



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

***Attachment 11 (Statement of Work for CDSS Report
Support) Amendment Number Thirty-One,***

inclusive of

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

***Schedule 1 to Attachment 6 of Change Notice
Twenty-Three (CDSS Reports Support Phase II
Pricing Schedule)***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 11 (“SOW”) to Amendment Number Thirty-One to Exhibit X of the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System (“Agreement”) the meaning of all terms used in this SOW shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to this SOW shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this SOW.

The California Department of Social Services (“CDSS”) has requested Accenture resources to assist CDSS staff as further described in Section 2 (Scope of Work), below. These Accenture resources would also serve as CDSS’ key liaisons for SAWS data access and act as training resources for all CDSS staff who have recently gained SAWS access. This includes system and query development and validation training.

2. SCHEDULE

The term of this SOW shall commence on State Fiscal Year 2022/23 and continue through State Fiscal Year 2024/25.

3. SCOPE OF WORK

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

- Receive, document, analyze, estimate, and manage requests.
- Provide advanced query skills and knowledge of how the CalSAWS system captures and maintains data.
- Develop new queries based on RADD requirements.

CalSAWS
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- Review work products or queries developed by CDSS staff and provide meaningful feedback as it relates to the CalSAWS system(s).
- Utilize CalSAWS data access granted to CDSS for all efforts.
- Utilize query development tools available from the CalSAWS project or CDSS.
- Provide system functional analysis as it relates to strategic direction, new or modified policy, research projects, or other activities as CDSS prioritizes.
- Develop and deliver training sessions or materials to help staff grow system knowledge and query capabilities as requested by CDSS. The Consortium will be provided with access to such training materials.
- Work with CDSS to identify a location to create a repository of queries, tools, documentation or other resources.
- Project management organization and support to:
 - Assist CDSS with prioritizing requests;
 - Provide status updates;
 - Executive escalation of concerns.

This SOW is based upon the following assumptions:

- CDSS will provide an escalation path for concerns.
- CDSS will provide a person or persons who will oversee incoming requests and prioritize accordingly.
- CDSS will provide resources with a fundamental understanding of technology and database querying.
- Accenture resources performing Work pursuant to this SOW will be rolled onto the CalSAWS Project and leverage development tools used by the CalSAWS Project as well as CalSAWS laptops. CDSS and/or the Consortium will provide Accenture resources with software licensing and access

to data, tools, and systems, etc. required to perform the Work under this Statement of Work.

- This SOW includes Work that CONTRACTOR would perform onsite at Consortium, CDSS, or other State agency offices (e.g., participation in meetings, training delivery to CDSS staff, etc.). In the event that conditions do not permit CONTRACTOR, at CONTRACTOR’S sole discretion, to safely perform such Work onsite at the offices of the Consortium, CDSS, or other State agencies, CONTRACTOR will engage with CDSS to mutually determine alternative methods of performing such Work (e.g., virtual meetings, virtual training sessions, etc.). For example, in the event that the COVID-19 pandemic does not adequately subside during the term of this SOW, CONTRACTOR staff will not perform any Work onsite at Consortium, CDSS, other State agency locations.

4. PRICING

Pricing details for the scope of this Statement of Work are defined in Schedule 3G of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X and Schedule 1 to Attachment 6 (CDSS Reports Support Phase II Pricing Schedule) of Change Notice Twenty-Three.