

Schedule 1
Summary of CalSAWS Maintenance and Operations Charges

									Extension								
UPDATED CalSAWS Maintenance and Operations Charges	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	SFY 2024/25 (7 Months)	SFY 24/25 (11 Months)	Total Charges - Amendment 30		Total Charges - Amendment 29	Total Charges - Change Notice 12	Total Charges - Amendment 24	Total Charges - Amendment 21	Total Charges - Amendment 15	Increase/ (Decrease)		
Application Maintenance	\$ -	\$ -	\$ 21,403,042	\$ 35,014,389	\$ 14,589,329	\$ 20,425,060	\$ 32,096,523	\$ 123,528,342		\$ 71,006,759	\$ 71,006,759	\$ 72,946,643	\$ 72,946,643	\$ 72,946,643	\$ 52,521,583		
Innovation Lab - One time Services	\$ -	\$ -	\$ 1,371,885	\$ 1,952,671	\$ -	\$ -	\$ -	\$ 3,324,556		\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ -		
Production Operations	\$ -	\$ -	\$ 44,063,278	\$ 64,090,294	\$ 30,177,215	\$ 42,789,944	\$ 31,002,880	\$ 212,123,611		\$ 138,330,787	\$ 138,330,787	\$ 169,681,597	\$ 173,593,288	\$ 174,095,830	\$ 73,792,824		
Technical Infrastructure Services	\$ -	\$ -	\$ 38,220,714	\$ 54,934,794	\$ 26,265,166	\$ 37,119,328	\$ 26,513,806	\$ 183,053,807		\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,175,402	\$ 63,633,133		
WAN Administration	\$ -	\$ -	\$ 3,165,543	\$ 5,107,070	\$ 2,205,066	\$ 3,289,475	\$ 2,349,625	\$ 16,116,779		\$ 10,477,679	\$ 10,477,679	\$ 11,847,897	\$ 11,825,317	\$ 12,573,130	\$ 5,639,100		
Operations Charges	\$ -	\$ -	\$ 2,677,021	\$ 4,048,430	\$ 1,706,983	\$ 2,381,141	\$ 2,139,449	\$ 12,953,025		\$ 8,432,434	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 12,366,705	\$ 4,520,591		
Central Print	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ 29,980,592	\$ -		
Hardware and Software	\$ -	\$ -	\$ 25,788,196	\$ 33,579,141	\$ 12,312,068	\$ 17,905,861	\$ 14,068,512	\$ 103,653,778		\$ 71,679,405	\$ 71,679,405	\$ -	\$ -	\$ -	\$ 31,974,373		
Hardware	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 553,403	\$ 3,383,720	\$ 3,937,123		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,937,123		
Hardware Support	\$ -	\$ -	\$ 2,588,095	\$ 3,078,575	\$ 831,924	\$ -	\$ -	\$ 6,498,594		\$ 6,498,594	\$ 6,498,594	\$ -	\$ -	\$ -	\$ -		
Software	\$ -	\$ -	\$ 19,701,649	\$ 26,057,300	\$ 10,803,778	\$ 17,352,458	\$ 10,684,792	\$ 84,599,977		\$ 56,562,727	\$ 56,562,727	\$ -	\$ -	\$ -	\$ 28,037,250		
Software Support	\$ -	\$ -	\$ 3,498,453	\$ 4,443,267	\$ 876,365	\$ -	\$ -	\$ 8,618,085		\$ 8,618,085	\$ 8,618,085	\$ -	\$ -	\$ -	\$ -		
Facilities	\$ -	\$ -	\$ 3,849,239	\$ 5,942,435	\$ 2,524,263	\$ 178,566	\$ 129,331	\$ 12,623,834		\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ -	\$ 307,897		
Additional Projects	\$ -	\$ -	\$ -	\$ 13,387,062	\$ 1,657,122	\$ 1,358,530	\$ 577,542	\$ 16,980,256		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,980,256		
Robotic Process Automation Scaling	\$ -	\$ -	\$ -	\$ 1,280,666	\$ 116,667	\$ 363,333	\$ 116,667	\$ 1,887,333		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,887,333		
Virtual Assistant Scaling	\$ -	\$ -	\$ -	\$ 1,899,163	\$ 644,750	\$ 645,225	\$ 460,875	\$ 3,650,013		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,650,013		
Welcome & Authentication Bots Scaling	\$ -	\$ -	\$ -	\$ 1,154,375	\$ 600,125	\$ -	\$ -	\$ 1,754,500		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,754,500		
Correspondence Phase II	\$ -	\$ -	\$ -	\$ 6,871,500	\$ -	\$ -	\$ -	\$ 6,871,500		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,871,500		
CDSS Reports Support Phase II	\$ -	\$ -	\$ -	\$ 299,976	\$ 124,990	\$ 174,986	\$ -	\$ 599,952		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952		
DHCS Support	\$ -	\$ -	\$ -	\$ 299,976	\$ 124,990	\$ 174,986	\$ -	\$ 599,952		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952		
CalSAWS County Data API Enhancements	\$ -	\$ -	\$ -	\$ 1,571,406	\$ 45,600	\$ -	\$ -	\$ 1,617,006		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,617,006		
Production Operations November 2024 Onwards			\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425		
Technical Infrastructure Services November 2024 onwards								\$ 11,653,425									
CalSAWS Maintenance and Operations Total Charges	\$ -	\$ -	\$ 96,475,640	\$ 153,965,992	\$ 61,259,996	\$ 82,657,961	\$ 89,528,213	#####	\$ 480,563,246	\$ 296,657,444	\$ 296,657,444	\$ 258,268,733	\$ 262,180,424	\$ 250,367,028	\$ 187,230,359	\$ -	
								\$ -									

									Extension								
UPDATED CalSAWS Maintenance and Operations Charges*	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Total Charges - Amendment 30		Total Charges - Amendment 29	Total Charges - Change Notice 12	Total Charges - Amendment 24	Total Charges - Amendment 21	Total Charges - Amendment 15 (Original)	Increase/ (Decrease)		
Application Maintenance	\$ -	\$ -	\$ 30,156,639	\$ 35,014,389	\$ 5,835,731	\$ 26,260,792	\$ 26,260,791	\$ 123,528,342		\$ 71,006,759	\$ 71,006,759	\$ 72,946,643	\$ 72,946,643	\$ 72,946,643	\$ 52,521,583		
Innovation Lab - One time Services	\$ -	\$ -	\$ 1,938,224	\$ 1,386,332	\$ -	\$ -	\$ -	\$ 3,324,556		\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ -		
Production Operations	\$ -	\$ -	\$ 60,153,351	\$ 66,287,032	\$ 11,890,405	\$ 56,151,198	\$ 17,641,627	\$ 212,123,611		\$ 138,330,787	\$ 138,330,787	\$ 169,681,597	\$ 173,593,288	\$ 174,095,830	\$ 73,792,825		
Technical Infrastructure Services	\$ -	\$ -	\$ 52,069,786	\$ 57,029,004	\$ 10,321,884	\$ 48,042,034	\$ 15,591,099	\$ 183,053,807		\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,175,402	\$ 63,633,134		
WAN Administration	\$ -	\$ -	\$ 4,394,437	\$ 5,201,216	\$ 882,026	\$ 4,696,250	\$ 939,850	\$ 16,116,779		\$ 10,477,679	\$ 10,477,679	\$ 11,847,896	\$ 11,825,317	\$ 12,573,130	\$ 5,639,100		
Operations Charges	\$ -	\$ -	\$ 3,689,128	\$ 4,056,611	\$ 1,686,494	\$ 3,406,914	\$ 1,110,677	\$ 12,953,025		\$ 8,432,434	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 12,366,705	\$ 4,520,591		
Central Print	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ 29,980,592	\$ -		
Hardware and Software	\$ -	\$ -	\$ 29,015,132	\$ 33,898,517	\$ 9,084,080	\$ 21,328,344	\$ 10,327,705	\$ 103,653,778		\$ 71,679,405	\$ 71,679,405	\$ -	\$ -	\$ -	\$ 31,974,373		
Hardware	\$ -	\$ -	\$ -	\$ 318,324	\$ -	\$ 1,365,684	\$ 2,253,115	\$ 3,937,123		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,937,123		
Hardware Support	\$ -	\$ -	\$ 3,145,615	\$ 3,078,627	\$ 273,352	\$ -	\$ -	\$ 6,498,594		\$ 6,498,594	\$ 6,498,594	\$ -	\$ -	\$ -	\$ -		
Software	\$ -	\$ -	\$ 21,799,368	\$ 26,222,837	\$ 8,540,522	\$ 19,962,660	\$ 8,074,590	\$ 84,599,977		\$ 56,562,727	\$ 56,562,727	\$ -	\$ -	\$ -	\$ 28,037,250		
Software Support	\$ -	\$ -	\$ 4,070,149	\$ 4,277,729	\$ 270,207	\$ -	\$ -	\$ 8,618,085		\$ 8,618,085	\$ 8,618,085	\$ -	\$ -	\$ -	\$ -		
Facilities	\$ -	\$ -	\$ 5,334,848	\$ 5,971,384	\$ 1,009,705	\$ 230,299	\$ 77,598	\$ 12,623,834		\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ -	\$ 307,897		
Additional Projects	\$ -	\$ -	\$ 4,462,290	\$ 10,250,429	\$ 681,341	\$ 1,393,586	\$ 192,610	\$ 16,980,256		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,980,256		
Robotic Process Automation Scaling	\$ -	\$ -	\$ 430,222	\$ 953,778	\$ 23,333	\$ 441,111	\$ 38,889	\$ 1,887,333		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,887,333		
Virtual Assistant Scaling	\$ -	\$ -	\$ 632,974	\$ 1,781,884	\$ 128,959	\$ 952,475	\$ 153,721	\$ 3,650,013		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,650,013		
Bots Scaling	\$ -	\$ -	\$ 384,792	\$ 1,249,683	\$ 120,025	\$ -	\$ -	\$ 1,754,500		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,754,500		
Correspondence Phase II	\$ -	\$ -	\$ 2,290,500	\$ 4,581,000	\$ 300,000	\$ -	\$ -	\$ 6,871,500		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,871,500		
CDSS Reports Support Phase II	\$ -	\$ -	\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952		
DHCS Support	\$ -	\$ -	\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952		
CalSAWS County Data API Enhancements	\$ -	\$ -	\$ 523,802	\$ 1,084,084	\$ 9,120	\$ -	\$ -	\$ 1,617,006		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,617,006		
Production Operations November 2024 Onwards			\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425		
Technical Infrastructure Services November 2024 onwards								\$ 11,653,425									
CalSAWS Maintenance and Operations Total Charges	\$ -	\$ -	\$ 131,060,484	\$ 152,808,082	\$ 28,501,262	\$ 105,364,219	\$ 66,153,755	\$ 483,887,802		\$ 296,657,444	\$ 296,657,444	\$ 258,268,733	\$ 262,180,424	\$ 250,367,028	\$ 187,230,359	\$ -	

UPDATED CalSAWS Maintenance and Operations Charges*										FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2025	Total Charges - Amendment 30	Total Charges - Amendment 29	Total Charges - Change Notice 12	Total Charges - Amendment 24	Total Charges - Amendment 21	Total Charges - Amendment 15 (Original)	Increase/ (Decrease)
Application Maintenance	\$	-	\$	-	\$ 30,156,639	\$ 35,014,389	\$ 5,835,731	\$ 26,260,792	\$ 26,260,791	\$ 123,528,342	\$ 71,006,759	\$ 71,006,759	\$ 72,946,643	\$ 72,946,643	\$ 72,946,643	\$ 52,521,583						
Innovation Lab - One time Services	\$	-	\$	-	\$ 1,938,224	\$ 1,386,332	\$ -	\$ -	\$ -	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ -						
Production Operations	\$	-	\$	-	\$ 60,153,351	\$ 66,287,032	\$ 11,890,405	\$ 56,151,198	\$ 17,641,627	\$ 212,123,611	\$ 138,330,787	\$ 138,330,787	\$ 169,681,597	\$ 173,593,288	\$ 174,095,830	\$ 73,792,825						
Technical Infrastructure Services	\$	-	\$	-	\$ 52,069,786	\$ 57,029,004	\$ 10,321,884	\$ 48,042,034	\$ 15,591,089	\$ 183,053,807	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,175,402	\$ 63,633,134						
WAN Administration	\$	-	\$	-	\$ 4,394,437	\$ 5,201,216	\$ 882,026	\$ 4,699,250	\$ 939,850	\$ 16,116,779	\$ 10,477,679	\$ 10,477,679	\$ 11,847,896	\$ 11,825,317	\$ 12,573,130	\$ 5,639,100						
Operations Charges	\$	-	\$	-	\$ 3,689,128	\$ 4,056,811	\$ 686,494	\$ 3,409,914	\$ 1,110,677	\$ 12,953,025	\$ 8,432,434	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 12,366,705	\$ 4,520,591						
Central Print	\$	-	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ 29,980,592	\$ -						
Hardware and Software	\$	-	\$	-	\$ 29,015,132	\$ 33,898,517	\$ 9,084,080	\$ 21,328,344	\$ 10,327,705	\$ 103,653,778	\$ 71,679,405	\$ 71,679,405	\$ -	\$ -	\$ -	\$ 31,974,373						
Hardware	\$	-	\$	-	\$ -	\$ 318,324	\$ -	\$ 1,365,684	\$ 2,253,115	\$ 3,937,123	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,937,123						
Hardware Support	\$	-	\$	-	\$ 3,145,615	\$ 3,079,627	\$ 273,352	\$ -	\$ -	\$ 6,498,594	\$ 6,498,594	\$ 6,498,594	\$ -	\$ -	\$ -	\$ -						
Software	\$	-	\$	-	\$ 21,799,368	\$ 26,222,837	\$ 8,540,522	\$ 19,962,660	\$ 8,074,590	\$ 84,599,977	\$ 56,562,727	\$ 56,562,727	\$ -	\$ -	\$ -	\$ 28,037,250						
Software Support	\$	-	\$	-	\$ 4,070,149	\$ 4,277,729	\$ 270,207	\$ -	\$ -	\$ 8,618,085	\$ 8,618,085	\$ 8,618,085	\$ -	\$ -	\$ -	\$ -						
Facilities	\$	-	\$	-	\$ 5,334,848	\$ 5,971,384	\$ 1,009,705	\$ 230,299	\$ 77,598	\$ 12,623,834	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ -	\$ 307,897						
Additional Projects	\$	-	\$	-	\$ 4,462,290	\$ 10,250,429	\$ 681,341	\$ 1,393,586	\$ 192,610	\$ 16,980,256	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,980,256						
Robotic Process Automation Scaling	\$	-	\$	-	\$ 430,222	\$ 953,778	\$ 23,333	\$ 441,111	\$ 38,889	\$ 1,887,333	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,887,333						
Virtual Assistant Scaling	\$	-	\$	-	\$ 632,974	\$ 1,781,884	\$ 128,959	\$ 952,475	\$ 153,721	\$ 3,650,013	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,650,013						
Bots Scaling	\$	-	\$	-	\$ 384,792	\$ 1,249,683	\$ 120,025	\$ -	\$ -	\$ 1,754,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,754,500						
Correspondence Phase II	\$	-	\$	-	\$ 2,290,500	\$ 4,581,000	\$ -	\$ -	\$ -	\$ 6,871,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,871,500						
CDSS Reports Support Phase II	\$	-	\$	-	\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952						
DHCS Support	\$	-	\$	-	\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 599,952						
CalSAWS County Data API Enhancements	\$	-	\$	-	\$ 523,802	\$ 1,084,084	\$ 9,120	\$ -	\$ -	\$ 1,617,006	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,617,006						
Production Operations November 2024 Onwards	\$	-	\$	-	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425	\$ 11,653,425	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425						
Technical Infrastructure Services November 2024 onwards	\$	-	\$	-	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425	\$ 11,653,425	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,653,425						
CalSAWS Maintenance and Operations Total Charges	\$	-	\$	-	\$ 131,060,484	\$ 152,808,082	\$ 28,501,262	\$ 105,364,219	\$ 66,153,755	\$ 483,887,802	\$ 296,657,444	\$ 296,657,444	\$ 258,268,733	\$ 262,180,424	\$ 250,367,028	\$ 187,230,358						

* Federal Fiscal Year (FFY) is October 1 through September 30 (estimated based on payment month, not month of service).

Schedule 2
CalSAWS Maintenance and Operations - Application Maintenance Services Charges

Application Maintenance Services	SFY 2021/22				SFY 2022/23				SFY 2023/2024				SFY 2023/2024				SFY 2024/2025				Total Hours	Total Charges	
	# Months				# Months				# Months				# Months				# Months						
	Estimated FTEs	Hourly Rate	Hours	Extended Charges	Estimated FTEs	Hourly Rate	Hours	Extended Charges	Estimated FTEs	Hourly Rate	Hours	Extended Charges	Estimated FTEs	Hourly Rate	Hours	Extended Charges	Estimated FTEs	Hourly Rate	Hours	Extended Charges			
Application Maintenance - Base	89.73		108,343.20	\$ 17,147,478	101.63		192,968.00	\$ 28,631,043	101.63		83,375.00	\$ 11,829,681	107.59		126,525.00	\$ 16,791,442	107.59		196,825.00	\$ 26,245,123	709,968.20	\$ 100,854,687	
Application Maintenance		89.73	\$ 158.27	120,600.00	\$ 19,087,262	89.73	\$ 158.27	180,900.00	\$ 28,631,043	89.73	\$ 158.27	75,375.00	\$ 11,829,681	89.73	\$ 158.27	105,525.00	\$ 16,701,442	89.73	\$ 158.27	185,825.00	\$ 29,245,123	649,225.00	\$ 102,594,571
Change Notice No. 12 - Shift from Exhibit X CalSAWS M&E to LRS M&E (SFY 2021/22)		\$ 158.27	(12,256.80)	\$ (1,939,884)																(12,256.80)	\$ (1,939,884)		
Amendment No. 29 - Application Maintenance Calendar Y 2023					11.90	\$ -	12,000.00	\$ -	11.90	\$ -	8,000.00	\$ -									20,000.00	\$ -	
Maintenance Calendar Y 2024-2025													17.86	\$ -	21,000.00	\$ -	17.86	\$ -	33,000.00	\$ -	54,000.00	\$ -	
Application Maintenance - CalHEERS (3,361 Monthly Hours)	20.00		26,888.00	\$ 4,255,564	20.00		40,332.00	\$ 6,383,346	20.00		16,805.00	\$ 2,659,727	20.00		23,527.00	\$ 3,723,618	20.00		36,871.00	\$ 5,851,400	144,523.00	\$ 22,873,655	
Application Maintenance	20.00	\$ 158.27	26,888.00	\$ 4,255,564	20.00	\$ 158.27	40,332.00	\$ 6,383,346	20.00	\$ 158.27	16,805.00	\$ 2,659,727	20.00	\$ 158.27	23,527.00	\$ 3,723,618	20.00	\$ 158.27	36,871.00	\$ 5,851,400	144,523.00	\$ 22,873,655	
Total CalSAWS Application Maintenance Services Charges	109.73		135,231.20	\$ 21,493,042	121.63		233,232.00	\$ 35,014,389	121.63		100,180.00	\$ 14,589,329	127.59		150,052.00	\$ 20,425,060	127.59		235,796.00	\$ 32,096,523	854,491.20	\$ 123,528,342	

Assumptions

1	Hourly bill rate assumes that approximately 40% of all addressable hours will be worked at an Accenture Global Delivery Network (GDN) center.
2	
3	
4	
5	

Schedule 3a
CalSAWS Maintenance and Operations - Technical Infrastructure Services Charges

[illegible]

Assumptions

The staffing levels for the Service Desk are based on the continued use of current processes for the C-IV Service Desk, regardless of the software platform used for the Service Desk during the CalSAWS Maintenance and Operations phase.

Hourly bill rate assumes that approximately 40% of all addressable hours will be worked at an Accenture Global Delivery Network (GDN) center.

With regard to Level 3 Support for Enhanced Application Support, the staffing levels are based on the current assignment of CalWin Counties to each go-live wave. If the County assignments and/or schedule for each go-live wave is modified, or if the number of CalSAWS system user counts change, then the staffing levels for Level 3 Support would need to be reassessed.

With regard to Level 3 Support for Enhanced Application Support:

Wave 4: 2 months, 40 work days, 75% of 4592 tickets = 3,444; 3260/40 = 82 tickets per day. If the volume of calls exceeds 82 tickets per day during the 2 months following Wave 4, a change order will be required to provide the additional required support.	Wave 5: 2 months, 40 work days, 56% of 4592 tickets = 2,581; 2264/40 = 57 tickets per day. If the volume of calls exceeds 57 tickets per day during the 2 months following Wave 5, a change order will be required to provide the additional required support.
Wave 6: 2 months, 40 work days, 56% of 4592 tickets = 2,581; 2264/40 = 57 tickets per day. If the volume of calls exceeds 57 tickets per day during the 2 months following Wave 6, a change order will be required to provide the additional required support.	Wave 7: 2 months, 40 work days, 56% of 4592 tickets = 2,581; 2264/40 = 57 tickets per day. If the volume of calls exceeds 57 tickets per day during the 2 months following Wave 7, a change order will be required to provide the additional required support.

For the CalSAWS Technical Infrastructure - Security services, a one-time reprinted rate of \$88.70 has been applied.

Schedule 3b
CalSAWS Maintenance and Operations - Innovation Lab

One-Time Services Charges - Innovation													SPY 2020-21													SPY 2021-22													SPY 2022-23													SPY 2023-24 (6 months)													SPY 2023-24 (7 months) - Extension													SPY 2024-25 (11 months) - Extension													Total Hours	Total Charges																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Staff Description	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
One-Time Charges																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				

One-Time Services Charges - Innovation	FFY 2021				FFY 2022				FFY 2023				FFY 2024				FFY 2024 - Extension				FFY 2025 - Extension				Total Hours	Total Charges
	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges		
Staff Description	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges		
Total Innovation Lab Services Charges	Multiple	0.00	0.00	\$ -	Multiple	5.10	9,900.00	\$ 1,109,714	Multiple	5.10	9,900.00	\$ 1,385,370	Multiple	0.00	0.00	\$ -	Multiple	0.00	0.00	\$ -	Multiple	0.00	0.00	\$ -		

Assumptions
1
2
3
4
5

Robotic Process Automation Scaling		Extension			Total Charges
		SFY 2023/24	SFY 2023/24	SFY 2024/25	
		(6/2023 - 10/2023)	(11/2023 - 5/2024)	(6/2024 - 10/2024)	
R&A Change Budget Services Charges	\$ 904,000	\$ -	\$ -	\$ -	\$ 904,000
One-Time Services Charges	\$ 904,000	\$ -	\$ -	\$ -	\$ 904,000
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ 200,000	\$ -	\$ 200,000	\$ -	\$ 400,000
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ 200,000	\$ -	\$ 200,000	\$ -	\$ 400,000
Production Operations Charges	\$ 186,667	\$ 116,667	\$ 163,333	\$ 116,667	\$ 583,333
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ 186,667	\$ 116,667	\$ 163,333	\$ 116,667	\$ 583,333
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 1,290,666	\$ 116,667	\$ 363,333	\$ 116,667	\$ 1,887,333

Robotic Process Automation Scaling		Extension			Total Charges
		SFY 2023/24	SFY 2023/24	SFY 2024/25	
		(6/2023 - 10/2023)	(11/2023 - 5/2024)	(6/2024 - 10/2024)	
Hourly Rate	\$133.33	\$133.33	\$133.33	\$133.33	\$133.33
Hours - One-time Services	6,780	0	0	0	6,780.00
Hours - Recurring Services	1,400	875	1,225	875	4,375.00
Services Charges	\$ 1,090,666	\$ 116,667	\$ 163,333	\$ 116,667	\$ 1,487,333

Assumptions

1 The scope of work, estimated effort, and assumptions for scaling Los Angeles County's existing robotic process automation (RPA) solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.

2 R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3C. A maximum of 11,155 hours will be worked.

3 The RPA solution for the CalSAWS System will be for the use case of EBT card replacement.

4 Software charges are estimated based on a 12 month subscription license that will be renewed annually through October 31, 2024.

5

Virtual Assistant Scaling	SFY 2022/23	Extension			Total Charges
		SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 10/2024)	
R&A Change Budget Services Charges	\$ 1,287,663	\$ 130,000	\$ -	\$ -	\$ 1,417,663
One-Time Services Charges	\$ 1,287,663	\$ 130,000	\$ -	\$ -	\$ 1,417,663
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ 759,000	\$ 579,000	\$ 735,000	\$ 525,000	\$ 2,598,000
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ 759,000	\$ 579,000	\$ 735,000	\$ 525,000	\$ 2,598,000
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Accenture Investment	\$ (147,500)	\$ (64,250)	\$ (89,775)	\$ (64,125)	\$ (365,650)
Total Charges	\$ 1,899,163	\$ 644,750	\$ 645,225	\$ 460,875	\$ 3,650,013

Virtual Assistant Scaling	SFY 2022/23	Extension			Total Charges
		SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 10/2024)	
Hourly Rate	\$125	\$125	\$125	\$125	
Hours - One Time Services for Worker Virtual Assistant Enhancement	6,429	0	0	0	6,429
Subtotal Service Charges - Worker Virtual Assistant Enhancement	\$803,625	\$0	\$0	\$0	\$803,625
Hourly Rate	\$125	\$125	\$125	\$125	
Hours - One Time Services for Customer Virtual Assistant Enhancement	3,264	1,040	0	0	4,304
Hourly Rate	\$174	\$174	\$174	\$174	
Hours - One Time Services for Customer Virtual Assistant Enhancement	437	0	0	0	437
Subtotal Service Charges - Customer Virtual Assistant Enhancement	\$484,038	\$130,000	\$0	\$0	\$614,038
Hourly Rate	\$125	\$125	\$125	\$125	
Hours - Recurring Production Operations Services for San Diego VA Solution	2,672	352	0	0	3,024
Hours - Recurring Production Operations Services for CalSAWS VA Solution	3,400	4,280	5,880	4,200	17,760
Accenture Investment	(\$147,500)	(\$64,250)	(\$89,775)	(\$64,125)	(\$365,650)
Subtotal Service Charges - San Diego County Virtual Assistants	\$611,500	\$514,750	\$645,225	\$460,875	\$2,232,350
Total Services Charges	\$ 1,899,163	\$ 644,750	\$ 645,225	\$ 460,875	\$ 3,650,013

Assumptions

1	The scope of work, estimated effort, and assumptions for scaling San Diego County's existing virtual assistants solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3D. A maximum of 31,954 hours will be worked.
3	The virtual assistants implemented for the CalSAWS System will be based on San Diego County's existing internal/worker virtual assistant and external/customer virtual assistant.
4	
5	

Bots Scaling	SFY 2023/24		
	SFY 2022/23	(6/2023 - 10/2023)	Total Charges
R&A Change Budget Services Charges	\$ 1,154,375	\$ 600,125	\$ 1,754,500
One-Time Services Charges	\$ 188,375	\$ -	\$ 188,375
Recurring Services Charges	\$ 966,000	\$ 600,125	\$ 1,566,125
Hardware and Software Charges	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -
Total Charges	\$ 1,154,375	\$ 600,125	\$ 1,754,500

Bots Scaling	SFY 2023/24		
	SFY 2022/23	(6/2023 - 10/2023)	Total Charges
Hourly Rate	\$ 125.00	\$ 125.00	
Hours	1,507.00	-	1,507.00
Subtotal - One-Time R&A Change Budget Services	188,375.00	-	188,375.00
Hourly Rate	\$ 125.00	\$ 125.00	
Hours	7,728.00	4,801.00	12,529.00
Subtotal - Recurring R&A Change Budget Services	966,000.00	600,125.00	1,566,125.00
Total Services Charges	\$ 1,154,375	\$ 600,125	\$ 1,754,500

Assumptions

1	The scope of work, estimated effort, and assumptions for scaling San Bernardino County's existing bots solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3E. A maximum of 14,036 hours will be worked.
3	The bots solution for the CalSAWS System will be based on San Bernardino County's existing solution for the authentication bot and welcome bot.
4	
5	

Correspondence Phase II	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ 6,871,500	\$ -	\$ 6,871,500
One-Time Services Charges	\$ 6,871,500	\$ -	\$ 6,871,500
Recurring Services Charges	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -
Total Charges	\$ 6,871,500	\$ -	\$ 6,871,500

Correspondence Phase II	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	\$125	\$125	\$125
Hours	54,972.00	-	54,972.00
R&A Change Budget Services Charges	\$ 6,871,500	\$ -	\$ 6,871,500

Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to correspondence for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	The Consortium Business Analysts will attach the English (as needed) and translations to SCRs as the translation analysis is complete.
3	Translations will be provided by the State.
4	Up to 4,900 NOA reason fragments will be translated into the original Be Vu languages. The estimates do not include the 8 additional languages.
5	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3F. A maximum number of 54,972 hours will be worked.

CDSS Reports Support	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ 299,976	\$ 299,976	\$ 599,952
One-Time Services Charges	\$ 299,976	\$ 299,976	\$ 599,952
Recurring Services Charges	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -
Total Charges	\$ 299,976	\$ 299,976	\$ 599,952

CDSS Reports Support	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	\$174	\$174	\$174
Hours	1,724.00	1,724.00	3,448.00
R&A Change Budget Services Charges	\$ 299,976	\$ 299,976	\$ 599,952

Assumptions

1	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3G. A maximum number of 3,448 hours will be worked.
2	
3	
4	
5	

DHCS Support	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ 299,976	\$ 299,976	\$ 599,952
One-Time Services Charges	\$ 299,976	\$ 299,976	\$ 599,952
Recurring Services Charges	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -
Total Charges	\$ 299,976	\$ 299,976	\$ 599,952

DHCS Support	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	\$174	\$174	\$174
Hours	1,724.00	1,724.00	3,448.00
R&A Change Budget Services Charges	\$ 299,976	\$ 299,976	\$ 599,952

Assumptions

1	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3H. A maximum number of 3,448 hours will be worked.
2	
3	
4	
5	

Schedule 5
CalSAWS Maintenance and Operations - Hardware and Software Charges

Hardware and Software Line Items	SFY 2018/19	SFY 2019/20	SFY 2020/21	SFY 2021/22 (10/2021 - 5/2022)	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	Extension		Total Charges
							SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/2025 (6/2024 - 2/2025)	
Hardware and Software									
Hardware	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 553,403	\$ 3,383,720	\$ 3,937,123
Exhibit X - CalSAWS M&O Project (Base)				\$ -	\$ -	\$ -	\$ 553,403	\$ 3,383,720	\$ 3,937,123
Exhibit Z - CalSAWS Imaging Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Exhibit AC - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support	\$ -	\$ -	\$ -	\$ 2,588,095	\$ 3,078,575	\$ 831,924	\$ -	\$ -	\$ 6,498,594
Exhibit X - CalSAWS M&O Project (Base)				\$ 2,588,095	\$ 3,078,575	\$ 831,924	\$ -	\$ -	\$ 6,498,594
Exhibit Z - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -
Exhibit AC - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -
Software	\$ -	\$ -	\$ -	\$ 19,701,649	\$ 26,057,300	\$ 10,803,778	\$ 17,352,458	\$ 10,684,792	\$ 84,599,977
Exhibit X - CalSAWS M&O Project (Base)				\$ 11,586,793	\$ 11,432,422	\$ 5,607,602	\$ 17,352,458	\$ 10,684,792	\$ 56,664,067
Exhibit Z - CalSAWS Imaging Project				\$ 7,221,088	\$ 9,547,619	\$ -			\$ 16,768,707
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ 2,757,873			\$ 2,757,873
Exhibit AC - CalSAWS Customer Service Center Project				\$ 893,767	\$ 5,077,259	\$ 2,438,304	\$ -	\$ -	\$ 8,409,329
Software Support	\$ -	\$ -	\$ -	\$ 3,498,453	\$ 4,443,267	\$ 676,365	\$ -	\$ -	\$ 8,618,085
Exhibit X - CalSAWS M&O Project (Base)				\$ 3,389,656	\$ 4,209,004	\$ 501,254	\$ -	\$ -	\$ 8,099,914
Exhibit Z - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ 24,266	\$ 25,479	\$ 26,753			\$ 76,497
Exhibit AC - CalSAWS Customer Service Center Project				\$ 84,532	\$ 208,784	\$ 148,358	\$ -	\$ -	\$ 441,674
Total CalSAWS Hardware and Software Charges	\$ -	\$ -	\$ -	\$ 25,788,196	\$ 33,579,141	\$ 12,312,068	\$ 17,905,861	\$ 14,068,512	\$ 103,653,778

Assumptions

1	All Hardware will be purchased outright. No Hardware will be leased.
2	The Consortium will own all Hardware and Software. It is assumed that the Consortium will purchase all Hardware and Software from Proquire LLC, Contractor's affiliate.
3	Hardware and Software items are purchased with one-year manufacturer's support agreements from the date of purchase. Annual renewals of such support agreements are included in the Hardware and Software Charges through State Fiscal Year 2023/24.

County Data API Enhancements	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ 1,525,806	\$ -	\$ 1,525,806
One-Time Services Charges	\$ 1,525,806	\$ -	\$ 1,525,806
Recurring Services Charges	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ 45,600	\$ 45,600	\$ 91,200
Hardware Charges (Purchased)	\$ -		\$ -
Hardware Support Charges	\$ -		\$ -
Software Charges	\$ 45,600	\$ 45,600	\$ 91,200
Software Support Charges	\$ -		\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -		\$ -
Recurring Charges	\$ -		\$ -
Facilities Charges	\$ -		\$ -
Total Charges	\$ 1,571,406	\$ 45,600	\$ 1,617,006

County Data API Enhancements	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	\$174	\$174	\$174
Hours	8,769.00	-	8,769.00
Services Charges	\$ 1,525,806	\$ -	\$ 1,525,806

Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to correspondence for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3I. A maximum of 8,769 hours will be worked.
3	
4	
5	

Schedule 4
CalSAWS Maintenance and Operations - Production Operations Charges

Production Operations Line Item	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	Extension		Total Charges - Amendment 30
				SFY 2023/24 (7 Months)	SFY 2024/2025 (5/11 Months)	
WAN Administration Charges	\$ 3,165,543	\$ 5,107,070	\$ 2,205,066	\$ 3,289,475	\$ 2,349,625	\$ 16,116,779
WAN Administration - North - Central Facilities and County Sites (39 Counties)	\$ 2,596,018	\$ 3,894,027	\$ 1,622,511	\$ 2,709,418	\$ 1,935,299	\$ 12,757,273
WAN Administration - CalSAWS - Electronic Signature (58 Counties)	\$ 42,640	\$ 63,960	\$ 26,650	\$ -	\$ -	\$ 133,250
WAN Administration - CalSAWS - Text Message Notifications (58 Counties)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
WAN Administration - South - Central Facilities and County Sites (Los Angeles County)	\$ 236,767	\$ 355,150	\$ 147,979	\$ -	\$ -	\$ 739,896
WAN Administration - CalWIN - Central Print Facility and County Sites (18 Counties)	\$ 17,707	\$ 385,315	\$ 237,668	\$ 341,697	\$ 244,069	\$ 1,226,455
WAN Administration - CalSAWS Cloud Exchange (58 Counties)	\$ 272,412	\$ 408,618	\$ 170,258	\$ 238,361	\$ 170,258	\$ 1,259,906
Production Operations Charges	\$ 2,677,021	\$ 4,048,430	\$ 1,706,983	\$ 2,381,141	\$ 2,139,449	\$ 12,953,025
Production Operations - CalSAWS - Service Desk Operations Support (58 Counties)	\$ 34,680	\$ 53,061	\$ 28,719	\$ 31,572	\$ 22,551	\$ 170,583
Production Operations - North - Managed Workstations (39 Counties)	\$ 755,536	\$ 1,133,304	\$ 472,210	\$ 661,094	\$ 472,210	\$ 3,494,355
Production Operations - North - Managed Windows 10 Image (39 Counties)	\$ 239,903	\$ 359,854	\$ 149,939	\$ 209,915	\$ 149,939	\$ 1,109,549
Production Operations - North - Managed Scanner Maintenance (39 Counties)	\$ 585,388	\$ 878,082	\$ 365,868	\$ 512,215	\$ 365,868	\$ 2,707,420
Production Operations - North - Managed Contact Center Operations Support (39 Counties) - Continuing Cases	\$ 381,203	\$ 583,248	\$ 247,875	\$ 347,025	\$ 556,232	\$ 2,115,584
Production Operations - North - Managed Contact Center Operations Support (39 Counties) - Medi-Cal Referral Calls/Regional Contact Centers	\$ 152,569	\$ 233,434	\$ 99,207	\$ 138,890	\$ 222,621	\$ 846,722
Production Operations - North - Managed Lobby Management Operations Support (39 Counties)	\$ 527,742	\$ 807,446	\$ 343,165	\$ 480,430	\$ 350,028	\$ 2,508,811
Central Print Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Central Print - North - 39 Counties	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Central Print - South - Los Angeles County	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Central Print - CalWIN - 18 Counties	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total CalSAWS Production Operations Charges	\$ 5,842,564	\$ 9,155,499	\$ 3,912,049	\$ 5,670,616	\$ 4,489,074	\$ 29,069,804
Production Operations Line Item	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Total Charges
WAN Administration Charges	\$ 4,394,437	\$ 5,201,216	\$ 882,026	\$ 4,699,250	\$ 939,850	\$ 16,116,779
Production Operations Charges	\$ 3,689,128	\$ 4,056,811	\$ 686,494	\$ 3,409,914	\$ 1,110,677	\$ 12,953,025
Central Print Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total CalSAWS Production Operations Charges	\$ 8,083,565	\$ 9,258,027	\$ 1,568,521	\$ 8,109,164	\$ 2,050,527	\$ 29,069,804

Total Charges - Amendment 28	Total Charges - Amendment 24	Total Charges - Amendment 21	Increase / (Decrease)
\$ 10,477,679	\$ 11,847,897	\$ 11,825,317	\$ 5,639,100
\$ 8,112,556	\$ 8,112,556	\$ 8,112,556	\$ 4,644,717
\$ 133,250	\$ 1,026,679	\$ 1,026,679	\$ -
\$ -	\$ 476,788	\$ 476,788	\$ -
\$ 739,896	\$ 739,896	\$ 739,896	\$ -
\$ 640,690	\$ 640,690	\$ 618,110	\$ 585,765
\$ 851,288	\$ 851,288	\$ 851,288	\$ 408,618
\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 4,520,591
\$ 116,460	\$ 116,460	\$ 116,460	\$ 54,123
\$ 2,361,051	\$ 2,361,051	\$ 2,361,051	\$ 1,133,304
\$ 749,696	\$ 749,696	\$ 749,696	\$ 359,854
\$ 1,829,338	\$ 1,829,338	\$ 1,829,338	\$ 878,082
\$ 1,212,326	\$ 1,212,326	\$ 5,631,808	\$ 903,258
\$ 485,210	\$ 485,210	\$ -	\$ 361,511
\$ 1,678,353	\$ 1,678,353	\$ 1,678,353	\$ 830,458
\$ -	\$ 29,980,592	\$ 29,980,592	\$ -
\$ -	\$ 14,990,296	\$ 14,990,296	\$ -
\$ -	\$ 14,990,296	\$ 14,990,296	\$ -
\$ -	\$ -	\$ -	\$ -
\$ 18,910,113	\$ 50,260,923	\$ 54,172,615	\$ 10,159,691

Assumptions

1	The CONTRACTOR shall conduct an overall cost impact assessment at the end of the Design Phase during the CalACES Migration and CalSAWS Migration for any increase in mailing costs and print costs (e.g. form or NOA). Additional costs will be provided for inclusion in the CalACES/CalSAWS Project budgets as necessary. (DDID 1402 - CalSAWS SOR)
2	Assumption removed via Amendment No. 28. The proposed rates for Central Print are: • \$0.09 per impression • \$0.036 per Business Reply Mail envelope • \$0.18 per full page flat mail envelope • \$0.10 per half page flat mail envelope • \$0.031 per #10 inbound envelope • \$0.035 per #10 inbound envelope • \$0.47 per flat mail insertion • \$0.04 per voter registration card (VRC) insertion • \$0.03 per pre-metering (per RE packet) The above proposed rates are based on C-IV envelopes. Modifications to the existing custom envelopes may result in changes to the above mentioned rates.
3	Print Costs related to CalWIN counties are excluded.
4	There are no postage costs included for any of the 58 Counties. Each County will be responsible for filling its presort postage accounts. The LRS Agreement will be amended to remove any postage requirements and postage related terms and conditions.
5	Per Exhibit U Migration DDI, SOR - DDID 1775, "The CONTRACTOR shall update the technical architecture to support consolidation of the bundling jobs and bar codes (Stuffing, Intelligent mail, Imaging and Tracking) for one central print vendor." Contractor Assumption from Exhibit U, "A single central print vendor is identified and is in place to handle the print jobs. This estimate and assumption may change when we receive further information about printing and print vendor." • The consolidated CalSAWS Imaging solution and requirements are pending the outcome of the Functional Design Sessions. Once the requirements are finalized this requirement will be revisited to determine if there are any impacts to the scope, estimate or migration timeline."
6	Each line item above lists costs for the impacted counties. Costs have not been included for the counties that are not listed. There may be a future amendment to add additional counties should they opt in or pending functional design sessions outputs (e.g. Imaging) when new requirements are provided.

7	Production Operations charges related to Managed Workstations is based on a total of 13,628 Managed workstations deployed in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed workstations deployed by the 39 Counties in excess of the 13,628 workstations would be funded separately (via the County Purchase process).
8	Production Operations charges related to Managed Windows 10 workstation images is based on a total of 8,667 workstations with Windows 10 deployed in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed workstations deployed by the 39 Counties in excess of the 8,667 workstations would be funded separately (via the County Purchase process).
9	Production Operations charges related to Managed Scanner Maintenance is based on a total of 6,374 Managed scanners that are currently in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed scanners deployed by the 39 Counties in excess of the 6,374 scanners would be funded separately (via the County Purchase process).
10	Production Operations charges related to Managed Lobby Management Operations support is based on a total of 143 Managed devices that are currently in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed devices deployed by the 39 Counties in excess of the 143 Managed devices would be funded separately (via the County Purchase process).
11	Production Operations charges related to Service Desk Operations Support is based on a total of 18 Service Desk staff during State Fiscal Years 2018/19 and 2019/20, and a total of 25 Service Desk staff during State Fiscal Year 2020/21 through October 31, 2024.
12	Please refer to the M&O SOW for additional assumptions regarding Production Operations.
13	Assumption removed via Amendment No. 28. The price for Central Print is based on a single vendor – specifically, DXC – for providing Central Print services for the CalSAWS System.

Schedule 6
CalSAWS Maintenance and Operations - Facilities Charges

Facility Line Items	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	Extension		Total Charges
						SFY 2023/24 (7 Months)	SFY 2024/25 (5 Months)	
Central Facilities								
North - Project Office/Application Development Facility (Suites 150 and 175 - Base) ¹	\$ -	\$ -	\$ 1,151,574	\$ 1,760,032	\$ 747,106	\$ -	\$ -	\$ 3,658,712
North - Central Repair Warehouse (Rancho Cordova, CA)	\$ -	\$ -	\$ 123,507	\$ 187,429	\$ 79,188	\$ 110,863	\$ 80,296	\$ 581,283
North - Service Desk Facilities (Roseville, CA)	\$ -	\$ -	\$ 75,424	\$ 114,460	\$ 48,359	\$ 67,703	\$ 49,036	\$ 354,981
South - Project Office (Suite 300, Norwalk, CA) ²	\$ -	\$ -	\$ 2,498,734	\$ 3,880,514	\$ 1,649,610	\$ -	\$ -	\$ 8,028,858
Total CalSAWS Facilities Charges	\$ -	\$ -	\$ 3,849,239	\$ 5,942,435	\$ 2,524,263	\$ 178,566	\$ 129,331	\$ 12,623,834

Facility Line Items	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Total Charges
Central Facilities	\$ -	\$ -	\$ 5,334,848	\$ 5,971,384	\$ 1,009,705	\$ 230,299	\$ 77,598	\$ 12,623,834
Total CalSAWS Facilities Charges	\$ -	\$ -	\$ 5,334,848	\$ 5,971,384	\$ 1,009,705	\$ 230,299	\$ 77,598	\$ 12,623,834

Assumptions

1	Facilities charges broken down as 53% for Lease of the Facility and 47% for operating expenses
2	Facilities charges broken down as 32% for Lease of the Facility and 68% for operating expenses
3	Central Repair Warehouse ends in October 2024 and Service Desk Facilities ends in October 2024
4	
5	

\$ -

Schedule 7
CalSAWS Maintenance and Operations - Hourly Rate Card

Description	Hourly Rate
CalSAWS M&E (October 2021 through October 2023)	\$ 158.27
CalSAWS M&O (October 2021 through October 2023)	\$ 148.00

				C-IV Monthly App				
				Maint/M&E		Total C-IV App		
Month	LRS Rate	C-IV Rate	LRS Monthly M&E Hours	Hours (Additional)	Total LRS M&E Price	Maint/M&E Price	Avg Hourly Rate	
Oct-21	\$ 121	\$ 187	8,000	7,075	\$ 968,000	\$ 1,323,025	\$ 151.98	
Nov-21	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Dec-21	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Jan-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Feb-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Mar-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Apr-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
May-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$ 154.10	
Jun-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$ 156.91	
Jul-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$ 156.91	
Aug-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$ 156.91	
Sep-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$ 156.91	
Oct-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$ 156.91	
Nov-22	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Dec-22	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Jan-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Feb-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Mar-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Apr-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
May-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$ 160.63	
Jun-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$ 163.44	
Jul-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$ 163.44	
Aug-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$ 163.44	
Sep-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$ 163.44	
Oct-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$ 163.44	
			200,000	176,875	\$ 25,640,000	\$ 34,009,525	\$ 158.27	

CalSAWS M&E Rate from Oct 2021 to Oct 2023 \$ **158.27**

Schedule 8
CalSAWS Maintenance and Operations - Change Order Hourly Rate Card

	SFY 19-20	SFY 20-21	SFY 21-22	SFY 22-23
Staff Description	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate
Project Director	\$ 459.45	\$ 472.77	\$ 486.48	\$ 500.59
Delivery Manager	\$ 270.04	\$ 277.87	\$ 285.93	\$ 294.22
Senior Manager	\$ 262.81	\$ 270.43	\$ 278.27	\$ 286.34
System Administrator	\$ 198.33	\$ 204.08	\$ 210.00	\$ 216.09
Application System Analyst	\$ 171.90	\$ 176.89	\$ 182.02	\$ 187.30
Senior Programmer/Analyst	\$ 191.27	\$ 196.82	\$ 202.53	\$ 208.40
Programmer/Analyst	\$ 141.28	\$ 145.38	\$ 149.59	\$ 153.93
Global Delivery Network	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00