

**AMENDED RESTATED AND REVISED LEADER REPLACEMENT SYSTEM  
AGREEMENT  
BY AND BETWEEN  
CALSAWS CONSORTIUM  
AND  
ACCENTURE LLP**

**Amendment Number Twenty-Five**

AMENDED RESTATED AND REVISED LEADER REPLACEMENT SYSTEM AGREEMENT ("LRS AGREEMENT") ENTERED INTO BY AND BETWEEN THE CALSAWS CONSORTIUM ("CONSORTIUM"), A CALIFORNIA JOINT POWERS AUTHORITY, AND ACCENTURE LLP ("CONTRACTOR") FOR PROVISION OF THE CALIFORNIA STATEWIDE AUTOMATED WELFARE SYSTEM ("CalSAWS").

This Amendment Number Twenty-Five is effective as of April 16, 2021 (the "Effective Date") and amends the LRS Agreement.

**RECITALS**

WHEREAS, on March 16, 2021 the Consortium entered into the Privacy and Security Agreement Number 20-6061 ("CDSS PSA") with the California Department of Social Services ("CDSS"), attached hereto as *Exhibit 1*, which is incorporated herein by reference; and

WHEREAS, the purpose of the CDSS PSA is to ensure the privacy and security of Personally Identifiable Information ("PII") received by the Consortium from CDSS while maintaining and operating the case management system used by Counties to administer the following programs: CalFresh, California Food Assistance Program, California Work Opportunity and Responsibility to Kids Program, Cash Assistance Program for Immigrants, Entrant Cash Assistance, Refugee Cash Assistance, Foster Care, Kinship Guardianship Assistance Program, Federal Guardianship Assistance Program, General Assistance/General Relief, and Trafficking and Crime Victims Assistance Program; and

WHEREAS, on November 12, 2019 the Consortium entered into the Medi-Cal Privacy and Security Agreement Number 19-87 ("DHCS PSA") with the California Department of Health Care Services ("DHCS"), attached hereto as *Exhibit 2*, which is incorporated herein by reference; and

WHEREAS, the purpose of the DHCS PSA is to ensure the privacy and security of PII received by the Consortium from DHCS while maintaining and operating the case management system used by Counties to administer the Medi-Cal program; and

WHEREAS, both the CDSS PSA and the DHCS PSA (collectively, the "PSAs") require that all Consortium Workers, including contractors, subcontractors, employees, vendors, and agents, comply with the terms of the PSAs; and

WHEREAS, as a contractor authorized by the Consortium and obligated under the LRS Agreement to perform functions that require access to or use of PII, Contractor and Contractor's employees, contractors, subcontractors and agents providing Work under the LRS Agreement (collectively, "Contractor Employees") are Consortium Workers under the PSAs; and

WHEREAS, in order to comply with the requirements of the PSAs, the parties wish to modify the LRS Agreement to comport with and fulfill the privacy and security obligations imposed by the PSAs.

CalSAWS assets and information must be used in a secure, approved, ethical, and lawful manner and in accordance with the terms and conditions of the LRS Agreement to appropriately protect such assets and information. This applies to all systems operated by the CalSAWS Joint Powers Authority (JPA) including the legacy C-IV, legacy CalWIN and LRS systems (hereafter collectively referred to as "CalSAWS Systems").

NOW, THEREFORE, in consideration of the foregoing Recitals and the mutual covenants and promises described herein, the parties agree as follows:

**1. Privacy and Security Awareness Training.**

- a. Initial Training. Contractor shall enforce compliance of the mandatory CalSAWS Security Awareness Training referenced below in section 7.c, to each new Contractor Employee within thirty (30) days of performing Work under the LRS Agreement.
- b. Refresher Training. Contractor shall mandate that Contractor Employees take Consortium conducted annual refresher training and must send a reminder of the privacy and security safeguards required under the PSAs and this Amendment Number Twenty-Five with at least three reminders.
- c. Records. Consortium shall obtain from each Contractor Employee a signed acknowledgement of completion of all trainings and reminders required under this Section 1.

**2. Contractor Employee Discipline.** Contractor shall follow documented sanction policies and procedures for Contractor Employees who fail to comply with privacy policies and procedures, or any requirements imposed under the PSAs or this Amendment Number Twenty-Five. Such sanction policies and procedures shall include termination of employment where appropriate.

**3. CalSAWS Program User Security and Acceptable Use Policy.** Prior to a Contractor Employee accessing any PII and annually thereafter, Contractor shall require that Contractor Employee to complete the Consortium provided refresher training and

formally acknowledge the **CalSAWS User Security and Acceptable Use Policy**, attached hereto as *Exhibit 3*.

- 4. Background Screening.** Prior to a Contractor Employee accessing any PII, Contractor shall conduct a background screening of that Contractor Employee. The background screening shall be commensurate with the risk and magnitude of harm that Contractor Employee could cause, with more stringent background screening for Contractor Employees authorized to bypass significant technical and operational security controls. Contractor shall provide the Consortium with the result of each Employee's background screening documentation (pass/fail result) within approximately [5] days of receipt of the Employee's background screening report.
- 5. Compliance with PSA Security Requirements.** Contractor shall comply with all applicable privacy and security requirements in the PSAs, including physical security requirements found in Section V of each of the PSAs, technical security requirements found in Section VI of each of the PSAs, system audit requirements found in Section VII of each of the PSAs, business continuity requirements found in Section VIII of each of the PSAs, and physical document security requirements found in Section IX of each of the PSAs.
- 6. Ensure compliance with PSA provisions and Exhibits.** Contractor agrees to designate a Security Liaison to work with the Consortium. This Liaison is responsible for:

  - a. Maintaining an active list of Contractor users with access to the CalSAWS System, including development, test, and production environments.
  - b. Coordinating compliance assessment tasks with the appropriate Contractor staff in a timely manner.
  - c. Reporting on compliance violations and overseeing Contractor workforce/staff in the prompt remediation of all violations of any provisions of the PSAs.
  - d. Contractor shall ensure that any agents, including a subcontractor, (if prior approval is obtained from CalSAWS) to whom they provide CalSAWS access to view data, agree in writing to the same requirements for privacy and security safeguards for confidential data that apply to Contractor with respect to the PSAs. Contractor must seek prior written approval from CalSAWS before providing CalSAWS data to a subcontractor.
- 7. Comply with all provisions of the current Information Exchange Agreement (IEA) between DHCS and the Social Security Administration (SSA), DHCS PSA Exhibit A.** This data sharing agreement establishes the terms, conditions, and safeguards under which SSA agrees to disclose information to DHCS to be used for administering Medicaid and other federally funded programs.

- a. Comply with Attachment 4 of the IEA, the “Electronic Information Exchange Security Requirements for State and Local Agencies Exchanging Electronic Information with SSA (TSSR)”.
  - b. The specific TSSR sections are 5.3 System Access Control, 5.5 Personally Identifiable Information, 5.8 Data and Communications Security, 5.10 Security Awareness Training and Employee Sanctions, and 5.11 Contractors of Electronic Information Exchange Partners.
  - c. Contractor shall enforce compliance of the mandatory **CalSAWS Security Awareness Training, attached hereto as *Exhibit 4***.
  - d. Parts of this IEA may be updated periodically by CalSAWS, as required by program directives, oversight flow down requirements or changes in law or policy. Unless otherwise indicated, CalSAWS shall provide Contractor with copies of the updated documents without requiring an amendment to the LRS Agreement and an acknowledgement of receipt will be required from Contractor. CalSAWS will maintain a record of CDSS Exhibit A updates and receipts.
8. Upon request, Contractor must provide CalSAWS with a current list of Contractor Employees and (sub)contractors, including job descriptions, with privileges to view and utilize SSA data in CalSAWS.
9. **Breach and Security Incident Notification.** Contractor shall adhere to security and confidential provisions outlined in the LRS Agreement for the protection of any information exchanged between Contractor and the CalSAWS System.
  - a. Contractor agrees to prompt reporting of any data breach or security incident following the **Vendor Breach and Security Incident Notification Process outlined within, Exhibit 5** of this Amendment Twenty-Five.
  - b. Contractor agrees to assist CalSAWS in performing compliance assessments. These assessments may involve compliance review questionnaires, and/or review of Contractor managed facilities, systems, books, and records.
  - c. Contractor agrees to promptly remedy all violations of any provision of the Agreement and certify the same to CalSAWS in writing, or to enter into a written Corrective Action Plan with CalSAWS containing deadlines for achieving compliance with the specific provisions of the LRS Agreement.
10. **Indemnification** Both CONTRACTOR and CONSORTIUM acknowledge that the LRS Agreement between them provides CONSORTIUM with indemnity rights against CONTRACTOR as specified in Section 17 of the LRS Agreement. CONTRACTOR and CONSORTIUM agree that the indemnification obligations imposed by Section 17 of the LRS Agreement encompass any claims, causes of action, liabilities, losses, damages, penalties, assessments, judgments, or awards arising from, or related to, any breach of this Amendment Twenty-Five to the LRS Agreement, including Exhibits, by CONTRACTOR, or CONTRACTOR’s employees, agents, or Subcontractors.

**11.** The Parties agree to continue to meet and discuss implementation and operationalization of the requirements and obligations imposed by this Amendment. To the extent any such requirements impose additional Work beyond that which is included in the LRS Agreement prior to the Effective Date, such additional Work will be addressed through a System Change Request, Change Notice, or Amendment, as applicable and as set forth in the LRS Agreement. In the event any of the requirements and obligations imposed by this Amendment change after the Effective Date, the Parties agree to follow the same process outlined in this Section 11.

**AMENDMENT NUMBER TWENTY-FIVE**

IN WITNESS WHEREOF, the CONSORTIUM has caused this Amendment Twenty-Five to the LRS Agreement to be subscribed on behalf of the CONSORTIUM, and CONTRACTOR has caused this Amendment Number Twenty-Five to be subscribed on its behalf by its duly authorized officer, as indicated below.

**ACCENTURE LLP**

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
DocuSigned by:  
Seth Richman  
DF2A6BF239F4483...

Name: \_\_\_\_\_Seth Richman\_\_\_\_\_

Title: \_\_Managing Director\_\_\_\_\_

**CALSAWS CONSORTIUM**

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
DocuSigned by:  
Michael Sylvester  
1291966008024  
Michael Sylvester, Consortium Chair

By: \_\_\_\_\_  
DocuSigned by:  
Kronick Moskowitz Tiedemann & Girard  
SD9753D2431B4EB...  
Kronick Moskowitz Tiedemann & Girard,  
Consortium Legal Counsel

By: \_\_\_\_\_  
DocuSigned by:  
John Boule  
6D3FC07D91BC49D...  
John Boule, Consortium Executive  
Director

**EXHIBIT 1**

[Attach CDSS PSA]

**EXHIBIT 2**

[Attach DHCS PSA]



### **EXHIBIT 3**

[Attach CalSAWS User Security and Acceptable Use Policy Here]

**EXHIBIT 4**

[Attach CalSAWS Privacy and Security Awareness Training]

## **EXHIBIT 5**

[Attach CalSAWS Vendor Breach and Security Notification Process Here]

### **Contact**

Questions related to policies can be addressed to CalSAWS Technical Support emailing [Tech.Support@CalSAWS.org](mailto:Tech.Support@CalSAWS.org), or CalSAWS Chief Information Security Officer at [Security.Officer@CalSAWS.org](mailto:Security.Officer@CalSAWS.org).