



CalSAWS | JPA Board of Directors Meeting

April 16, 2021



Agenda

1. Call Meeting to Order
2. Confirmation of Quorum and Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

- All lines will be muted when meeting begins.
- To unmute:
 - ✦ When connected via computer – click the microphone icon.
 - ✦ When connected via telephone – press *6.



Action Items



Approval of Central Print Agreement

- Central Print Update



Agenda

- ① Overview
- ② Procurement Process and Results
- ③ Key Scope of Work Components Designed to Mitigate Consortium Risk
- ④ Summary of Service Level Agreements (SLAs)
- ⑤ Objectives
- ⑥ Schedule
- ⑦ Contingency Planning: Schedule
- ⑧ Solution
- ⑨ Cost Summary

Central Print

Overview

- Initial contract term: 5 years, with 5 1-year options.
- Contract amount of \$158,501,228 is fully funded through the CalSAWS IAPDU.

Central Print

Procurement Process and Results

- Gainwell (formerly known as DXC) was selected as the successful vendor and was notified of the Intent to Award on December 24, 2020.
- Contract Negotiations and Approvals
 - Contract negotiations began December 30, 2020 and were completed on January 5, 2021.
 - As part of their proposal, Gainwell documented 35 exceptions to the Consortium's Draft Agreement.
 - Negotiations centered first on addressing the exceptions and corresponding terms and conditions.
 - The Agreement was finalized on January 5, 2021 and provided to the State agencies: OSI, CDSS and DHCS.
 - Updates to the Agreement were made based on the State's review; the Agreement was resubmitted to the State agencies on January 27, 2021 with additional updates provided on February 4, 2021.
 - State and Federal contract approval was granted on March 16, 2021.
- Appeals Process
 - Xerox filed a formal appeal.
 - Appeal Review Panel Hearing was conducted on March 3, 2021.
 - Panel issued its Findings Report on March 18. The Xerox appeal was dismissed.

Central Print

Key Scope of Work Components and Risk Mitigation

- Performance Verification and Validation (PV&V)
 - At the conclusion of each implementation phase, the Contractor shall verify that Print Services performance meets all requirements under full production load associated with the operational counties while required Print Services are performed.
 - During Phase 2 and Phase 3 PV&V, all business functions not used by previously implemented Counties will be identified, thoroughly exercised and verified along with the capacity and infrastructure performance validation.
 - To exit each implementation and corresponding PV&V phase, the Contractor must resolve all identified deficiencies and provide a certification of completion for each phase prior to proceeding to the next.
 - Cumulative PV&V metrics following the final CalWIN implementation wave must verify successful operations of all requirements and validate the ability to maintain Service Level Agreements (SLAs), as defined in Attachment I, at the full surge capacity over the entire yearly business cycle.

Central Print

Key Scope of Work Components and Risk Mitigation

■ Final Acceptance

- Following successful cutover of the final implementation phase into production, the Contractor shall prepare the Final Acceptance Report by documenting the achievement of full operational capabilities, including:
 - Completed operational readiness checklists for each phase.
 - Summary of all implementation phases with metrics verifying successful completion of all implementation tasks to include summary print reports and postage reports.
 - Certification that all requirements have been met and all known Deficiencies have been corrected.
 - Summary of lessons learned and best practices.
 - Recommendations for any improvements to the Print Services.
 - Updates to the Print Services M&O Plan, and other documents as required by the Consortium.
- The Print Services shall achieve Final Acceptance when the Print Services Final Acceptance Report is approved by the Consortium.

Central Print

Service Level Agreements (SLAs)

SLA #	SLA Title	SLA Summary
1	Security Incident Notification and Corrective Action	Contractor shall notify the Consortium within one (1) hour following the identification of any potential or actual security incident, including any breach, any attack, or the introduction of any Disabling Device, related to the CALSAWS. Furthermore, Contractor shall take corrective action within two (2) hours following the identification of each potential or actual security incident.
2	Security Incident Report – Major Incident	The Contractor shall provide a written Security Incident Report including assessment of all actions taken concerning each identified security incident, breach, attack, or the introduction of any Disabling Device, to the Consortium. A major incident, defined as one which causes serious or catastrophic loss of confidentiality, integrity, protection, and/or availability of the Print Services, organizational operations, organizational assets, or individuals. This report and assessment shall be provided within two (2) hours following the identification of the major security incident.
3	Security Incident Report – Minor Incident	The Contractor shall provide a written Security Incident Report including assessment of all actions taken concerning each identified security incident, breach, attack, or the introduction of any Disabling Device to the Consortium Director or designee for a minor security incident within twelve (12) hours of the identification of the security event. A minor event is one that causes loss of confidentiality, integrity, protection, and/or availability of CalSAWS to organizational operations, organizational assets, or individuals.
4	Batch Processing Delivered to USPS	The Contractor shall ensure that CalSAWS batch processing output designated for mailing, as specified by Consortium is delivered to the appropriate local United States Postal Service in time to be post-marked by midnight the same day (e.g., Notices of Actions, letters, forms, redetermination packets).
5	Performance Monitoring Reports	The Contractor shall provide the required Consortium-approved performance monitoring reports for each performance requirement defined in the SLAs and set forth in Subsection (nnn) (Performance Requirement Measurements). These reports shall be available online and in hard copy and electronic formats, as specified by Consortium. In addition, for each report, a text file in a standard format and layout specified by the Consortium shall be placed in a repository specified by the Consortium for the purpose of ingesting into an automated system.
6	Manual Processing Delivered to USPS	The Contractor shall ensure that CalSAWS manual processing output designated for mailing, as specified by Consortium is delivered to the appropriate local United States Postal Service in time to be post-marked by midnight the same day (e.g., Notices of Actions, letters, forms, redetermination packets).

Central Print

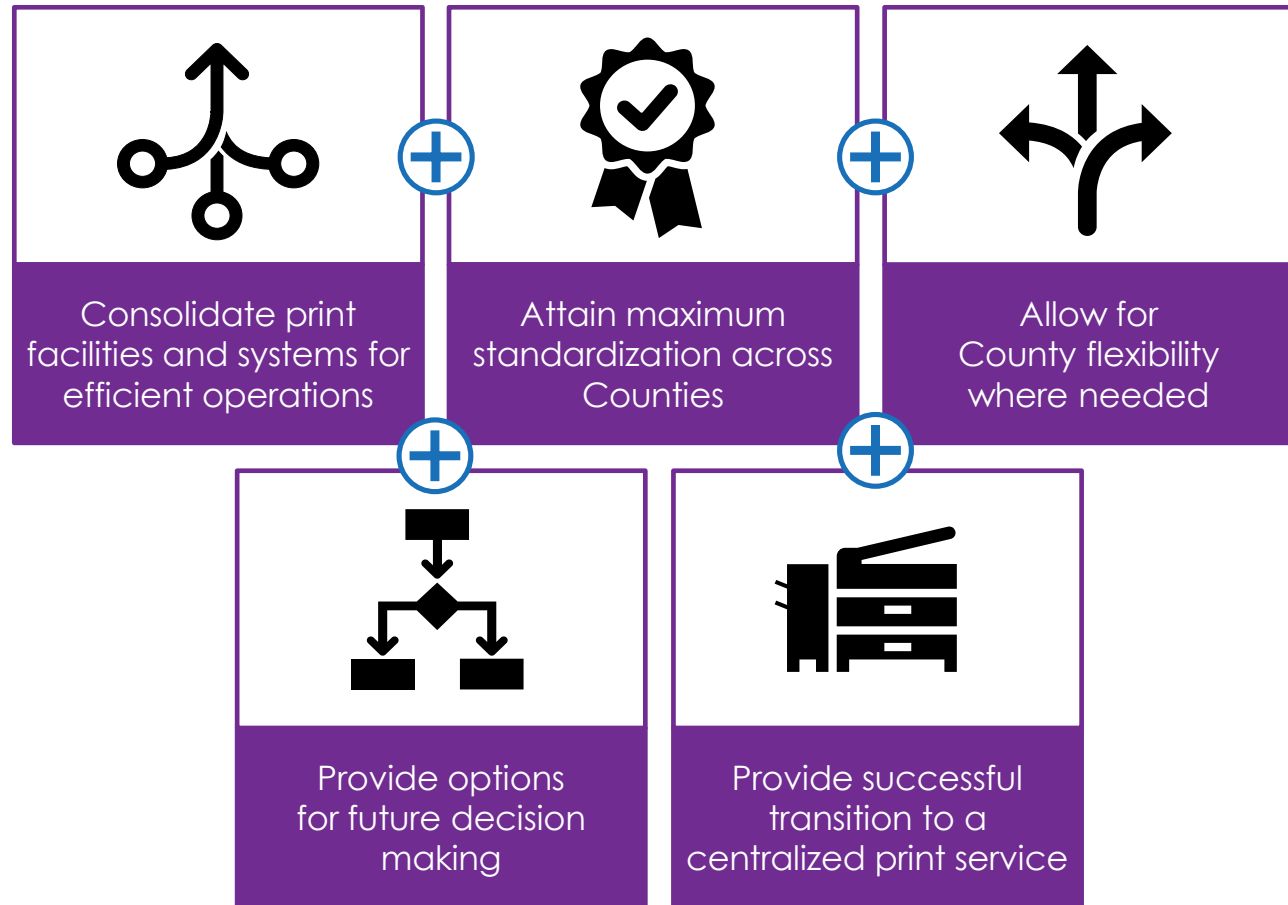
Service Level Agreements (SLAs)

SLA #	SLA Title	SLA Summary
7	Disaster Recovery - Minor Event	The Contractor shall restore, as defined in the Print Services Disaster Recovery Plan, all required services following a minor event (Includes a minor or partial loss of functionality) in ninety (90) minutes or less.
8	Disaster Recovery - Significant Event	The Contractor shall restore, as defined in the Print Services Disaster Recovery Plan, all required services within four (4) hours or less following a Significant event. A Significant event is defined as loss of Print Services not associated with a major disaster (e.g., earthquakes, fires, floods, hurricanes, and terrorist attacks).
9	Disaster Recovery - Serious Event	The Contractor shall restore, as defined in the Central Print Services Disaster Recovery Plan, all required services within Twenty-four (24) hours or less following a Serious event. A Serious event is an extended disruption of Central Print Services due to a major disaster (e.g. earthquakes, fires, floods, hurricanes, and terrorist attacks).
10	Notification of Deficiency or Incident	The contractor shall notify Consortium within one (1) hour of discovery of any Deficiency or Incident that may have an adverse effect on the operation or performance of Print Service's ability to meet SLA objectives.
11	Service Request Response	The Contractor shall provide a written response to an M&O Service Request, including all services and transaction-based costs, within ten (10) working days of Contractor's receipt of the M&O Service Request from Consortium.
12	Print Error Rate	Contractor shall maintain an error rate (duplicated, missing and misprinted documents and inserts etc.) of less than xx% of total pieces from a single mailing. This includes client correspondence mailed after the target mailing date.

Central Print

Objectives

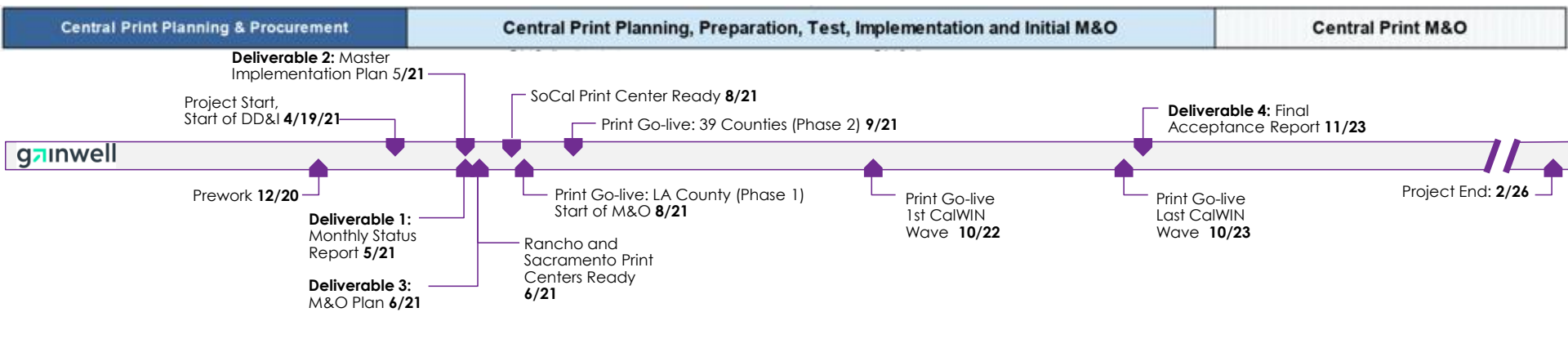
- Transition 56 of the 58 Counties to Centralized Print and Mailing Services
- Contra Costa and Tulare Counties may optionally join
 - Opt in would need to be chosen by 12/30/21 to implement Central Print in their wave
- Working with Los Angeles on the redetermination packet process



Central Print

Timing

- Phase 1 (Los Angeles County) will go live in August 2021
- Remaining phases coordinate with CalSAWS implementation
 - Phase 2 (C-IV Counties) will go live in September 2021
 - Phase 3 (CalWIN Counties) will go live in six waves, beginning in October 2022
- Go live packets will be updated in the May/June timeframe to include Central Print information



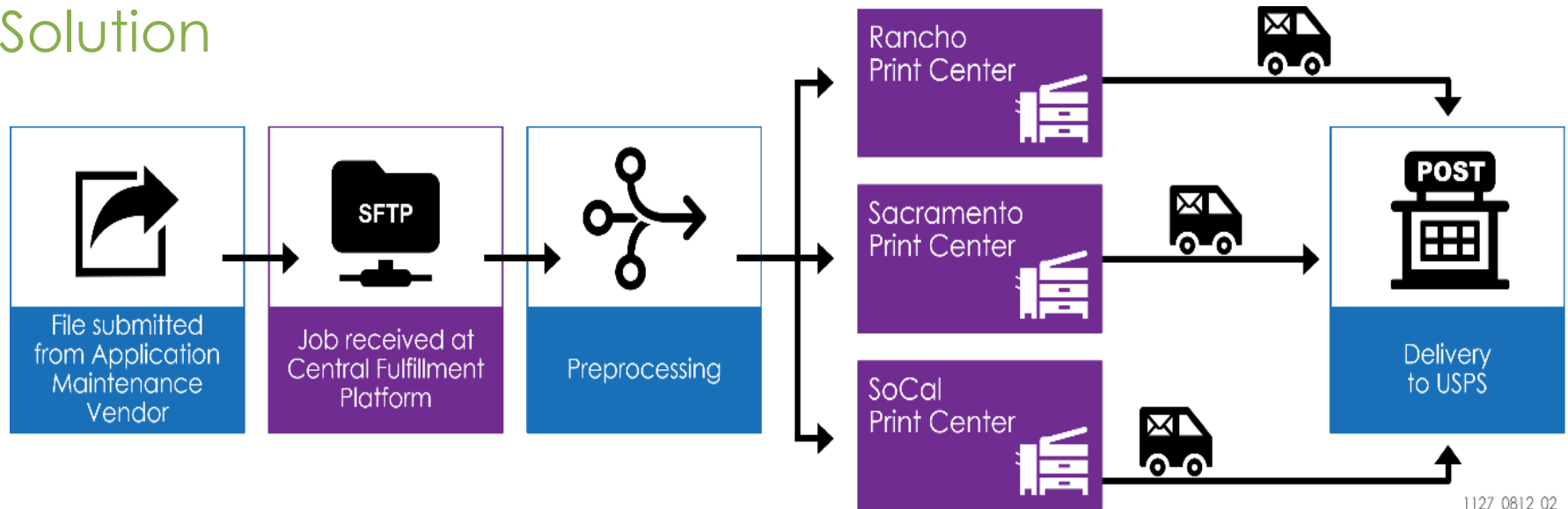
Central Print

Contingency Planning: Schedule

- If LA County cannot go live on the new print services in August 2021, the existing Xerox agreement would be amended and extended.
- If the 39 C-IV counties cannot go live in September 2021, the existing Accenture agreement (to which Gainwell is a subcontractor performing these services) would be amended and extended.

Central Print

Solution



■ Three California Print Centers

- Rancho Print Center currently supports C-IV Counties
- Sacramento Print Center currently supports CalWIN Counties
- SoCal Print Center coming online in second quarter 2021
- Each can handle overflow from the other
- Each serves as the disaster recovery site for the others

Central Print

Solution

- Fonts for all Threshold Languages are supported
- Postage
 - Prefunded by each County
 - Similar to the process for C-IV and CalWIN counties
 - Visibility will be provided to postage balances
- Inserts
 - Will continue to be supported
 - Example: County supplied or Gainwell printed
- County Specific Requests
 - Will continue to be supported
 - Example: Additional barcode
- Optional Scope
 - Braille printing
 - Large font printing
 - Electronic files



Central Print

Cost Summary – Base Cost

- The initial contract term is five (5) years with five (5) one (1) year options.
- Maximum value of this contract for the 5-year DD&I and Initial M&O Phase and the five additional optional yearly extended terms is \$158,501,228.
- The cost of this contract is funded through the CalSAWS IAPDU through June 2026.

Exhibit C - Central Print Price Schedule	Print Services Maximum Amount
Print Services Implementation Deliverables Price	\$ 979,185
Print Services Initial M&O through November 2023	\$ 19,240,702
Print Services M&O through February 2026	\$ 36,068,782
Print Services Initial 5-Year Term Price Subtotal	\$ 56,288,669
Print Services Optional Extension Year 1	\$ 17,984,126
Print Services Optional Extension Year 2	\$ 19,018,856
Print Services Optional Extension Year 3	\$ 20,118,199
Print Services Optional Extension Year 4	\$ 21,276,945
Print Services Optional Extension Year 5	\$ 22,553,294
Print Services Five 1-Year Optional Extensions Price Subtotal	\$ 100,951,420
Print Services Optional Printing/Mailing Price Subtotal Through November 2023	\$ 1,261,139
Print Services Maximum Price Including Five 1-Year Optional Extensions	\$ 158,501,228

Central Print

Cost Summary - Future Options

The Optional Pricing will be added to the Contract in the event the Consortium elects within its sole discretion to extend Services under this Agreement to Tulare and/or Contra Costa Counties.

Exhibit C OPTION - Contra Costa Go-Live During Wave		Print Services Maximum Amount
Print Services Implementation Deliverables Price		\$ -
Print Services Initial M&O through November 2023		\$ 82,477
Print Services M&O through February 2026		\$ 765,766
Print Services Initial 5-Year Term Price Subtotal		\$ 848,243
Print Services Optional Extension Year 1		\$ 393,076
Print Services Optional Extension Year 2		\$ 415,322
Print Services Optional Extension Year 3		\$ 439,511
Print Services Optional Extension Year 4		\$ 464,779
Print Services Optional Extension Year 5		\$ 492,789
Print Services Five 1-Year Optional Extensions Price Subtotal		\$ 2,205,477
Print Services Maximum Price Including Five 1-Year Optional Extensions		\$ 3,053,719

Exhibit C OPTION - Tulare Go-Live During Wave		Print Services Maximum Amount
Print Services Implementation Deliverables Price		\$ -
Print Services Initial M&O through November 2023		\$ 241,343
Print Services M&O through February 2026		\$ 744,284
Print Services Initial 5-Year Term Price Subtotal		\$ 985,627
Print Services Optional Extension Year 1		\$ 375,816
Print Services Optional Extension Year 2		\$ 397,165
Print Services Optional Extension Year 3		\$ 420,210
Print Services Optional Extension Year 4		\$ 444,425
Print Services Optional Extension Year 5		\$ 471,089
Print Services Five 1-Year Optional Extensions Price Subtotal		\$ 2,108,705
Print Services Maximum Price Including Five 1-Year Optional Extensions		\$ 3,094,332

Combined Total Options		\$ 6,148,052
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Action Items

4. Approval of Gainwell Central Print Services Agreement, which includes the design, development, and implementation of Central Print and mailing services for the CalSAWS environment.

Action Items

5. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the March 26, 2021 CalSAWS JPA Board of Directors meeting.
- b. Approval of the Accenture CalSAWS/LRS Amendment 25, which includes language necessary to impose the requirements and obligations of the Privacy and Security Agreement (PSA).
- c. Approval of the Accenture C-IV PSA Amendment 113, which includes language necessary to impose the requirements and obligations of the PSA.
- d. Approval of the Gainwell CalWIN PSA Amendment 1, which includes language necessary to impose the requirements and obligations of the PSA.

Action Items

5. Approval of Consent Items

- e. Approval of the Gainwell Central Print PSA Amendment 1, which includes language necessary to impose the requirements and obligations of the PSA.
- f. Approval of the ClearBest Amendment 2, which includes language necessary to impose the requirements and obligations of the PSA.
- g. Approval of the Accenture CalSAWS/LRS Change Notice 9, which includes additional M&E hours,
- h. Approval of Accenture C-IV Amendment 114, which includes additional M&E hours offset by reductions to hardware/software and print services, and administrative adjustments for infrastructure and WAN costs.

Adjourn Meeting

