

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase TL-01-2023 Tulare County – Production Operations for Managed FACTs (Quantity 12)**

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**I. Overview:**

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations (“M&O”) Extension) of the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the “Base Agreement”) between CalSAWS Consortium and Accenture LLP (“Accenture”), Tulare County (“County”) has requested asset-tagging, configuration, and deployment for twelve (12) County-provided Facilitated Access Control Tablets (“FACTs”) for use in the lobbies of five (5) existing County sites, as further described in this County order form (the “County Purchase”). This County Purchase includes Administrative Charges for equipment asset-tagging and transportation, as well as Regulatory and Administrative (“R&A”) Change Budget Services for equipment configuration, flow design support, and onsite support and training at go-live, and ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed FACTs.

The scope of this County Purchase includes the following:

- Administrative Charges
- R&A Change Budget Services
- Production Operations Charges
  - Recurring Charges for Technical Infrastructure Services – Enhanced Central Support

Assumptions:

- *General 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.
  - Administrative Charges will be invoiced in full upon receipt of hardware acceptance.
    - County-provided FACTs and FACT equipment must be received at the CalSAWS Remote Depot in Rancho Cordova, California by May 31, 2024 in order for Administrative Charges for the FACTs to be invoiced to the County for State Fiscal Year (“SFY”) 2023/24, otherwise, these charges will be invoiced to the County for SFY 2024/25 and will require a revision to this County Purchase.
  - 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.

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- After installation, future moves of the FACTs to different County offices would result in additional Administrative Charges and R&A Change Budget Services. These charges would be provided to the County via a separate County Purchase.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
  - Asset-tag twelve (12) FACTs and four (4) FACTs and FACT equipment intended for break/fix purposes.
  - Transport twelve (12) FACTs, as well as four (4) FACTs intended for break/fix purposes from the CalSAWS Remote Depot in Rancho Cordova, California to the County sites.
- R&A Change Budget Services will be worked and invoiced on a time and materials ("T&M") basis. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. R&A Change Budget Services are included in this County Purchase for Accenture staff to perform the following tasks:
  - Provide up to two (2) hours per FACT to configure and load the FACT with the appropriate applications. This estimate is based on up to twenty-four (24) hours for FACT configuration.
  - Provide up to eighty (80) hours of support prior to deployment of the FACTs to assist the County with its definition and creation of the process flows for the FACTs' initial deployment.
    - This estimate is based on up to sixteen (16) hours of assistance for the creation of one (1) process flow per site for the five (5) County sites where the FACTs will be deployed. These charges are based on five (5) process flows for the County-provided FACTs.
    - Although Accenture 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.
  - Provide up to eighty (80) hours of on-site support and training following deployment of the twelve (12) FACTs. One (1) resource will be available to the County for eight (8) hours per day.
  - R&A Change Budget Services will be worked and invoiced in State Fiscal Year ("SFY") 2023/24, through May 31, 2024. If the County requests for more hours to be worked during SFY 2023/24 or 2024/25, then a revision to this County Purchase would be required.
  - Accenture and the County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours if necessary. Any additional hours required for R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.

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- Accenture staff will work with the County to develop a schedule for providing support following approval of this County Purchase.
  - Go-live of the devices will not align with the County's go-live date on CalSAWS.
  - This estimate is based on a staggered site deployment approach for the devices. County-requested changes to this schedule would result in additional R&A Change Budget Services, which would be provided to the County as a revision to this County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advanced Planning Document ("APD") or alternate form of authorized spending from the Office of Systems Integration ("OSI") that supports this purchase by September 22, 2023 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.
- The following Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will apply to the 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.
- *Assumptions regarding FACTs*
  - The County will be responsible for shipping the County-provided FACTs and FACT equipment to the CalSAWS Remote Depot in Rancho Cordova, California, where Accenture staff will asset-tag, configure, and load the FACTs with the appropriate applications. Once those activities have been completed, Accenture 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.
  - The FACTs are intended for use in the lobbies of five (5) 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.

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Site Name	Site Address	Quantity of Managed FACTs	Total FACTs
Porterville District Office	1055 W Henderson Ave Suite 3 Porterville 93257	3	3
Visalia District Office	1845 N Dinuba Blvd Visalia 93291	3	3
Tulare District Office	458 E. O'Neal Ave Tulare 93274	2	2
Lindsay District Office	900 N. Sequoia Lindsay 93247	2	2
Dinuba District Office	1066 N. Alta Ave Dinuba 93618	2	2
<b>Total</b>		<b>12</b>	<b>12</b>

- The FACTs utilize 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 FACTs require 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 FACTs and the mobile device management infrastructure. The CalSAWS Project team will create ServiceNow ticket(s) during the deployment process to track these changes.
  - County-provided FACTs must have Samsung Knox enabled to allow for the FACT to be enrolled in mobile device management from the CalSAWS Project.
- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for twelve (12) FACTs.
  - These recurring Technical Infrastructure Services Charges will apply to the twelve (12) FACTs once deployed and in use and are based on an estimate of up to four (4) hours per month per FACT.
  - Recurring Technical Infrastructure Services Charges for enhanced central support for the FACTs are estimated to commence October 1, 2023 and continue through October 31, 2024.
  - These Technical Infrastructure Services Charges will be invoiced on a T&M basis. These charges are based on an estimate of four (4) hours of support per month per FACT.
    - Accenture 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

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Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.

- Recurring Technical Infrastructure Services Charges will be invoiced monthly in arrears to the Consortium, who will then invoice the County.
- It is assumed that ongoing Technical Infrastructure Services Charges for enhanced central support for twelve (12) Managed FACTs will be funded by the Consortium through October 31, 2024, pending the availability of funds. In the event that the Consortium is not able to provide funding for ongoing Technical Infrastructure Services Charges for supporting the Managed FACTs, the County will be responsible for funding such charges via a revision to this County Purchase.
- Enhanced central support for the FACTs include the following:
  - Service requests would be transferred directly to Level 3 support to analyze, investigate, diagnose, and resolve tickets submitted by the County related to the FACTs.
  - Process support would be provided to the County for any changes or updates to the process flows on the FACTs following deployment.
  - Management and administering of accompanying third-party manufacturer Hardware and Software during the CalSAWS M&O Project would be provided.
  - Regular maintenance activities and upgrades for the Managed devices would be provided:
    - Install and configure software updates and patches.
    - Monitor production devices, including monitoring servers, applications, and webservices.
    - Troubleshoot problems and incidents with the Lobby client and server infrastructure.
    - Provide and maintain application availability.
- Enhanced central support excludes any enhancements to the CalSAWS custom applications for the FACTs.
- Because four (4) of the County-provided FACTs and FACT equipment are intended for break/fix, no new Production Operations Charges for the four (4) FACTs are included in this County Purchase, as the FACTs would assume the Production Operations Charges of the piece of equipment it replaces.
  - If the County would like to deploy any of the four (4) FACTs intended for break/fix as growth, additional R&A Change Budget Services and monthly recurring Production Operations Charges per Managed FACT would apply. These additional charges would be provided to the County in a separate County Purchase.

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- The County is responsible for consumables for the portable printer that is used with the FACTs (receipt paper, toner, printer, maintenance kits, etc.).

**II. Schedule:**

The charges associated with this County Purchase will be incurred during SFYs 2023/24 and 2024/25.

**III. Total Charges:**

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

Total County Purchase Charges	SFY 2023/24	SFY 2024/25	Total Charges
<b>Administrative Charges</b>	<b>\$784.00</b>	<b>\$0.00</b>	<b>\$784.00</b>
<b>R&amp;A Change Budget Services</b>	<b>\$32,016.00</b>	<b>\$0.00</b>	<b>\$32,016.00</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$56,832.00</b>	<b>\$35,520.00</b>	<b>\$92,352.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$56,832.00	\$35,520.00	\$92,352.00
<b>Total Charges</b>	<b>\$89,632.00</b>	<b>\$35,520.00</b>	<b>\$125,152.00</b>

**IV. References:**

This purchase will be tracked via ServiceNow.

**V. Attachment 1 to the County Purchase TL-01-2023 - Pricing Schedules**

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**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase - TL-01-2023

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

**Tulare County**

DocuSigned by:  
*Cher Castellini*  
By: 1F1809FA6761482...  
Printed Name: Cher Castellini  
Title: Purchasing Agent  
Date: 8/25/2023

**Approved As to Form**

Tulare County Counsel

DocuSigned by:  
*Ameet Nagra*  
By: 064G72EC8884EB...  
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Title: Deputy County Counsel  
Date: 8/30/2023

**Notice Address:**

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Purchasing Division  
2637 W. Burrell Avenue, Suite 200  
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**CalSAWS Consortium**

By: Holly Murphy  
Printed Name: Holly Murphy  
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Date: Sep 1, 2023

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**Accenture LLP**

By: Arnold J. Malvick  
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Date: Aug 31, 2023