

***California Statewide Automated Welfare System
(CalSAWS)***

**County Purchase YB-01-2022
Yuba County – Administrative Charges for Managed
FACTs**

I. Overview:

Yuba County ("County") has requested asset-tagging, configuration, and process flow design support for two (2) County-provided Facilitated Access Control Tablets ("FACTs") that will be used to replace two (2) existing damaged FACTs, as further described in this County order form (the "County Purchase"). This County Purchase includes Administrative Charges for equipment asset-tagging, configuration, process flow design support, and transportation for the County-provided FACTs.

The scope of this County Purchase includes the following:

- Administrative Charges

Assumptions:

- The charges set forth in Section III below (the "Total Charges") are an estimate and are subject to changes at the time of ordering. The final charges will be provided to the Consortium at the time of invoicing.
- This County Purchase does not include the FACTs or any new equipment for the FACTs, as the County will be responsible for providing such equipment.
 - The models of the new FACT equipment procured by the County must be those approved by the Consortium, as the FACTs will be CalSAWS Managed equipment.
- The County will be responsible for shipping the County-provided FACTs and equipment for the FACTs to the CalSAWS Remote Depot in Rancho Cordova, California, where Contractor staff will asset-tag, configure, and load the FACTs with the appropriate applications. Once those activities have been completed, Contractor will transport the FACTs to the County for deployment.
 - All FACT equipment must be located at the CalSAWS Remote Depot at the outset of this project.
- Administrative Charges will be invoiced in full upon receipt of the hardware at the CalSAWS Remote Depot in Rancho Cordova, California.
- Administrative Charges are included in this County Purchase for Contractor staff to perform the following tasks:
 - Asset-tag two (2) FACTs.
 - Provide up to two (2) hours per FACT to configure and load the FACT with the appropriate applications.
 - This estimate is based on configuration of two (2) County-provided FACTs.
 - Transport two (2) FACTs from the CalSAWS Remote Depot in Rancho Cordova, California to the County site located at 5730 Packard Avenue, Suite 100, in Marysville, California.
 - Provide up to four (4) hours of support prior to deployment of the FACTs to assist the County with its definition and creation of the process flow for the FACTs' initial deployment.
 - This estimate is based on assistance for the creation of one (1) process flow per site for the FACTs.

- Although Contractor assistance will be provided to the County, the County will fully own the responsibility of defining and creating the process flows for the application on the FACTs.
 - Contractor staff will work with the County to develop a schedule for providing support of the development of the FACT process flows following approval of this County Purchase.
- This County Purchase does not include charges relating to break/fix equipment for the FACTs. If the County would like to procure any additional FACT equipment intended for break/fix, additional Administrative Charges for asset-tagging and transportation per break/fix FACT would apply. These charges would be provided to the County in a separate County Purchase.
- This County Purchase does not include onsite go-live support relating to training and deployment of the FACTs. If the County would like to request onsite go-live support for the deployment of the FACTs, additional Administrative Charges would apply. These additional charges would be executed as a revision/amendment to this County Purchase.
- The County will be responsible for procuring two (2) new FACTs, which will be used to replace those already in production.
 - Because the two (2) new FACTs will be used for refresh, no new Technical Infrastructure Services Charges for enhanced central support of the two (2) FACTs are included in this County Purchase, as the new FACTs would assume the Technical Infrastructure Services Charges of the piece of equipment it replaces.
 - Contractor will monitor the hours for enhanced central support and discuss the addition of more hours with the County if necessary. Any additional hours required for ongoing support of the FACTs would result in additional Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.
 - Enhanced central support for the FACTs includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for any changes or updates to the process flows on the FACTs following deployment.
 - Enhanced central support excludes any enhancements to the CalSAWS custom applications for the FACTs.
 - If the County would like to deploy any of the two (2) new FACTs as growth, additional monthly recurring Technical Infrastructure Services Charges per Managed FACT would apply. These charges would be provided to the County in a separate County Purchase.
- The FACTs are intended for use in the lobby of one (1) of the County's existing non-Managed sites. The table below lists the address of each site and the total quantity of Managed FACTs that will be deployed at each site.

Site Address	Quantity of Managed FACTs	Total FACTs
5730 Packard Ave., Suite 100, Marysville, CA 95901	2	2
Total	2	2

- After installation, future moves of the FACT(s) to different County offices may result in additional Administrative Charges. These charges would be provided to the County via a separate County Purchase.
- The FACT utilizes a wireless infrastructure to allow workers to securely access CalSAWS. This County Purchase does not include wireless infrastructure equipment to enable wireless connectivity. The County will be fully responsible for the procurement and installation of wireless infrastructure that has access to CalSAWS to support use of the FACTs at each site. This includes, but is not limited to:
 - Wi-Fi Protected Access II (WPA2) Protocol.
 - Encryption required must be Advanced Encryption Standard (AES) 256-bit.
- The FACT requires mobile device management from the CalSAWS Project team. The CalSAWS Project team uses mobile device management software (ManageEngine Mobile Device Manager and Zoho Assist) to manage operating system updates, application deployment, and remote access for troubleshooting. The County is required to provide network connectivity between the FACT and the mobile device management infrastructure. The CalSAWS Project team will create ServiceNow ticket(s) during the deployment process to track these changes.
- The County is responsible for consumables for the portable printer that is used with the FACT (receipt paper, toner, printer maintenance kits, etc.).
- The following Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS Maintenance and Operations Extension) of the Base Agreement will apply to the two (2) County-provided FACTs:
 - Performance Requirement #4 - Monthly Helpdesk Diagnosis Time
 - Performance Requirement #17 - Security Management Requirement
 - Performance Requirement #18 - Security Incident Reporting
 - Performance Requirement #19 - Security Incident Negligence

Performance Requirements other than those listed above will not apply to the County-provided FACTs.

- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document ("APD") from the Office of Systems Integration ("OSI") that supports this purchase by July 29, 2022 in order to proceed with this purchase. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Year ("SFY") 2022/23.

III. Total Charges:

The following table outlines the Total Charges for this County Purchase.

Total County Purchase Charges	SFY 2022/23	SFY 2023/24	Total Charges
Administrative Charges	\$1,490	\$0	\$1,490
Hardware and Software Charges	\$0	\$0	\$0
Hardware Charges	\$0	\$0	\$0
Hardware Maintenance and Support Charges	\$0	\$0	\$0
Software Charges	\$0	\$0	\$0
Software Maintenance and Support Charges	\$0	\$0	\$0
Production Operations Charges	\$0	\$0	\$0
One Time Charges	\$0	\$0	\$0
Recurring Charges - Production Operations	\$0	\$0	\$0
Recurring Charges - Technical Infrastructure Services	\$0	\$0	\$0
Total Charges	\$1,490	\$0	\$1,490

IV. References:

This purchase will be tracked via ServiceNow Request RITM0021839.

V. Attachment 1 to the County Purchase YB-01-2022 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase - YB-01-2022

The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

Yuba County

By: [Signature]

Printed Name: Perminder Bains

Title: Director

Date: 11/2/2022

Yuba County

By: [Signature]

Printed Name: Jennifer Vasquez

Title: Director

Date: 10-27-2022

Approved As to Form

Yuba County Counsel

By: [Signature]

Printed Name: Joseph Larmour

Title: Chief Dep. County Counsel

Date: 10/25/2022

Notice Address:

Health and Human Services
5730 Packard Avenue
Marysville, CA 95901

CalSAWS Consortium

By: [Signature]

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: 11/9/22

Notice Address:

CalSAWS Consortium
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670-4481