



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

***Attachment 12 to (Statement of Work for DHCS
Report Support) Amendment Number Thirty-One,
inclusive of***

***Schedule 3H of the Attachment 2 (CalSAWS M&O
Pricing Schedules) to Schedule 1 (Statement of
Work for CalSAWS Maintenance and Operations
("M&O") Project) to Exhibit X***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 12 (“SOW”) to Amendment Number Thirty-One 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 SOW shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to SOW shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this SOW.

The California Department of Health Care Services (DHCS) has requested Accenture resources to assist DHCS staff as further described in Section “Scope of Work”, below. These Accenture resources would also serve as DHCS’ key liaisons for CalSAWS data access and act as training resources for all DHCS staff who have recently gained SAWS access. This includes system and query development and validation training.

2. SCHEDULE

The term of this Scope of Work (“SOW”) shall commence on State Fiscal Year 2022/23 and continue through State Fiscal Year 2024/25.

3. SCOPE OF WORK

This Section describes the Work CONTRACTOR will perform pursuant to this SOW. Accenture will provide resources, equivalent to the hours specified in Schedule 3H of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X, to assist DHCS with the following capabilities:

- Receive, document, analyze, estimate, and manage requests.
- Provide Ad Hoc Queries in a timely manner (timeframe to be determined by DHCS)
- Provide advanced query skills and knowledge of how the CalSAWS system captures and maintains data.

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- Develop new queries based on DHCS requirements
 - The scope of such queries, includes, but is not limited to:
 - 1) New Governor’s Proposal Budget, May Revision, and En-acted Budget initiatives or policy changes.
 - 2) Legislative inquiries
 - 3) Pre and Post COVID-19 Public Health Emergency (PHE) unwinding dashboard efforts
- Develop queries, placed in a repository, that enables DHCS to execute the query as needed including allowing for changes in pre-defined variables (e.g. dates, counties, etc.).
- Review work products or queries developed by DHCS staff and provide feedback as it relates to the CalSAWS system(s).
- Utilize CalSAWS data access granted to DHCS for all efforts.
- Utilize query development tools available from the CalSAWS project or DHCS.
- Provide system functional analysis as it relates to strategic direction, new or modified policy, research projects, or other activities as prioritized by DHCS.
- Develop and deliver training sessions or materials to help staff grow system knowledge and query capabilities as requested by DHCS. The Consortium will be provided with access to such training materials.
- Work with DHCS to identify a location to create a repository of queries, tools, documentation or other resources.
- Project management organization and support to:
 - Assist DHCS with prioritizing requests;
 - Provide previously developed Queries from CalSAWS from previ-ous efforts or SIRFRAs (e.g MSP updates)

- Provide status updates;
- Executive escalation of concerns.

This SOW is based upon the following assumptions:

- DHCS will provide an escalation path for concerns.
- DHCS will provide a person or persons who will oversee incoming requests and prioritize accordingly.
- DHCS will provide resources with a fundamental understanding of technology and database querying.
- Accenture resources performing Work pursuant to this SOW will be rolled onto the CalSAWS Project and leverage development tools used by the CalSAWS Project as well as CalSAWS laptops. DHCS and/or the Consortium will provide Accenture resources with software licensing and access to data, tools, and systems, etc. required to perform the Work under this Statement of Work.
- This SOW includes Work that CONTRACTOR would perform onsite at Consortium, DHCS, or other State agency offices (e.g., participation in meetings, training delivery to DHCS staff, etc.). In the event that conditions do not permit CONTRACTOR, at CONTRACTOR'S sole discretion, to safely perform such Work onsite at the offices of the Consortium, DHCS, or other State agencies, CONTRACTOR will engage with DHCS to mutually determine alternative methods of performing such Work (e.g., virtual meetings, virtual training sessions, etc.). For example, in the event that the COVID-19 pandemic does not adequately subside during the term of this SOW, CONTRACTOR staff will not perform any Work onsite at Consortium, DHCS, other State agency locations.

4. PRICING

Pricing details for the scope of this Statement of Work are defined in Schedule 3H of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.