



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

***Attachment 7 (Statement of Work for Endpoint
Detection and Response) to Amendment Thirty-One
Inclusive of***

***Attachment 9 (Pricing Schedules for Security -
EDR, Tech Arch, NIST) to the Change Notice
Twenty-Five and***

***Schedule 3M 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***

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 7 (“SOW”) to Amendment 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 herein.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide Qualys Multi-Vector Endpoint Detection and Response (EDR) to meet cyber insurance requirements, as further described below in this SOW.

2. SCHEDULE

The term of this SOW shall commence on March 1, 2023, and continue through July 31, 2025.

3. STATEMENT OF WORK

3.1. Accenture will provide resources during the term of this SOW to assist the Consortium with using Qualys EDR to meet cyber insurance requirements. Qualys agents will be enabled with EDR on the following devices:

- 8500 – Windows desktops/laptops/workspaces managed by CalSAWS
- 1200 - Linux in the AWS environment
- 140 - Windows in the AWS environment
- 300 – CalSAWS managed Windows assets at County Locations

3.2. The scope of Work under this SOW is based upon the following assumptions:

- For the period starting from March 1, 2023 to May 31, 2023 this SOW includes up to 648 hours for Accenture resources to provide implementation and operations of Qualys EDR to meet cyber insurance requirements.

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- For the period starting from June 1, 2023, to July 31, 2025, this SOW includes up to 480 hours for Accenture resources to provide implementation and up to 3,696 hours for Accenture resources to provide operations of Qualys EDR to meet cyber insurance requirements.
- The Work performed under this SOW 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.
- Automated response based on threat indicator score will be configured on hosts that would not cause issues to the production environment if a false positive were to be discovered. Alerting will be set up for monitoring/actionable purposes.
- Operational Working Document (OWD) will be created to document processes required to support this technology.
- System Security Plan (SSP) will be updated to document processes required to support this technology.
- Qualys EDR module will be configured to send log events to Splunk.
- Qualys EDR anti-malware protection module configurations may differ in service protection based on hosts-based performance and availability issues.
- Switching to Qualys EDR with anti-malware protection allows for replacement of Trellix Endpoint Protection before the September 2023 renewal of Trellix
- 1 additional resource supporting Trellix will be utilized for support of EDR/Anti-Malware platform once implementation is completed. Trellix Operations Team would be refreshed to support Qualys EDR, meaning an overall gain of an additional resource will be needed to support EDR through end of contract of this Statement of Work

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- If Qualys EDR licenses are not procured before March 15, 2023, the implementation will be at risk of completing on time before the Trellix Endpoint Protection renewal is needed.
- Qualys EDR will be in learning mode for the first two months to identify any tuning needed before enabling automated response. During this time, Accenture does not assume the risk of Qualys products assuming malware as known good.
- Qualys EDR operations team is staffed to respond to up to 100 alerts per month. Alert response above the defined threshold will result in an amendment to this new change order to support EDR response.
- Change Requests will be reviewed and approved in a timely manner by the Consortium.

4. PRICING

Pricing details for the scope of this Statement of Work are defined:

- For the period from March 1, 2023, to May 31, 2023, in Attachment 9 (Pricing Schedules for Security - EDR, Tech Arch, NIST) to the Change Notice Twenty-Five to the Agreement.
- For the period from June 1, 2023 through the end of this SOW in schedule 3M 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 of the Agreement.