



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

***Attachment 5 (Statement of Work for Security
Projects) to Change Notice Thirty-Two
Inclusive of***

***Attachment 6 (Pricing Schedules for Security
Projects) to the Change Notice Thirty-Two***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 5 (“SOW”) to Change Notice Thirty-Two 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 implement various security related projects, as further described below in this SOW.

2. SCHEDULE

The term of this SOW shall commence on March 1, 2024, and continue through January 31, 2025.

3. STATEMENT OF WORK

3.1. Accenture will provide resources during the term of this SOW to assist the Consortium with the following Security Projects:

- Implementation of Splunk Risk Based Alerting (RBA) and ServiceNow IT Operations Management (ITOM) Discovery Specialist, Hardware Asset Management (HAM) Pro, and Software Asset Management (SAM) Pro
- Custom implementation of Microsoft Tenant Configuration Settings Backup and Monitoring Process Development
- Integration of CloudFront/WAF for the 15 CalSAWS existing HTTP APIs
- Implementation of Intune Mobile and Modern Device Management for core Mobile device and Modern Device (Windows) Compliance policies for Project devices and their testing and deployment
- Implementation of Dell’s APEX solution for Office 365 Services Backup
- Implementation of sandbox environment for validating Zero Trust Architectural designs and configuration elements. The Network test lab would also be used

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to simulate CalSAWS site types and pre-testing of configuration changes before deploying into production

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

- For the period starting from March 1, 2024 to December 31, 2024 this SOW includes up to 14,910 hours for Accenture resources to provide one-time implementation work of Splunk Risk Based Alerting (RBA) and ServiceNow IT Operations Management (ITOM) Discovery Specialist, Hardware Asset Management (HAM) Pro, and Software Asset Management (SAM) Pro. In order to support maintenance and operation support of ServiceNow ITOM after implementation, up to 604 hours are identified for Accenture resources to support from August 1, 2024 to September 30, 2024. These ServiceNow ITOM maintenance and support hours will consist of providing ITOM Discovery support engineers to
 1. Provide support for ServiceNow discovery and ServiceNow Services mapping for cloud inventory;
 2. Add/Update/Remove discovery credentials;
 3. Create/Update/Remove discovery ranges and schedules;
 4. Monitor CMDB health and resolve conflicts between data sources;
 5. Interpret discovery logs and data to diagnose issues;

After September 30, 2024 all maintenance and operation support of Splunk Risk Based Alerting (RBA) and ServiceNow IT Operations Management (ITOM) Discovery Specialist will end. There are no maintenance and operation support hours for Hardware Asset Management (HAM) Pro, and Software Asset Management (SAM) Pro. The maintenance and support for ITOM Discovery Specialist, Hardware Asset Management (HAM) and Software Asset Management (SAM) could be extended subject to the written agreement of the Parties.

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- For the period starting from March 1, 2024 to May 31, 2024 this SOW includes up to 300 hours for Accenture resources to provide one-time custom implementation work of Microsoft Tenant Configuration Settings Backup and Monitoring Process Development. In order to support maintenance and operation support of this custom Microsoft Tenant Configuration Settings Backup and Monitoring Process implementation, up to 120 hours is identified for Accenture resources to support from June 1, 2024 to January 31, 2025.
- For the period starting from March 1, 2024 to October 31, 2024 this SOW includes up to 1780 hours for Accenture resources to provide one-time implementation work to integrate CloudFront/WAF for the 15 CalSAWS existing HTTP APIs.
- For the period starting from March 1, 2024 to May 31, 2024 this SOW includes up to 360 hours for Accenture resources to provide one-time implementation of Intune Mobile and Modern Device Management for core Mobile device and Modern Device (Windows) Compliance policies for Project devices and their testing and deployment. In order to support maintenance and operation support of this Intune Mobile and Modern Device Management implementation, up to 480 hours is identified for Accenture resources to support from June 1, 2024 to January 31, 2025
- For the period starting from March 1, 2024 to April 30, 2024 this SOW includes up to 190 hours for Accenture resources to provide one-time implementation of Dell's APEX solution for Office 365 Services Backup. In order to support maintenance and operation support of this implementation of Dell's APEX solution for Office 365 Services Backup, up to 180 hours is identified for Accenture resources to support from May 1, 2024 to January 31, 2025
- For the period starting from April 1, 2024 to September 31, 2024 this SOW includes up to 1920 hours for Accenture resources to provide one-time implementation of Zero Trust Architecture Network test lab and lower environment to simulate CalSAWS sites types and pre-testing of configuration changes before deploying into production.

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- 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.
- This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work. It is assumed Consortium will procure the Hardware and Software required and will budget the applicable AWS.
- Additional Assumptions for implementation of Splunk Risk Based Alerting (RBA) and ServiceNow IT Operations Management (ITOM) Discovery Specialist, Hardware Asset Management (HAM) Pro, and Software Asset Management (SAM) Pro:
 1. The license count of HAM /SAM and ITOM discovery is based on existing CI count, any new addition of CIs may impact licensing cost.
 2. HAM/SAM Pro assumes that ITOM Visibility is implemented, and we have the matured CMDB.
 3. SAM Pro assumes that the list of applications in scope will be agreed by the Parties subject to the funding limitations defined in Attachment 6 (Pricing Schedules for Security Projects) to this Change Notice and will be memorialized in the project meeting minutes.
 4. HAM Pro assumes that all the scope of the Hardware assets to managed (excluding peripherals e.g. Mice, Keyboard, etc.) will be agreed by Parties subject to the funding limitations defined in Attachment 6 (Pricing Schedules for Security Projects) to this Change Notice and will be memorialized in the project meeting minutes.
 5. Adding high-risk identities through the "Assets and Identities" framework within Splunk.
 6. Moving up to four notable events over to risk notable events during implementation.

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7. During operations there will be a conversion of 6 notable events to risk based alerts.
 8. Maintenance and operation support includes configuration changes, operation of the tooling, and reviewing alerts within time period stipulated (604 hrs).
 9. Consortium will provide necessary approvals within one week after submission of the requests, during the course of the program (e.g approval for opening network ports, setting up a Mid server etc.).
- Additional Assumptions for custom implementation of Microsoft Tenant Configuration Settings Backup and Monitoring Process Development:
 1. This is a custom solution, so may have limitations imposed by GraphAPI or PowerShell features or capabilities. The team will document any notable gaps and monitor for future commercial offerings with expanded functionality.
 - Additional Assumptions for integration of CloudFront/WAF for the 15 CalSAWS existing HTTP APIs:
 1. This change will be tied to baseline release, so the regression testing occurs in parallel to the baseline release testing.
 2. Online, B&I, Fiscal, CalHEERS, BenefitsCAL team will perform regression testing on identified sampling of services and specific screens.
 3. File exchanges, partner integrations, Partner interface testing, Online and Batch performance testing will also occur as part of this effort.
 4. This does not include any future maintenance and operations support.
 - Additional Assumptions for implementation of Intune Mobile and Modern Device Management for core Mobile device and Modern Device (Windows) Compliance policies for Project devices and their testing and deployment:
 1. The pricing for Intune was not provided in the hardware/software support, as it will be acquired in future planned work for Microsoft Purview Data Security, which will include the feature from the a la carte SKU for Intune. If this work is not contracted in future planned work, the Consortium will have to acquire this separately to complete this work.

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2. This is a labor-only estimate for core Mobile device application compliance policies for Project users and their configuration, testing and deployment for a pilot not to exceed 300 users. Roll out to a wider audience will be contracted separately in a future amendment.
 3. Application management policies will be defined, configured, tested, and deployed for Mobile devices.
 4. Additional M&O cost is captured on 2b. Staff Loading - M&O and begins at the completion of implementation.
- Additional Assumptions for implementation of Dell's APEX solution for Office 365 Services Backup:
 1. The service currently is inclusive of 75 TBs of pooled storage for the proposed Project Staff user population, ingress, and egress in inclusive, as are 3 copies in 3 geographic DCs in the AWS West GovCloud, underlying infrastructure and software support.
 2. The pricing will continue to cover the standard offering. If Premium features are required, this would result in updated pricing.
 3. For estimating purposes, the growth of O365 Licensed users, the count can be increased in increments of 1.
 4. The OWD(s) related to the POAM would require update and creation of a new section or OWD may be necessary to reflect the operational procedures.
 - Additional Assumptions for implementation of Zero Trust Architecture Network test lab and lower environment to simulate CalSAWS sites types and pre-testing of configuration changes before deploying into production:
 1. Assumes the use of virtual routers/switches for the most part and will be built to mimic routing from a county site.
 2. Setup will be made accessible from Roseville so that the team can perform validation and testing.
 3. Environment will be modular to re-purpose virtual instances in various configurations.

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4. Will retain ability to test O/S releases and configuration stability prior to rollout into production.
5. The scale and size of the test lab cannot be used for Performance/load testing. If this is required, it will require significant scaling up of the hardware and additional support which is considered out of scope of this implementation.
6. Features and capabilities are limited to the capabilities outlined in the Cisco Simulator (CML).
7. C8000-Mod hardware virtualization will be used to mimic hardware assets (Catalyst Switches, Routers - ISR, Routers - ASR, C111x) may be different based on availability.

4. PRICING

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

- For the period from March 1, 2024, to January 31, 2025, in Attachment 6 (Pricing Schedules for Security Projects) to the Change Notice Thirty-Two to the Agreement.