



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

***Attachment 1 to Change Notice Number Fifteen
(Statement of Work for Functional Support),
inclusive of Schedule 1 (Functional Support Pricing
Schedules)***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 1 to Change Notice Number Fifteen to Exhibit X of the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System ("Agreement") the meaning of all terms used in this Attachment 1 shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Attachment 1 shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Attachment 1.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide functional support related to the migration of the 18 CalWIN Counties to the CalSAWS System by providing functional and technical information about the CalSAWS System to the Consortium, the CalWIN Counties, and the Consortium's CalWIN implementation support services ("ISS") vendor, as further described below in this Statement of Work ("SOW").

1.1 SCHEDULE

The term of this SOW shall commence on February 1, 2022 and continue through May 31, 2022.

2. STATEMENT OF WORK

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources from February 1, 2022 through May 31, 2022 to assist the Consortium with the following tasks:

Work Area	Task Description
Functional Support February 2022 – May 2022	<ul style="list-style-type: none">Collaborate with the Consortium and Consortium's CalWIN ISS vendor to (1) evaluate areas of the CalWIN Counties' migration that require Accenture's support and (2) assess the level of effort required to provide such support. Based on the estimated level of effort for each area requiring support, Accenture will work with the

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Work Area	Task Description
	<p>Consortium and CalWIN ISS vendor to prioritize the activities that Accenture resources will perform within the hours available under this Statement of Work.</p> <ul style="list-style-type: none"> • Provide functional and technical information to the Consortium and the Consortium CalWIN ISS vendor to support the CalWIN ISS vendor’s development, modification and delivery of “to-be” business process work products, change discussion guides, and implementation support activities such as County implementation readiness activities and targeted topic sessions. Accenture will provide functional and technical information to the Consortium and Consortium CalWIN ISS vendor regarding the following twenty (20) areas, as necessary and identified in the first bullet point above: <ul style="list-style-type: none"> ○ Analytics/Reporting including State and Fiscal Reports ○ Contact Center ○ Caseload Management ○ Imaging ○ Lobby Management ○ Security ○ Task Management ○ Central Print ○ Fiscal ○ Help Desk ○ Prod Communications ○ E2Lite and WPRD ○ Automated Actions ○ Ad Hoc Reporting ○ APIs ○ Correspondence ○ GA/GR ○ CAPI ○ Child Care ○ Homeless Assistance • Participate in hands-on functional sessions as requested by the Consortium with representatives of the CalWIN Counties to address

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Work Area	Task Description
	questions that will aid the CalWIN Counties and the CalWIN ISS vendor in their efforts to complete county configurations, update existing documentation, and/or develop new documentation relating to the CalWIN Counties' preparation for their upcoming migration to the CalSAWS System.

This SOW is based upon the following assumptions:

- This SOW includes up to 3,226 hours for Accenture resources to provide functional support related to the CalWIN Counties' migration to the CalSAWS System. Accenture will work with the Consortium and Consortium's CalWIN ISS vendor to identify and prioritize functional support-related requests that Accenture will address up to the 3,226 hours included in this SOW.
- The Work performed under this Attachment 1 to Change Notice Number Fifteen will be tracked in a work plan, including actual hours worked on tasks, estimates to complete tasks, estimates at completion for tasks, and work variances. Accenture will provide the Consortium with access to that work plan.
- The Work described in this SOW will be performed virtually/remotely.
- The Consortium's CalWIN ISS vendor will thoroughly document functional and technical questions where additional CalSAWS System subject matter expert ("SME") support is needed. This includes capturing the appropriate level of detail and providing any supporting documentation required for the Accenture team to address the questions.
- This SOW does not include activities for creating, determining the content, nor validation of materials for business process re-engineering, organizational change management, training, and implementation support as the Consortium's CalWIN ISS vendor will be responsible for such scope. Accenture resources

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will provide functional and technical information regarding the CalSAWS System, based on requests from the Consortium and CalWIN ISS vendor, such that the CalWIN ISS vendor will be able to develop and/or modify such materials and work products.

- This SOW does not include any scope beyond May 31, 2022. It is assumed that the Consortium will execute a Change Notice or amendment to Exhibit X that includes similar scope for functional support activities for June 1, 2022 through October 31, 2023.
- R&A Change Budget Services for functional support will be invoiced as fixed-price payment milestones per the '2a. Milestones' schedule in Schedule 1 to Attachment 1 of Change Notice Number Fifteen.