



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

***Attachment 13 (Statement of Work for Virtual
Assistants), to Amendment Thirty-One***

inclusive of

***Schedule 3D 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***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 13 to Amendment 31 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 13 shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Attachment 13 shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Attachment 13.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to design, develop, test, and implement additional enhancements to scale the existing worker-facing virtual assistant for the CalSAWS System, as further described below in this Statement of Work ("SOW"). This CalSAWS virtual assistant will support county workers' inquiries and questions. This SOW also includes production operations required to maintain and operate the virtual assistant solution.

1.1 SCHEDULE

The term of this SOW shall commence on October 1, 2022 and continue through July 31, 2025.

2. STATEMENT OF WORK

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources from October 1, 2022 through July 31, 2025 to perform the following tasks:

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Work Area	Task Description
<p>Virtual Assistant Scaling</p> <p>October 2022 – May 2023</p>	<p><u>Worker-facing Virtual Assistant</u></p> <p>The worker-facing virtual assistant will be accessible from the CalSAWS application. Design, development, and testing activities of enhancements related to the worker-facing virtual assistant are planned to be performed during October 1, 2022 and May 31, 2023. Up to one hundred (100) use cases will be developed to support county workers through a question-and-answer response. Accenture and Consortium will jointly develop and implement a process for identifying and prioritizing the use cases to be developed in the worker-facing virtual assistants. The process will include representatives from Accenture and both the County and Consortium to provide input on the prioritization and approval of enhancements. To the extent possible, the use cases will leverage the intents developed for San Diego County’s worker-facing virtual assistants.</p>
<p>Production Operations Support – County Virtual Assistants</p> <p>October 2022 – July 2025</p>	<p>This SOW includes production operations support required to maintain and operate the existing worker-facing virtual assistant deployed for San Diego County during the period of October 1, 2022 through June 30, 2023. This production operations support is limited to monitoring and maintaining the existing solution and does not include scope for additional enhancements or refinement of existing intents. As part of this SOW, San Diego County will leverage the CalSAWS System’s virtual assistant.</p> <p>This SOW includes production operations support required to maintain and operate the CalSAWS worker-facing virtual assistant during the period of February 1, 2023 through July 31, 2025. This production operations support is limited to monitoring and maintaining the existing solution including refining intents, addressing production defects, and maintaining and monitoring the virtual assistant.</p>

This SOW is based upon the following assumptions:

R&A Change Budget Services will be worked and invoiced on a Time and Materials basis up to the Total Charges set forth in Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to the Exhibit X. The effort, scope, and assumptions for enhancements related to this SOW will be documented in System Change Requests (“SCRs”). Work that is executed under SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process as documented in the CalSAWS Modifications and Enhancements (“M&E”) Services Plan Deliverable.

Work performed under SCRs will be added to and tracked in the work plan. Accenture will provide Consortium access to that work plan.

The Work described in this SOW will be performed virtually/remotely.

The virtual assistants operates upon Amazon Web Services deployed upon the Consortium’s AWS Cloud account.

The worker-facing virtual assistant will be developed using existing CalSAWS sources, including but not limited to online help, the super user community, common worker questions and county information transmittal.

The CalSAWS worker-facing virtual assistant will not interface with external applications or application program interfaces (“APIs”).

The CalSAWS worker-facing virtual assistant will be developed in English only.

The design, development, testing of enhancements related to the CalSAWS System’s worker-facing virtual assistant is planned to complete by May 31, 2023, unless otherwise mutually agreed. This SOW does not include the design, development, testing and implementation of additional enhancements or modifications to the CalSAWS worker-facing virtual assistant after May 31, 2023. Requests for additional enhancements or modifications after May 31, 2023 will be funded through future M&E SCRs or would require an amendment to this SOW.

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Subsequent to June 30, 2023, the virtual assistants in use by San Diego County will be decommissioned and San Diego County's workers will leverage the CalSAWS worker - facing virtual assistant.

R&A Change Budget Services and production operations support of the CalSAWS and San Diego County worker-facing virtual assistant will be conducted and invoiced monthly on a time and materials basis:

For State Fiscal Year 2022/23, the first 10,152 hours of the one-time R&A services for worker facing virtual assistance hours worked will be paid by the Consortium. The first 4,892 of the production operations support hours worked will be paid by the Consortium, after which Accenture may work up to a maximum of 1,180 additional hours. These additional hours worked (after the first 10,152 hours for one-time R&A services and 4,892 hours for production operations) will be invoiced to the Consortium and an equivalent number of hours will be credited to the Consortium on the same invoice, up to a maximum of 1,180 hours, resulting in net zero charges for those hours.

For State Fiscal Year 2023/2024, the first 10,320 hours worked will be paid for by the Consortium, after which Accenture may work up to a maximum of 1,232 additional hours. These additional hours worked (after the first 10,320 hours) will be invoiced to the Consortium and an equivalent number of hours will be credited to the Consortium on the same invoice, up to a maximum of 1,232 hours, resulting in net zero charges for those hours.

For State Fiscal Year 2024/2025, the first 8,391 of production operation support hours worked will be paid for by the Consortium, after which Accenture may work up to a maximum of 513 additional hours. These additional hours worked (after the first 8,391 hours) will be invoiced to the Consortium and an equivalent number of hours will be credited to the Consortium on the same invoice, up to a maximum of 513 hours, resulting in net zero charges for those hours.

For State Fiscal Year 2025/2026, 1,344 of production operation support hours worked will be paid for by the Consortium.

Schedule 2 (Compute Resources Specifications) to this SOW that provided a list of estimated AWS compute resources and services required to support the delivery of the virtual

assistant solution described in this SOW was replaced by the Amendment Thirty-One and Compute Resource Specifications for this SOW are included in Attachment 5 (CalSAWS M&O Compute Resource Specifications) to the Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project). As changes become necessary or refinements are developed, these will be discussed with the Consortium. CONTRACTOR’s price for this SOW does not include such resources, nor services. The Consortium must make the resources identified in Attachment 5 (CalSAWS M&O Compute Resource Specifications) to the Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) available to support the delivery of the CalSAWS virtual assistant solution, including the procurement and payment for such services from AWS. Delays in making such resources available will delay the delivery of the virtual assistant solution.

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 virtual assistant solution for the CalSAWS System:

- 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 CalSAWS virtual assistant solution. All other terms and conditions of the Agreement shall remain in full force and effect.

3. PRICING

Pricing details for this SOW are defined in Schedule 3D 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.