

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, May 10, 2023

Location: Zoom/In Person

Agenda Item and Summary

Type of Item

1. Call meeting to order.

Procedural

Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.

2. Confirmation of Quorum and Agenda Review.

Procedural

Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the agenda.

3. Public opportunity to speak on items not on the agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Procedural

NOTE: The public may also speak on any Item ON the Agenda by waiting until that Item is read then requesting recognition from the Chair to speak.

Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.

Action Items

4. Approval of Resolution recognizing John Boule for his contributions to CalSAWS upon his retirement.

Action

Summary: The Consortium is seeking Board approval of Resolution recognizing John Boule for his contributions to CalSAWS upon his retirement.

5. Approval of Accenture Amendment 32, which includes technical and security updates; updates to hardware and software, updates to technical infrastructure services; updates to the change and county purchase allowances, and an update to the named Executive Director.

Action

Summary: The Consortium is seeking Board approval of Accenture's Amendment 32, which includes technical and security updates including alignment to National Institute of Standards and Technology (NIST) Revision 5, Zero Trust Architecture, database optimization, lobby management modernization, and multiple software upgrades. The total cost of the technical and security updates is \$14,786,078.

Amendment 32 also includes an additional \$38,611,327 for additional hardware and software. In addition, it includes updates to imaging maintenance and operations to align services to the term of the contract offset by savings associated with enhanced support post-go live which equate to a reduction of (\$2,701,414).

This Amendment also adds \$75,000,000 for future change notices and an additional \$15,000,000 for future county purchases subject to Board approval.

This Amendment also includes an update to the named Executive Director.

This Amendment increases the total contract value by \$140,695,991. The costs of this amendment are accounted for in the CalSAWS Implementation Advance Planning Document Update (IAPDU), future premise and county funding. Current year costs are accounted for the SFY 2023-24 CalSAWS JPA Project Budget.

6. Approval of Consent Items

Action

a. Approval of the Minutes and review of the Action Items from the April 12, 2024, JPA Board of Directors Meeting.

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items from the April 12, 2024, JPA Board of Directors Meeting.

b. Approval of Delegated Authority to the CalSAWS Executive Director for AWS service orders through Rackspace Agreement.

Summary: The Consortium is seeking Board approval of Delegated Authority to the CalSAWS Executive Director for Amazon Web Services (AWS) service orders through the Rackspace Agreement for SFY 2024/25 not to exceed \$58,100,000. The costs for AWS are funded through the CalSAWS IAPDU and premise APDs and will be accounted for the SFY 2024/25 CalSAWS JPA Project Budget.

c. Approval of Deloitte Change Order 9, which includes a county purchase and an update to the named Consortium Executive Director.

Summary: The Consortium is seeking Board approval of Deloitte Implementation Support Services Change Order 9, which includes a San Francisco County Purchase for additional implementation support in the amount of \$53,688 of the \$8,000,000 allocation for county purchases. Board approval of this Change Order will leave \$6,068,686 for future county purchases. This Change Order also includes an update to the named Executive Director.

The costs of this Change Order are funded through county funding and accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Informational Items

7. Quarterly Fiscal Update

Informational

Summary: Holly Murphy will provide an update on Quarterly Fiscal.

8. BenefitsCal User Account Security Incident Status Update

Informational

Summary: Rachel Frey and Laura Chavez will provide a status update on BenefitsCal User Account Security Incident.

9. BenefitsCal Update

Informational

- ROI Update
- Release Highlights
- OCM Activities Completed in April for Case Link MFA
- Metrics Comparison Q1 2023 vs Q1 2024
- Update on OCR for Document Upload



Summary: Lynn Bridwell, Onur Senman, and Chris Vasquez will provide an update on BenefitsCal.

10. CalSAWS Migration – Final Acceptance

Informational

Summary: Arnold Malvick and Dan Dean will provide an overview of CalSAWS Migration – Final Acceptance.

11. CalWIN Implementation Support Services – Update on Final Acceptance

Informational

Summary: Rachel Frey and Dan Dean will provide an overview of CalWIN Implementation Support Services – Update on Final Acceptance.

12. Release and Policy Update

Informational

- **Continuous Coverage Unwinding**
- **CalSAWS Release Highlights**
- **Workload Assignment Update**

Summary: Therese Hasbrouck, Lisa Salas, and Jason Osterwald will provide an update on Release and Policy.

13. Contact Center Update

- **County Site Visits**
- **RPA Rollout Update**
- **Courtesy Call Back Update**
- **eGain Reporting Issues**

Summary: Arnold Malvick and Mike Tombakian will provide an update on Contact Center.

14. Reports Status Update

Informational

Summary: Sean Swift will provide an update on Reports Status.

15. Fresno GenAI Initiative Update

Informational

Summary: Sarah Cordano-Parks will provide an update on Fresno GenAI Initiative.

16. M&E Risks

Informational

Summary: Arnold Malvick, Holly Murphy, Rachel Frey, Lynn Bridwell, Sean Swift, Jeric Huang, Karen Rapponotti, Michele Peterson, and Nichole Nava will provide an overview on M&E Risks.



Agenda Item and Summary

Type of Item

17. Quarterly Statistics Update

Informational

- **SLAs, Production Stability, Tickets, and Defects**
- **Hyland Imaging SLAs**
- **BenefitsCal Performance Metrics**

Summary: Arnold Malvick, Sara Kiewiet, and Rachel Frey will provide an update on Quarterly Statistics.

18. Procurement Update

Informational

- **M&E Procurement**
- **BenefitsCal Procurement**

Summary: Tom Hartman will provide an update on Procurement.

19. Return Mail Overview and Status

Informational

- **Enrolled County Experiences**

Summary: Dawn Wilder will provide an overview on Return Mail.

20. M&E Roadshows

Informational

Summary: Peggy Macias will provide an update on M&E Roadshows.

21. Adjourn Meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.
