

Schedule 1
Summary of CalSAWS Maintenance and Operations Charges

	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	SFY 23/24 (7 Months)	SFY 24/25 (11 Months)	Total Charges - Change Notice 23
UPDATED CalSAWS Maintenance and Operations Charges								
Application Maintenance	\$ -	\$ -	\$ 21,403,042	\$ 35,014,389	\$ 14,589,329	\$ 20,425,060	\$ 32,096,523	\$ 123,528,342
Innovation Lab - One time Services	\$ -	\$ -	\$ 1,371,885	\$ 1,952,671	\$ -	\$ -	\$ -	\$ 3,324,556
Production Operations	\$ -	\$ -	\$ 44,063,278	\$ 64,064,180	\$ 30,156,224	\$ 42,743,749	\$ 30,969,883	\$ 211,997,313
Technical Infrastructure Services	\$ -	\$ -	\$ 38,220,714	\$ 54,934,794	\$ 26,265,166	\$ 37,119,328	\$ 26,513,806	\$ 183,053,807
WAN Administration	\$ -	\$ -	\$ 3,165,543	\$ 5,080,955	\$ 2,186,413	\$ 3,246,552	\$ 2,318,966	\$ 15,998,430
Operations Charges	\$ -	\$ -	\$ 2,677,021	\$ 4,048,430	\$ 1,704,646	\$ 2,377,869	\$ 2,137,112	\$ 12,945,076
Central Print	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software	\$ -	\$ -	\$ 25,788,196	\$ 33,605,255	\$ 12,333,059	\$ 17,952,056	\$ 14,101,509	\$ 103,780,075
Hardware	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 553,403	\$ 3,383,720	\$ 3,937,123
Hardware Support	\$ -	\$ -	\$ 2,588,095	\$ 3,078,575	\$ 831,924	\$ -	\$ -	\$ 6,498,594
Software	\$ -	\$ -	\$ 19,701,649	\$ 26,083,414	\$ 10,824,769	\$ 17,398,653	\$ 10,717,789	\$ 84,726,274
Software Support	\$ -	\$ -	\$ 3,498,453	\$ 4,443,267	\$ 676,365	\$ -	\$ -	\$ 8,618,085
Facilities	\$ -	\$ -	\$ 3,849,239	\$ 5,942,435	\$ 2,524,263	\$ 178,566	\$ 129,331	\$ 12,623,834
Additional Projects	\$ -	\$ -	\$ -	\$ 13,387,062	\$ 1,657,122	\$ 1,358,530	\$ 577,542	\$ 16,980,256
Robotic Process Automation Scaling	\$ -	\$ -	\$ -	\$ 1,290,666	\$ 116,667	\$ 363,333	\$ 116,667	\$ 1,887,333
Virtual Assistant Scaling	\$ -	\$ -	\$ -	\$ 1,899,163	\$ 644,750	\$ 645,225	\$ 460,875	\$ 3,650,013
Welcome & Authentication Bots Scaling	\$ -	\$ -	\$ -	\$ 1,154,375	\$ 600,125	\$ -	\$ -	\$ 1,754,500
Correspondence Phase II	\$ -	\$ -	\$ -	\$ 6,871,500	\$ -	\$ -	\$ -	\$ 6,871,500
CDSS Reports Support Phase II**	\$ -	\$ -	\$ -	\$ 299,976	\$ 124,990	\$ 174,986	\$ -	\$ 599,952
DHCS Support	\$ -	\$ -	\$ -	\$ 299,976	\$ 124,990	\$ 174,986	\$ -	\$ 599,952
CalSAWS County Data API Enhancements	\$ -	\$ -	\$ -	\$ 1,571,406	\$ 45,600	\$ -	\$ -	\$ 1,617,006
Production Operations November 2024 Onwards			\$ -	\$ -	\$ -	\$ -	\$ 11,653,425	\$ 11,653,425
Technical Infrastructure Services November 2024 onwards							\$ 11,653,425	\$ 11,653,425
CalSAWS Maintenance and Operations Total Charges	\$ -	\$ -	\$ 96,475,640	\$ 153,965,992	\$ 61,259,996	\$ 82,657,961	\$ 89,528,213	\$ 483,887,802

\$ -
Extension \$ -

	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Total Charges - Change Notice 23
UPDATED CalSAWS Maintenance and Operations Charges*								
Application Maintenance	\$ -	\$ -	\$ 30,156,639	\$ 35,014,389	\$ 5,835,731	\$ 26,260,792	\$ 26,260,791	\$ 123,528,342
Innovation Lab - One time Services	\$ -	\$ -	\$ 1,938,224	\$ 1,386,332	\$ -	\$ -	\$ -	\$ 3,324,556
Production Operations	\$ -	\$ -	\$ 60,153,351	\$ 66,248,323	\$ 11,890,405	\$ 56,076,808	\$ 17,628,428	\$ 211,997,314
Technical Infrastructure Services	\$ -	\$ -	\$ 52,069,786	\$ 57,029,004	\$ 10,321,884	\$ 48,042,034	\$ 15,591,099	\$ 183,053,807
WAN Administration	\$ -	\$ -	\$ 4,394,437	\$ 5,163,910	\$ 882,026	\$ 4,630,471	\$ 927,586	\$ 15,998,430
Operations Charges	\$ -	\$ -	\$ 3,689,128	\$ 4,055,409	\$ 686,494	\$ 3,404,303	\$ 1,109,742	\$ 12,945,076
Central Print	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software	\$ -	\$ -	\$ 29,015,132	\$ 33,937,226	\$ 9,084,080	\$ 21,402,734	\$ 10,340,904	\$ 103,780,076
Hardware	\$ -	\$ -	\$ -	\$ 318,324	\$ -	\$ 1,365,684	\$ 2,253,115	\$ 3,937,123
Hardware Support	\$ -	\$ -	\$ 3,145,615	\$ 3,079,627	\$ 273,352	\$ -	\$ -	\$ 6,498,594
Software	\$ -	\$ -	\$ 21,799,368	\$ 26,261,546	\$ 8,540,522	\$ 20,037,050	\$ 8,087,789	\$ 84,726,274
Software Support	\$ -	\$ -	\$ 4,070,149	\$ 4,277,729	\$ 270,207	\$ -	\$ -	\$ 8,618,085
Facilities	\$ -	\$ -	\$ 5,334,848	\$ 5,971,384	\$ 1,009,705	\$ 230,299	\$ 77,598	\$ 12,623,834
Additional Projects	\$ -	\$ -	\$ 4,462,290	\$ 10,250,429	\$ 681,341	\$ 1,393,586	\$ 192,610	\$ 16,980,256
Robotic Process Automation Scaling			\$ 430,222	\$ 953,778	\$ 23,333	\$ 441,111	\$ 38,889	\$ 1,887,333
Virtual Assistant Scaling			\$ 632,974	\$ 1,781,884	\$ 128,959	\$ 952,475	\$ 153,721	\$ 3,650,013
Bots Scaling			\$ 384,792	\$ 1,249,683	\$ 120,025	\$ -	\$ -	\$ 1,754,500
Correspondence Phase II			\$ 2,290,500	\$ 4,581,000	\$ -	\$ -	\$ -	\$ 6,871,500
CDSS Reports Support Phase II			\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952
DHCS Support			\$ 100,000	\$ 300,000	\$ 199,952	\$ -	\$ -	\$ 599,952
CalSAWS County Data API Enhancements			\$ 523,802	\$ 1,084,084	\$ 9,120	\$ -	\$ -	\$ 1,617,006
Production Operations November 2024 Onwards			\$ -	\$ -	\$ -	\$ -	\$ 11,653,425	\$ 11,653,425
Technical Infrastructure Services November 2024 onwards							\$ 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

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

**CDSS Reports Support Phase II: additional funding included in Change Notice 23 - Attachment 6 - CDSS Report Support Phase II

Total Charges - Change Notice 22	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)
\$ 123,528,342	\$ 123,528,342	\$ 71,006,759	\$ 71,006,759	\$ 72,946,643	\$ 72,946,643	\$ 72,946,643	\$ -
\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ -
\$ 211,997,313	\$ 212,123,611	\$ 138,330,787	\$ 138,330,787	\$ 169,681,597	\$ 173,593,288	\$ 174,095,830	\$ -
\$ 183,053,807	\$ 183,053,807	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,175,402	\$ -
\$ 15,998,430	\$ 16,116,779	\$ 10,477,679	\$ 10,477,679	\$ 11,847,897	\$ 11,825,317	\$ 12,573,130	\$ -
\$ 12,945,076	\$ 12,953,025	\$ 8,432,434	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 12,366,705	\$ -
\$ -	\$ -	\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ 29,980,592	\$ -
\$ 103,780,075	\$ 103,653,778	\$ 71,679,405	\$ 71,679,405	\$ -	\$ -	\$ -	\$ -
\$ 3,937,123	\$ 3,937,123	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 6,498,594	\$ 6,498,594	\$ 6,498,594	\$ 6,498,594	\$ -	\$ -	\$ -	\$ -
\$ 84,726,274	\$ 84,599,977	\$ 56,562,727	\$ 56,562,727	\$ -	\$ -	\$ -	\$ -
\$ 8,618,085	\$ 8,618,085	\$ 8,618,085	\$ 8,618,085	\$ -	\$ -	\$ -	\$ -
\$ 12,623,834	\$ 12,623,834	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ -	\$ -
\$ 16,980,256	\$ 16,980,256	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,887,333	\$ 1,887,333	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 3,650,013	\$ 3,650,013	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,754,500	\$ 1,754,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 6,871,500	\$ 6,871,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 599,952	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 599,952	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,617,006	\$ 1,617,006	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 11,653,425	\$ 11,653,425	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 11,653,425	\$ 11,653,425						
\$ 483,887,802	\$ 483,887,802	\$ 296,657,444	\$ 296,657,444	\$ 258,268,733	\$ 262,180,424	\$ 250,367,028	\$ -

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Total Charges - Change Notice 22	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)
\$ 123,528,342	\$ 123,528,342	\$ 71,006,759	\$ 71,006,759	\$ 72,946,643	\$ 72,946,643	\$ 72,946,643	\$ -
\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ 3,324,556	\$ -
\$ 211,997,314	\$ 212,123,611	\$ 138,330,787	\$ 138,330,787	\$ 169,681,597	\$ 173,593,288	\$ 174,095,830	\$ -
\$ 183,053,807	\$ 183,053,807	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,420,674	\$ 119,175,402	\$ -
\$ 15,998,430	\$ 16,116,779	\$ 10,477,679	\$ 10,477,679	\$ 11,847,896	\$ 11,825,317	\$ 12,573,130	\$ -
\$ 12,945,076	\$ 12,953,025	\$ 8,432,434	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ 12,366,705	\$ -
\$ -	\$ -	\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ 29,980,592	\$ -
\$ 103,780,076	\$ 103,653,778	\$ 71,679,405	\$ 71,679,405	\$ -	\$ -	\$ -	\$ -
\$ 3,937,123	\$ 3,937,123	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 6,498,594	\$ 6,498,594	\$ 6,498,594	\$ 6,498,594	\$ -	\$ -	\$ -	\$ -
\$ 84,726,274	\$ 84,599,977	\$ 56,562,727	\$ 56,562,727	\$ -	\$ -	\$ -	\$ -
\$ 8,618,085	\$ 8,618,085	\$ 8,618,085	\$ 8,618,085	\$ -	\$ -	\$ -	\$ -
\$ 12,623,834	\$ 12,623,834	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ 12,315,937	\$ -	\$ -
\$ 16,980,256	\$ 16,980,256	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,887,333	\$ 1,887,333	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 3,650,013	\$ 3,650,013	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,754,500	\$ 1,754,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 6,871,500	\$ 6,871,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 599,952	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 599,952	\$ 599,952	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 1,617,006	\$ 1,617,006	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 11,653,425	\$ 11,653,425	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 11,653,425	\$ 11,653,425						
\$ 483,887,802	\$ 483,887,802	\$ 296,657,444	\$ 296,657,444	\$ 258,268,733	\$ 262,180,424	\$ 250,367,028	\$ -

Assumptions
The CalSAWS M&O and M&E Pricing is an extension of existing scope of services. Pricing of Transition services to a new vendor would be an option to be included as a separate change order if necessary.
The operation coordination with multi-vendors will be included as part of the Transition services option to be included as a separate change order if necessary.
For the term of the Agreement, Contractor personnel (onsite and offshore) are authorized to access masked CalSAWS System Program Data in both production and non-production environments as reasonably necessary to perform their assigned tasks. Masked CalSAWS System Program Data is defined as Data that has been scrubbed of PII and/or PHI. Prior to granting access to offshore personnel, the system controls will be reviewed and mutually agreed-to by both parties.
January 2023 to October 2023 Accenture will provide additional M&E capacity of 2,000 hours per month at no additional charge. This assumes we can make the blended project offshore component 40% by July 1, 2022.
November 2023 to February 2025 Accenture will provide additional M&E capacity of 3,000 hours per month at no additional charges. This assumes we can make the blended project offshore component 40% by July 1, 2022.

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
	8 Months				12 Months				5 Months				7 Months - Extension				11 Months - Extension					
	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		192,900.00	\$ 28,631,043	101.63		83,375.00	\$ 11,929,601	107.59		126,525.00	\$ 16,701,442	107.59		198,825.00	\$ 26,245,123	709,968.20	\$ 100,654,687
Application Maintenance - CalSAWS	89.73	\$ 158.27	120,600.00	\$ 19,087,362	89.73	\$ 158.27	180,900.00	\$ 28,631,043	89.73	\$ 158.27	75,375.00	\$ 11,929,601	89.73	\$ 158.27	105,525.00	\$ 16,701,442	89.73	\$ 158.27	165,825.00	\$ 26,245,123	648,225.00	\$ 102,594,571
Change Notice No. 12 - Shift from Exhibit X CalSAWS M&E to LRS M&E		\$ 158.27	(12,256.80)	\$ (1,939,884)																	(12,256.80)	\$ (1,939,884)
Amendment No. 29 - Application Maintenance Calendar Yr 2023					11.90	\$ -	12,000.00	\$ -	11.90	\$ -	8,000.00	\$ -									20,000.00	\$ -
Amendment No. 30 - Application Maintenance Calendar Yr 2024-2025													17.86	\$ -	21,000.00	\$ -	17.86	\$ -	33,000.00	\$ -	54,000.00	\$ -
Application Maintenance - CalHEERS	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		36,971.00	\$ 5,851,400	144,523.00	\$ 22,873,655
(3,361 Monthly Hours)	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	36,971.00	\$ 5,851,400	144,523.00	\$ 22,873,655
Application Maintenance																						
Total CalSAWS Application Maintenance Services Charges	109.73		135,231.20	\$ 21,403,042	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

	Hourly bill rate assumes that approximately 40% of all addressable hours will be worked at an Accenture Global Delivery Network (GDN) center.
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Schedule 3a
CalSAWS Maintenance and Operations - Technical Infrastructure Services Charges

		177.7	260,389	\$38,220,714	182.8	374,425	\$54,934,794	205.9	178,839	\$26,265,166	205.9	250,375	\$36,771,232	205.9	178,839	\$26,265,166	76.3	78,370	\$11,355,057										
Technical Infrastructure Services		SFY 2019/20			SFY 2020/21			SFY 2021/22			SFY 2022/23			SFY 2023/2024 (5 Months)			SFY 2023/2024 (7 Months) - Extension			SFY 2024/2025 (5 Months) - Extensions for June 2024 through October 2024			SFY 2024/2025 (6 Months) - Extensions for November 2024 through April 2025			Total Hours	Total Charges	Amendment No. 28	Delta
Staff Description	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Total Hours	Total Charges	Amendment No. 28	Delta
CalSAWS Technical Infrastructure		0.00	0.00	\$ -	0.00	0.00	\$ -	151.37	225,687.20	\$ 33,401,706	163.98	337,960.80	\$ 50,018,198	173.51	151,095.20	\$ 22,362,090	175.51	213,885.28	\$ 31,655,021	175.51	152,775.20	\$ 22,610,730	68.33	70,113.60	\$ 10,376,813	1,151,517.28	\$ 170,424,557	\$ 105,781,994	\$ 64,642,564
ADP/PMO Support	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	5.00	6,680.00	\$ 988,640	5.00	10,120.00	\$ 1,497,760	5.00	4,280.00	\$ 633,440	5.00	5,992.00	\$ 886,816	5.00	4,280.00	\$ 633,440				31,352.00	\$ 4,640,096	\$ 3,119,840	\$ 1,520,256
Contact Center	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688	1.00	1,008.00	\$ 149,184	7,276.40	\$ 1,077,203	\$ 623,968	\$ 453,235
Database Administrator	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	5.00	6,680.00	\$ 988,640	5.00	10,120.00	\$ 1,497,760	5.00	4,280.00	\$ 633,440	5.00	5,992.00	\$ 886,816	5.00	4,280.00	\$ 633,440				31,352.00	\$ 4,640,096	\$ 3,119,840	\$ 1,520,256
Imaging	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	3.00	4,008.00	\$ 593,184	3.00	6,072.00	\$ 898,656	3.00	2,568.00	\$ 380,064	3.00	3,592.00	\$ 532,090	3.00	2,568.00	\$ 380,064	1.00	1,008.00	\$ 149,184	19,819.20	\$ 2,933,242	\$ 1,871,904	\$ 1,061,338
Network Administrator	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	4.00	9,352.00	\$ 1,384,096	4.00	14,168.00	\$ 2,096,864	4.00	5,992.00	\$ 886,816	4.00	8,388.80	\$ 1,241,542	4.00	5,992.00	\$ 886,816				43,892.80	\$ 6,486,134	\$ 4,367,776	\$ 2,128,358
Performance	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	3.00	4,008.00	\$ 593,184	3.00	6,072.00	\$ 898,656	3.00	2,568.00	\$ 380,064	3.00	3,592.00	\$ 532,090	3.00	2,568.00	\$ 380,064				19,819.20	\$ 2,933,242	\$ 1,871,904	\$ 1,061,338
Procurement	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688				6,270.40	\$ 928,019	\$ 623,968	\$ 304,051
Tech Arch	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	9.00	12,024.00	\$ 1,779,552	9.00	18,216.00	\$ 2,695,968	9.00	7,704.00	\$ 1,140,192	9.00	10,785.60	\$ 1,596,269	9.00	7,704.00	\$ 1,140,192				56,433.60	\$ 8,352,173	\$ 5,615,712	\$ 2,736,461
Tech Management	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	5.00	6,680.00	\$ 988,640	5.00	10,120.00	\$ 1,497,760	5.00	4,280.00	\$ 633,440	5.00	5,992.00	\$ 886,816	5.00	4,280.00	\$ 633,440				31,352.00	\$ 4,640,096	\$ 3,119,840	\$ 1,520,256
Tech Ops	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	15.20	20,307.20	\$ 3,005,468	15.20	30,764.80	\$ 4,553,190	15.20	13,011.20	\$ 1,925,658	15.20	18,215.68	\$ 2,695,921	15.20	13,011.20	\$ 1,925,658				95,310.08	\$ 14,105,892	\$ 9,484,314	\$ 4,621,578
Business Support	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688				6,270.40	\$ 928,019	\$ 623,968	\$ 304,051
Initi	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	7.00	9,352.00	\$ 1,384,096	7.00	14,168.00	\$ 2,096,864	7.00	5,992.00	\$ 886,816	7.00	8,388.80	\$ 1,241,542	7.00	5,992.00	\$ 886,816				43,892.80	\$ 6,486,134	\$ 4,367,776	\$ 2,128,358
Management	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	2.25	3,000.00	\$ 444,000	2.00	4,048.00	\$ 598,104	2.00	1,712.00	\$ 253,376	2.00	2,386.80	\$ 354,726	2.00	1,712.00	\$ 253,376				12,868.80	\$ 1,904,582	\$ 1,296,480	\$ 688,102
Network Administrator	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	0.25	328.00	\$ 48,544	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00				328.00	\$ 48,544	\$ 48,544	\$ -
Print Manager	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688				6,270.40	\$ 928,019	\$ 623,968	\$ 304,051
QA Specialist	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688	1.00	1,027.20	\$ 152,026	7,297.60	\$ 1,080,045	\$ 623,968	\$ 456,077
Remote Tech	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	15.00	20,040.00	\$ 2,965,920	15.00	30,360.00	\$ 4,493,280	15.00	12,840.00	\$ 1,900,320	15.00	17,976.00	\$ 2,660,448	15.00	12,840.00	\$ 1,900,320				94,056.00	\$ 13,920,288	\$ 9,359,520	\$ 4,560,768
Service Desk Analyst	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	14.00	18,704.00	\$ 2,768,192	14.76	29,880.00	\$ 4,422,240	18.19	15,568.00	\$ 2,304,064	18.19	21,795.20	\$ 3,225,690	18.19	15,568.00	\$ 2,304,064	0.00	0.00	\$ -	101,515.20	\$ 15,024,250	\$ 9,494,496	\$ 5,529,754
Service Desk Business Rep	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	6.00	8,016.00	\$ 1,186,368	6.34	12,824.00	\$ 1,897,952	7.79	6,672.00	\$ 987,456	7.79	9,340.80	\$ 1,382,438	7.79	6,672.00	\$ 987,456	0.00	0.00	\$ -	43,524.80	\$ 6,441,670	\$ 4,071,776	\$ 2,369,894
Service Desk Manager	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688	0.00	0.00	\$ -	6,270.40	\$ 928,019	\$ 623,968	\$ 304,051
Unix	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	0.74	984.00	\$ 145,632	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00	0.00	0.00	\$ 0.00				984.00	\$ 145,632	\$ 145,632	\$ -
Warehouse	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	4.00	5,344.00	\$ 790,912	4.00	8,096.00	\$ 1,198,208	4.00	3,424.00	\$ 506,752	4.00	4,793.60	\$ 709,453	4.00	3,424.00	\$ 506,752				25,081.60	\$ 3,712,077	\$ 2,495,872	\$ 1,216,205
PMO - Project Manager	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	2.00	2,672.00	\$ 395,456	1.00	2,024.00	\$ 299,552	1.79	2,150.40	\$ 318,259	1.79	2,150.40	\$ 318,259	1.79	1,536.00	\$ 227,328	1.79	1,843.20	\$ 272,794	11,761.60	\$ 1,740,717	\$ 922,336	\$ 818,381
PMO - Team Lead	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	2.00	2,672.00	\$ 395,456	1.42	2,880.00	\$ 426,240	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688	1.00	1,027.20	\$ 152,026	9,489.60	\$ 1,404,461	\$ 948,384	\$ 456,077
PMO - Specialist	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	6.00	8,016.00	\$ 1,186,368	6.00	12,144.00	\$ 1,797,312	6.00	5,136.00	\$ 760,128	6.00	7,190.40	\$ 1,064,179	6.00	5,136.00	\$ 760,128	6.00	6,163.20	\$ 912,154	43,785.60	\$ 6,480,269	\$ 3,743,808	\$ 2,736,461
PMO - Work Plan Support	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	2.00	2,672.00	\$ 395,456	2.00	4,048.00	\$ 598,104	2.00	1,712.00	\$ 253,376	2.00	2,386.80	\$ 354,726	2.00	1,712.00	\$ 253,376	2.00	2,054.40	\$ 304,051	14,595.20	\$ 2,160,089	\$ 1,247,936	\$ 912,153
PMO - Analyst (Facilities, Staffing, Administrative Support)	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	1.00	1,336.00	\$ 197,728	1.00	2,024.00	\$ 299,552	1.00	856.00	\$ 126,688	1.00	1,198.40	\$ 177,363	1.00	856.00	\$ 126,688	1.00	1,027.20	\$ 152,026	7,297.60	\$ 1,080,045	\$ 623,968	\$ 456,077
PMO - Financial Specialist	\$ 148	0.00	0.00	\$ -	0.00	0.00	\$ -	6.00	8,016.00	\$ 1,186,368	6.00	12,144.00	\$ 1,797,312	6.00	5,136.00	\$ 760,128	6.00												

Schedule 3b
CalSAWS Maintenance and Operations - Innovation Lab

One-Time Services Charges - Innovation	SFY 2019/20				SFY 2020/21				SFY 2021/22				SFY 2022/23				SFY 2023/24 (6 months)				SFY 2023/24 (7 months) - Extension				SFY 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	Total Hours	Total Charges
One-Time Charges		0.00	0.00	\$ -		0.00	0.00	\$ -		5.00	6,680.00	\$ 1,371,885		5.00	9,240.00	\$ 1,952,671		0.00	0.00	\$ -		0.00	0.00	\$ -		9.00	0.00	\$ -	15,920.00	\$ 3,324,556
Senior Manager	\$ 263	0.00	0.00	\$ -	\$ 270	0.00	0.00	\$ -	\$ 278	1.00	1,336.00	\$ 1,371,769	\$ 286	1.00	1,848.00	\$ 529,156	\$ 286			\$ -	\$ 292.07	0.00	0.00	\$ -	\$ 298	1.00	0.00	\$ -	3,184.00	\$ 909,925
Senior Programmer/Analyst	\$ 191	0.00	0.00	\$ -	\$ 197	0.00	0.00	\$ -	\$ 203	1.00	1,336.00	\$ 270,580	208	1.00	1,848.00	\$ 385,123	208			\$ -	\$ 213	0.00	0.00	\$ -	\$ 217	3.00	0.00	\$ -	3,184.00	\$ 655,703
Application System Analyst	\$ 172	0.00	0.00	\$ -	\$ 177	0.00	0.00	\$ -	\$ 182	3.00	4,008.00	\$ 729,536	187	3.00	5,544.00	\$ 1,038,391	187			\$ -	\$ 191	0.00	0.00	\$ -	\$ 195	5.00	0.00	\$ -	9,552.00	\$ 1,767,927
Total Innovation Lab Services Charges		0.00	0.00	\$ -		0.00	0.00	\$ -		5.00	6,680.00	\$ 1,371,885		5.00	9,240.00	\$ 1,952,671		0.00	0.00	\$ -		0.00	0.00	\$ -		9.00	0.00	\$ -	15,920.00	\$ 3,324,556

One-Time Services Charges - Innovation	FFY 2021				FFY 2022				FFY 2023				FFY 2024				FFY 2024 - Extension				FFY 2025 - 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	Total Hours	Total Charges				
Total Innovation Lab Services Charges	Multiple	0.00	0.00	\$ -	Multiple	5.32	9,360.00	\$ 1,938,224	Multiple	5.13	6,560.00	\$ 1,386,332	Multiple	0.00	0.00	\$ -	Multiple	0.00	0.00	\$ -	Multiple	0.00	0.00	\$ -	Multiple	0.00	0.00	\$ -	15,920.00	\$ 3,324,556

Assumptions
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Robotic Process Automation 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	\$ 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	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	\$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.
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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.
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Tasks and Hours					
#	Task	Description	Hourly Rate	Total Hours	Total Charges
	Enhancements to Worker Virtual Assistant to Support Statewide Volumes				
1	Design	Overall general and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests ("SCRs"), and review and approval of SCRs via Change Control Board process	\$ 125	1,968	\$ 246,000
2	Build	Develop enhancements	\$ 125	2,624	\$ 328,000
3	Test	Test enhancements	\$ 125	1,312	\$ 164,000
4	Management	Manage the enhancement process from concept/design through implementation	\$ 125	525	\$ 65,625
	Production Operations				
5					
	Customer VA				
6	Design	Overall general and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests ("SCRs"), and review and approval of SCRs via Change Control Board process	\$ 125	1,540	\$ 192,500
7	Build	Develop enhancements	\$ 125	1,880	\$ 235,000
8	Test	Test enhancements	\$ 125	680	\$ 85,000
9	Management	Manage the enhancement process from concept/design through implementation	\$ 125	204	\$ 25,500
10	Update Click-to-Chat in BenefitsCal	incorporate the customer-facing virtual assistant into the existing CalSAWS customer service center solution's click-to-chat feature accessible from BenefitsCal	\$ 174	437	\$ 76,038
	Total			11,170	\$ 1,417,663

Staff Loading (One-time R&A Services)

[illegible]

		Extension																								Extension				Extension							
Category		Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Total Hours SFY 2022/23	Total Hours SFY 2023/24 (6/2023 - 10/2023)	Total Hours SFY 2023/24 (11/2023 - 5/2024)	Total Hours SFY 2024/25 (6/2024 - 10/2024)	Total Hours	Total Charges SFY 2022/23	Total Charges SFY 2023/24 (6/2023 - 10/2023)	Total Charges SFY 2023/24 (11/2023 - 5/2024)	Total Charges SFY 2024/25 (6/2024 - 10/2024)	Total Charges	
San Diego County Virtual Assistants - Maintenance and Operations (M&O) through Go-live (October 2022 - June 2023)	Resource Category	Hourly Rate	336	320	320	336	320	368	328	352	352	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,672	352	0	0	3,624	\$ 334,000.00	\$ 44,000.00	\$ -	\$ -	\$ 378,000.00	
	Staff	\$125.00	168	160	160	168	160	184	160	176	176																1,336	176	0	0	1,512	\$ 167,000.00	\$ 22,000.00	\$ -	\$ -	\$ 189,000.00	
	Technical Operations (Environment Support, Technology Patching and Updates)	Staff	\$125.00	168	160	160	168	160	184	160	176	176																1,336	176	0	0	1,512	\$ 167,000.00	\$ 22,000.00	\$ -	\$ -	\$ 189,000.00
CalSAWS Worker-facing Virtual Assistant and Customer-facing Virtual Assistant - Production Operations/M&O	Resource Category	Hourly Rate	0	0	0	0	880	928	880	880	880	880	880	880	840	840	840	840	840	840	840	840	840	840	840	840	2,220	3,768	5,162	3,687	14,835	\$ 277,500.00	\$ 478,750.00	\$ 645,225.00	\$ 460,875.00	\$ 1,854,350.00	
	Staff	\$125.00					160	184	160	176	176	160	184	160	176	168	168	168	168	168	168	168	168	168	168	168	680	856	1,176	840	3,552	\$ 85,000.00	\$ 107,000.00	\$ 147,000.00	\$ 105,000.00	\$ 444,000.00	
	Technical Operations (Environment Support, Technology Patching and Updates)	Staff	\$125.00				80	92	80	88	88	80	92	80	88	84	84	84	84	84	84	84	84	84	84	84	340	428	568	420	1,776	\$ 42,500.00	\$ 53,500.00	\$ 73,500.00	\$ 52,500.00	\$ 222,000.00	
Build (Production Support, Analysis and Refinement of Bots)	Resource Category	Hourly Rate					160	184	160	176	176	160	184	160	176	168	168	168	168	168	168	168	168	168	168	168	680	856	1,176	840	3,552	\$ 85,000.00	\$ 107,000.00	\$ 147,000.00	\$ 105,000.00	\$ 444,000.00	
	Staff	\$125.00				80	92	80	88	88	80	92	80	88	84	84	84	84	84	84	84	84	84	84	84	340	428	568	420	1,776	\$ 42,500.00	\$ 53,500.00	\$ 73,500.00	\$ 52,500.00	\$ 222,000.00		
	Test	Staff	\$125.00				160	184	160	176	176	160	184	160	176	168	168	168	168	168	168	168	168	168	168	168	680	856	1,176	840	3,552	\$ 85,000.00	\$ 107,000.00	\$ 147,000.00	\$ 105,000.00	\$ 444,000.00	
Adventure Investment		\$125.00																																			
TOTAL			336	320	320	336	1120	1288	1120	1232	1232	800	920	800	880	840	840	840	840	840	840	840	840	840	840	840	4,892	6,116	5,162	3,687	17,859	\$ 611,500.00	\$ 918,750.00	\$ 645,225.00	\$ 460,875.00	\$ 2,232,350.00	

3E. Welcome & Auth Bots Scaling

Bots Scaling	SFY 2023/24 (6/2023 - 10/2023)		
	SFY 2022/23	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 (6/2023 - 10/2023)		
	SFY 2022/23	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.
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3F. Correspondence

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.

3G. CDSS Reports Support

CDSS Reports Support	SFY 2022/23	SFY 2023/24	Total Charges - Change Notice 23	Total Charges - Amendment 30	Increase/ (Decrease)
R&A Change Budget Services Charges	\$ 299,976	\$ 299,976	\$ 599,952	\$ 599,952	\$ -
One-Time Services Charges	\$ 299,976	\$ 299,976	\$ 599,952	\$ 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	\$ 599,952	\$ -

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

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.
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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		Change Notice 22 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	\$ 26,083,414	\$ 10,824,769	\$ 17,398,653	\$ 10,717,789	\$ 84,726,274
Exhibit X - CalSAWS M&O Project (Base)				\$ 11,586,793	\$ 11,458,536	\$ 5,628,593	\$ 17,398,653	\$ 10,717,789	\$ 56,790,365
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	\$ 33,605,255	\$ 12,333,059	\$ 17,952,056	\$ 14,101,509	\$ 103,780,075

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 manufactuer'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.

Hardware and Software Line Items	FFY 2019	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	Extension		Total Charges
							FFY 2024	FFY 2025	
Hardware and Software									
Hardware	\$ -	\$ -	\$ -	\$ -	\$ 318,324	\$ -	\$ 1,365,684	\$ 2,253,115	\$ 3,937,123
Exhibit X - CalSAWS M&O Project (Base)				\$ -	\$ 318,324	\$ -	\$ 1,365,684	\$ 2,253,115	\$ 3,937,123
Exhibit Z - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -
Exhibit AC - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -
Hardware Support	\$ -	\$ -	\$ -	\$ 3,145,615	\$ 3,079,627	\$ 273,352	\$ -	\$ -	\$ 6,498,594
Exhibit X - CalSAWS M&O Project (Base)				\$ 3,145,615	\$ 3,079,627	\$ 273,352	\$ -	\$ -	\$ 6,498,594
Exhibit Z - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -
Exhibit AA - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -
Exhibit AC - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -

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		Change Notice 22 Total Charges
							SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/2025 (6/2024 - 2/2025)	
Software	\$ -	\$ -	\$ -	\$ 21,799,368	\$ 26,261,546	\$ 8,540,522	\$ 20,037,050	\$ 8,087,789	\$ 84,726,274
Exhibit X - CalSAWS M&O Project (Base)				\$ 11,120,301	\$ 11,762,576	\$ 5,782,649	\$ 20,037,050	\$ 8,087,789	\$ 56,790,365
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				\$ 3,457,978	\$ 4,951,352	\$ -	\$ -	\$ -	\$ 8,409,329
Software Support	\$ -	\$ -	\$ -	\$ 4,070,149	\$ 4,277,729	\$ 270,207	\$ -	\$ -	\$ 8,618,085
Exhibit X - CalSAWS M&O Project (Base)				\$ 3,832,879	\$ 4,023,581	\$ 243,454	\$ -	\$ -	\$ 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				\$ 213,005	\$ 228,669	\$ -	\$ -	\$ -	\$ 441,674
Total CalSAWS Hardware and Software Charges	\$ -	\$ -	\$ -	\$ 29,015,132	\$ 33,937,226	\$ 9,084,080	\$ 21,402,734	\$ 10,340,904	\$ 103,780,076

3l. County Data API Enh

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 3l. A maximum of 8,769 hours will be worked.
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Schedule 4
CalSAWS Maintenance and Operations - Production Operations Charges

Production Operations Line Item	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	Extension		Total Charges - Change Notice 22
						SFY 2023/24 (7 Months)	SFY 2024/2025 (5/11 Months)	
WAN Administration Charges	\$ -	\$ -	\$ 3,165,543	\$ 5,080,955	\$ 2,186,413	\$ 3,246,552	\$ 2,318,966	\$ 15,998,430
WAN Administration - North - Central Facilities and County Sites (39 Counties)	\$ -	\$ -	\$ 2,596,018	\$ 3,867,913	\$ 1,603,858	\$ 2,666,495	\$ 1,904,640	\$ 12,638,924
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	\$ 1,704,646	\$ 2,377,869	\$ 2,137,112	\$ 12,945,076
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	\$ 470,651	\$ 658,911	\$ 470,651	\$ 3,489,054
Production Operations - North - Managed Windows 10 Image (39 Counties)	\$ -	\$ -	\$ 239,903	\$ 359,854	\$ 149,161	\$ 208,825	\$ 149,161	\$ 1,106,902
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	\$ 9,129,385	\$ 3,891,059	\$ 5,624,421	\$ 4,456,078	\$ 28,943,507
Production Operations Line Item	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Total Charges
WAN Administration Charges	\$ -	\$ -	\$ 4,394,437	\$ 5,163,910	\$ 882,026	\$ 4,630,471	\$ 927,586	\$ 15,998,430
Production Operations Charges	\$ -	\$ -	\$ 3,689,128	\$ 4,055,409	\$ 686,494	\$ 3,404,303	\$ 1,109,742	\$ 12,945,076
Central Print Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total CalSAWS Production Operations Charges	\$ -	\$ -	\$ 8,083,565	\$ 9,219,319	\$ 1,568,521	\$ 8,034,774	\$ 2,037,329	\$ 28,943,507

Total Charges - Amendment 30	Total Charges - Amendment 28	Total Charges - Amendment 24	Total Charges - Amendment 21	Increase / (Decrease)
\$ 16,116,779	\$ 10,477,679	\$ 11,847,897	\$ 11,825,317	\$ (118,349)
\$ 12,757,273	\$ 8,112,556	\$ 8,112,556	\$ 8,112,556	\$ (118,349)
\$ 133,250	\$ 133,250	\$ 1,026,679	\$ 1,026,679	\$ -
\$ -	\$ -	\$ 476,788	\$ 476,788	\$ -
\$ 739,896	\$ 739,896	\$ 739,896	\$ 739,896	\$ -
\$ 1,226,455	\$ 640,690	\$ 640,690	\$ 618,110	\$ -
\$ 1,259,906	\$ 851,288	\$ 851,288	\$ 851,288	\$ -
\$ 12,953,025	\$ 8,432,434	\$ 8,432,434	\$ 12,366,705	\$ (7,948)
\$ 170,583	\$ 116,460	\$ 116,460	\$ 116,460	\$ -
\$ 3,494,355	\$ 2,361,051	\$ 2,361,051	\$ 2,361,051	\$ (5,301)
\$ 1,109,549	\$ 749,696	\$ 749,696	\$ 749,696	\$ (2,647)
\$ 2,707,420	\$ 1,829,338	\$ 1,829,338	\$ 1,829,338	\$ -
\$ 2,115,584	\$ 1,212,326	\$ 1,212,326	\$ 5,631,808	\$ -
\$ 846,722	\$ 485,210	\$ 485,210	\$ -	\$ -
\$ 2,508,811	\$ 1,678,353	\$ 1,678,353	\$ 1,678,353	\$ -
\$ -	\$ -	\$ 29,980,592	\$ 29,980,592	\$ -
\$ -	\$ -	\$ 14,990,296	\$ 14,990,296	\$ -
\$ -	\$ -	\$ 14,990,296	\$ 14,990,296	\$ -
\$ -	\$ -	\$ -	\$ -	\$ -
\$ 29,069,804	\$ 18,910,113	\$ 50,260,923	\$ 54,172,615	\$ (126,297)

Total Charges	
\$ 16,116,779	\$ (118,349)
\$ 12,953,025	\$ (7,948)
\$ -	\$ -
\$ 29,069,804	\$ (126,297)

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 #9 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.

	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).
	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).
	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).
	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).
	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.
	Please refer to the M&O SOW for additional assumptions regarding Production Operations.
	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	

\$

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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								
Month	LRS Rate	C-IV Rate	LRS Monthly M&E Hours	Hours (Additional)	Total LRS M&E Price	Total C-IV App 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