned changes to the requirements.
- 1.18.** This Statement of Work does not include any scope associated with implementing cross-region high availability for the ForgeRock IAM Enterprise Enablement Solution. Requests to implement cross-region high availability for the ForgeRock IAM solution will be assessed by the CONTRACTOR and may require an amendment to this Statement of Work.
- 1.19.** Work required to maintain and operate the ForgeRock IAM Enterprise Enablement Solution other than that expressly included in Task 5 (CalSAWS IAM Maintenance and Operations) is not included in this Statement of Work. This Statement of Work includes CONTRACTOR resources for maintaining and operating the ForgeRock IAM Enterprise

Enablement Solution following its implementation and through September 30, 2021. An Amendment to this Statement of Work must be executed prior to September 30, 2021 to extend ongoing maintenance and operations of the ForgeRock IAM Enterprise Enablement Solution through October 31, 2023. As part of the Amendment to extend maintenance and operations services, CONTRACTOR will work with the CONSORTIUM to re-assess the effort required to maintain and operate the ForgeRock IAM Enterprise Enablement Solution, including any additional implemented features and onboarded applications at the time of that assessment, to determine whether any changes to CONTRACTOR staffing levels are required for ongoing support of the solution through October 31, 2023.

- 1.20.** The price for the ForgeRock IAM Enterprise Enablement Project does not include facilities required to support CONTRACTOR and CONSORTIUM staff required to deliver the ForgeRock IAM Enterprise Enablement Project. It is assumed that existing CalSAWS Project facilities will be leveraged to support the ForgeRock IAM Enterprise Enablement Project. If facilities are required beyond the existing capacities of the C-IV Application Development Facility in Rancho Cordova, California (the “Northern location”) or the LRS Project Management Office in Norwalk, California (the “Southern location”), then an amendment to the Base Agreement would be required to add prices for such additional facilities.
- 1.21.** The CONTRACTOR will maintain a work plan for Work performed under this Schedule 4 (Statement of Work for ForgeRock IAM Enterprise Enablement Project) to Change Notice Number Seven and provide CONSORTIUM with access to that work plan.