



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

***Attachment 8 to Change Notice Number Nineteen
(Statement of Work for Functional Support),
inclusive of Schedule 1 (Functional Support Pricing
Schedules) and Schedule 2 (Compute Resource
Specifications)***

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

TABLE OF CONTENTS

TABLE OF CONTENTS	II
1. INTRODUCTION AND OVERVIEW	3
1.1 SCHEDULE	3
2. SCOPE OF WORK	3

1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 8 to Change Notice Number Twenty-Five 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 Attachment 8 shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to this Attachment 8 shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Attachment 8. This Attachment 8 to the Change Notice Twenty-Five supersedes provisions of the Attachment 1 (Statement of Work for Functional Support) to the Change Notice Nineteen. Pricing details for this Statement of Work is defined in Schedule 1 (Pricing Schedules for CalWIN Functional Support) to this Attachment 8 to the Change Notice Twenty-Five.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide functional support related to the migration of the 18 CalWIN Counties to the CalSAWS System by providing functional and technical information about the CalSAWS System to the Consortium, the CalWIN Counties, and the Consortium's CalWIN implementation support services ("ISS") vendor, as further described below in this Statement of Work ("SOW").

1.1 SCHEDULE

The term of this SOW shall commence on February 1, 2022 and continue through October 31, 2023.

2. STATEMENT OF WORK

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources from February 1, 2022 through October 31, 2023 to assist the Consortium with the following tasks:

CalSAWS
Amended, Restated and Revised LRS Agreement

Work Area	Task Description
<p>Functional Support</p> <p>February 2022 – October 2023</p>	<ul style="list-style-type: none"> • Collaborate with the Consortium and Consortium’s CalWIN ISS vendor to (1) evaluate areas of the CalWIN Counties’ migration that require Accenture’s support and (2) assess the level of effort required to provide such support. Based on the estimated level of effort for each area requiring support, Accenture will work with the Consortium and its CalWIN ISS vendor to prioritize the activities that Accenture resources will perform within the hours available under this Statement of Work. • Provide functional and technical information to the Consortium and the Consortium CalWIN ISS vendor to support the CalWIN ISS vendor’s development, modification, and delivery of “to-be” business process work products, change discussion guides, and implementation support activities such as County implementation readiness activities and targeted topic sessions. Accenture will provide functional and technical information to the Consortium and Consortium’s CalWIN ISS vendor regarding the following twenty (20) areas, as necessary and identified in the first bullet point above: <ul style="list-style-type: none"> ○ Analytics/Reporting including State and Fiscal Reports ○ Contact Center ○ Caseload Management ○ Imaging ○ Lobby Management ○ Security ○ Task Management ○ Central Print ○ Fiscal ○ Help Desk ○ Prod Communications ○ E2Lite and WPRD ○ Automated Actions ○ Ad Hoc Reporting ○ APIs ○ Correspondence ○ GA/GR

CalSAWS
Amended, Restated and Revised LRS Agreement

Work Area	Task Description
	<ul style="list-style-type: none"> ○ CAPI ○ Child Care ○ Homeless Assistance • Participate in hands-on functional sessions as requested by the Consortium with representatives of the CalWIN Counties to address questions that will aid the CalWIN Counties and the CalWIN ISS vendor in their efforts to complete county configurations, update existing documentation, and/or develop new documentation relating to the CalWIN Counties preparation for their upcoming migration to the CalSAWS System. • Review the CalWIN ISS vendor’s work products as requested by the Consortium and provide feedback and recommendations as requested. The Consortium and CalWIN ISS vendor are responsible for determining which, if any, of Accenture’s feedback and recommendations are included in final materials and work products.
County Preparation and Post Implementation Support January 2023 – May 2023	<ul style="list-style-type: none"> • Provide functional and technical information to the Consortium, the Consortium CalWIN ISS vendor, and the migrating CalWIN Counties during each wave’s six-week County Preparation phase, which allows Counties to access the CalSAWS Production environment and complete preparation activities prior to Go Live. Accenture will provide functional and technical information to the Consortium and Consortium’s CalWIN ISS vendor during Daily Office Hours and Daily Debrief meetings regarding the following areas, as necessary: <ul style="list-style-type: none"> ○ Access ○ Staff/Security ○ Office ○ Section ○ Unit ○ Position ○ Bank ○ Task Types ○ Automated Actions

CalSAWS
Amended, Restated and Revised LRS Agreement

Work Area	Task Description
	<ul style="list-style-type: none"> ○ Document Routing Rules ○ Schedules ○ Correspondence ○ County Authorization ○ Benefit Issuance Threshold ○ IEVS ○ Valuables ○ EBT Printers ○ Medi-Cal ○ Error Prone and High Risk ○ GA/GR ○ Lobby Management <ul style="list-style-type: none"> ● Generate daily and weekly metrics on County Preparation activity completion and provide to the CalWIN ISS vendor, to be incorporated into the Readiness Dashboard and Packet. ● Provide functional and technical information to the Consortium, the Consortium CalWIN ISS vendor, and the migrating CalWIN Counties during each wave's sixty (60) day Post Implementation Support period. Accenture will provide Virtual and Extended Support by troubleshooting issues and answering CalSAWS functional questions. Accenture staff will participate in Orientation sessions, Virtual and Extended Support Sessions, Project Production Calls and County Operations Calls. Accenture staff may also participate in on-site support as needed and agreed upon between the Consortium and Accenture.
<p>Environment Support</p> <p>February 2022 – October 2023</p>	<ul style="list-style-type: none"> ● Provide technical infrastructure build services to add additional services to the UAT2 environment to support process simulation. This includes deployment and validation of these services: <ul style="list-style-type: none"> ○ MDM ○ OCAT Emulator ○ GA/GR ○ Lobby Management ○ Texting Service ○ Batch ○ Security Group Script Creation & Integration

CalSAWS
Amended, Restated and Revised LRS Agreement

Work Area	Task Description
	<ul style="list-style-type: none"> ○ Configuration & Properties updates ○ Build & Deployment ○ DB Build / Cutover ○ DB First Time Load / Masking <ul style="list-style-type: none"> ● Provide technical infrastructure support for the process simulation environment (UAT2) to the Consortium and the Consortium’s CalWIN ISS vendor to support the CalWIN ISS vendor’s development, modification, and delivery of “to-be” business process work products. This support will be executed in accordance with the Consortium change process as documented in the CalSAWS M&O Services Plan. The technical / functional areas include support for incident triage, prioritization, and resolution for support activities in the following list: <ul style="list-style-type: none"> ○ Data refreshes after each major release ○ Build/deployment application ○ Environment support ○ Monitoring ○ Incident support ○ Patching activities ○ Security activities (FR, FW, MSS) ○ Network ○ Infrastructure tools support ○ AWS operations support ○ API support

This SOW is based upon the following assumptions:

- This SOW includes up to 34,188 hours for Accenture resources to (1) provide functional support related to the CalWIN Counties migration to the CalSAWS System, (2) provide County Preparation and Post-Implementation Support, (3) build an environment and perform operational readiness activities, and (4) perform environment incident triage, prioritization, and resolution for support activities and technical support-related requests. Accenture will work with the Consortium and Consortium’s CalWIN ISS vendor to identify and prioritize

functional support-related requests that Accenture will address up to the total amount of hours included in this SOW.

- The Work performed under this Attachment 8 to Change Notice Number Twenty-Five will be tracked in a work plan including actual hours worked on tasks, estimates to complete tasks, estimates at completion for tasks, and work variances. Accenture will provide the Consortium with access to that work plan.
- The Work described in this SOW will be performed virtually/remotely with an exception when agreed otherwise by the Consortium and Accenture following provisions of this SOW.
- The Consortium's CalWIN ISS vendor will thoroughly document functional and technical questions where additional CalSAWS System subject matter expert ("SME") support is needed. The CalWIN ISS vendor's documentation will capture the appropriate level of detail and provide any supporting documentation required for the Accenture team to address the questions.
- This SOW does not include activities for creating, determining the content, nor validation of materials for business process re-engineering, organizational change management, training, or implementation support as the Consortium's CalWIN ISS vendor will be responsible for such scope. Accenture resources will provide functional and technical information regarding the CalSAWS System, based on requests from the Consortium and CalWIN ISS vendor, such that the CalWIN ISS vendor will be able to develop and/or modify such materials and work products.
- R&A Change Budget Services for functional support will be invoiced as fixed-price payment milestones per the '2a. Milestones' schedule in, Schedule 1 to this Attachment 8 of Change Notice Number Twenty-Five.
- This SOW includes County preparation for Waves 2 through 4 migrating CalWIN Counties and post implementation support for Waves 2 through 3 CalWIN

CalSAWS
Amended, Restated and Revised LRS Agreement

Counties through May 2023. Any work beyond May 2023 for county preparation and post implementation support will be mutually agreed to in writing and reflected in a revision to this Change Notice.

- This SOW does not include charges for software licensing required for leveraging the UAT2 environment for process simulation activities as such software licensing is included the Consortium's M&O hardware/software budget through September 30, 2023.
- The Consortium will provide AWS compute resources and/or services required for the UAT2 environment that will be leveraged for its process simulation activities. This SOW does not include such AWS resources/services. The Consortium will approve the Technical Budget Change Request (TBCR) for such AWS compute resources and services that are required for that environment. An estimate of such AWS resources/services is provided as Schedule 2 (Compute Resources Specifications) to this SOW.