



Accenture LLP
1610 R Street, Suite 240
Sacramento, CA 95811
accenture.com

July 30, 2024

Mr. Tom Hartman
11290 Pyrites Way
Suites 150
Rancho Cordova, CA 95670

Dear Mr. Hartman:

Accenture is pleased to submit our proposal in response to the BenefitsCal Maintenance and Operations Services RFP #01-2024. We are confident that Accenture can provide the California Statewide Automated Welfare System (CalSAWS) Consortium, hereafter referred to as the Consortium, and BenefitsCal with the seamless transition, delivery integration support, improved collaboration model for stakeholder engagement, improved public outreach and communication strategies, and ongoing improvements excellence that you expect for this Maintenance and Operations project.

We provide the required corporate information as part of our transmittal letter.

Details for Bidding Entity	Accenture Response
1. The Contractor's business name and address;	Accenture LLP 1610 R Street, Suite #240 Sacramento, CA 95811
2. The nature of the Contractor's business organization, such as: corporation, partnership or other entity;	Limited Liability Partnership
3. The Contractor's Primary Business Contact including name, title, phone number and email address;	Gaurav Diwan Managing Director, and Accenture Client Account Lead for CalSAWS [REDACTED]

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<p>4. A statement certifying that neither the organization, proposed Subcontractor organizations, nor any of their principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, State or County department or agency;</p>	<p>We certify to the best of our knowledge and belief that Accenture LLP, its proposed Subcontractors, and their principals, are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal, State, or County agency.</p>
<p>5. A reference to all RFP amendments received by the Contractor; if none have been received, a statement to that effect must be included;</p>	<p>Accenture acknowledges receipt of the following:</p> <ul style="list-style-type: none"> • RFP Amendment 1 on June 14, 2024 • RFP Amendment 2 on June 25, 2024 • RFP Amendment 3 on July 3, 2024
<p>6. A statement indicating whether the Contractor has had any contracts terminated within the last five (5) years. If any such terminations exist, the Contractor must include details regarding the contract, the reason for termination, date of termination, and client contact information;</p>	<p>Accenture has been, and continues to be, engaged in a number of government contracts of varying size and scope. While termination is extremely uncommon, there may be circumstances where an agreement or statement of work is cancelled due to a change in the client's business direction, financial position, or management. Accenture typically enters into contracts with our clients that provide for standard mutual termination rights. Due to confidentiality restrictions, we are prohibited from disclosing further detail regarding specific client agreements and events.</p>
<p>7. A statement indicating whether the Contractor is or has been involved in litigation regarding any contracts to which the Contractor is a party, within the previous five (5) years. If any such litigation exists, the Contractor must include</p>	<p>Litigation involving every type of professional services firm—including consultants—has become commonplace over the last two decades worldwide. The number of such situations worldwide in which Accenture is involved is minuscule in relation to its total number of clients. The ultimate outcome of any pending litigation will not adversely affect Accenture's ability to provide the services described in this RFP.</p> <p>Any significant legal proceedings involving Accenture would be disclosed in our filings (10-Ks, 10-Qs, and Annual Reports) with the</p>

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details regarding the contract, the reason for litigation, date of litigation, and client contact information;	<p>Securities and Exchange Commission; these filings can be accessed at https://investor.accenture.com/filings-and-reports/sec-filings</p>
8. A description of any Prime or Subcontractor formal relationships with the Consortium or counties over the last twenty-four (24) months;	<p>Accenture has used its good faith efforts to describe all material formal relationships with the Consortium or counties that Accenture has had as Prime or subcontractor over the last twenty-four (24) months below. Accenture is happy to provide additional information upon the Consortium's request.</p> <p>LRS Agreement: Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System</p> <p>Accenture was contracted to design, develop, and implement the automated integrated eligibility system—now known as the California Statewide Automated Welfare System or “CalSAWS”. The contract is with the CalSAWS Consortium, a California Joint Powers Authority and is currently set to end April 30, 2025.</p> <p>Furthermore, Accenture is the prime contractor for designing, developing, and implementing the CalSAWS System and migrating the 58 California counties to that statewide system.</p> <p>C-IV Agreement: Amended and Restated Revised System Agreement Between the CalSAWS Consortium and Accenture LLP and Proquire, LLC</p> <p>Accenture was the prime contractor for the C-IV System. Accenture designed, developed, and implemented the system for the original four C-IV counties, and subsequently for the 35 C-IV “Migration” counties that moved from the legacy Interim Statewide Automated Welfare System (ISAWS) System. Accenture also provided maintenance and operations services for the C-IV System. The term of the C-IV System ended December 31, 2021.</p> <p>Other county contracts over the last twenty-four (24) months include:</p> <ul style="list-style-type: none"> • County of Los Angeles Department of Public Health – contract re COVID Form Bots • County of Los Angeles Department of Mental Health – contract re Access Center Quick Start • County of Los Angeles Department of Human Resources – contract re Analytics (ESMA) • County of Los Angeles LA Courts – contract re Power Platform Hackathon • County of Los Angeles Public Defender – contract re CCMS Implementation

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	<ul style="list-style-type: none"> • County of Los Angeles Department of Mental Health – contract re contact center modernization • County of Los Angeles – contract re Juvenile Dependency Redaction • County of Los Angeles – contract re Probation Hackathon (pro bono) • County of Los Angeles – contract re VEJ Discovery (pro bono) • City and County of San Francisco – contract re HSA Racial Equity Training • County of Los Angeles Department of Public Social Services – contract re Salesforce AWS integration • County of Los Angeles Department of Public Health – contract re COVID Robotic Process Automation production support • County of Los Angeles – contract re Juvenile Dependency Redaction • County of Los Angeles – contract re Probation Grievance Management • County of Los Angeles Riverside Health System – contract re Qualtrics support • County of Los Angeles Department of Public Social Services – contract re Salesforce • County of Santa Barbara – contract re Workday Platform • County of San Diego – HHSA virtual reality training subscription • County of Contra Costa – contract re Workday Financials • County of Alameda Superior Court – contract re Workday
<p>9. A description and associated contract number(s) of any existing contracts between the Contractor's organization, or any party named in the Contractor's response to this RFP, with the Consortium or any California County(ies). If no such contracts exist, so declare;</p>	<p>We have provided below the list, description and, where made available, the associated contract number(s) of any existing contracts between our organization, or the parties named in our response, and the Consortium or California counties. Certain parties named in our response have indicated that the applicable contract number(s) were either not available or too numerous to list. If needed, we can request these parties to provide additional information that will help identify these contracts.</p> <p>Details for Accenture's contracts: Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System. Contract 77863.</p> <p>Amended and Restated Revised System Agreement between the CalSAWS Consortium and Accenture LLP, and Proquire, LLC dated June 29, 2007. Contract Number 01-0001.</p> <p>Other county contracts include:</p>

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	<ul style="list-style-type: none"> • County of Los Angeles Department of Public Social Services – contract re Salesforce AWS integration – contract no. WO E1-110 - ESMA001 (WO#4) • County of Los Angeles Department of Public Health – contract re COVID Robotic Process Automation production support – contract no. PH-004529-1 • County of Los Angeles – contract re Juvenile Dependency Redaction – contract no. Juvenile Social Worker Reports – AI-Based Redaction Solution SOW • County of Los Angeles – contract re Probation Grievance Management – contract no. WO E1-134 – ESMA001 • County of Los Angeles Riverside Health System – contract re Qualtrics support – contract no. Riverside Health System – Qualtrics Imp • County of Los Angeles Department of Public Social Services – contract re Salesforce – contract no. WO E1-110 - ESMA001 • County of Santa Barbara – contract re Workday Platform – contract no. Workday Deployment SOW • County of San Diego – HHSA virtual reality training subscription – contract no. SHI – ACCENTURE SOFTWARE RESALE AGREEMENT • County of Contra Costa – contract re Workday Financials – contract no. 46935 / Fund/Org: 1691 / Account: 2310 • County of Alameda Superior Court – contract re Workday – contract no. Statement of Work for Workday Support <p>Other parties named in our response are as follows:</p> <ul style="list-style-type: none"> • United Language Group (ULG) – ULG does not have active partnerships with the Consortium or with any California counties. • Lucas Public Affairs (LPA) – LPA does not have active partnerships with the Consortium or with any California counties.
<p>10. A description of how the Contractor will address any potential conflicts between the Work underway on current contracts and the BenefitsCal and/or BenefitsCal Services;</p>	<p>We are proposing a dedicated team to do the work on this project. Additionally, Accenture's structure and size, including depth of resources, enable us to perform all of our projects fully, so any contracts being performed concurrently will not impact this CalSAWS project. If the Consortium were to perceive that any conflict was impacting these services, Accenture would address that fully through the Consortium's robust governance process.</p>
<p>A statement certifying that the Contractor's Proposal as submitted will remain in full force and effect for a specified period, which must be at least twelve</p>	<p>Our Proposal as submitted will remain in full force and effect for at least twelve (12) months from the Proposal due date or through the Agreement start date, whichever is later.</p>

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<p>(12) months from the Proposal due date specified in Section 1 or through the Agreement start date, whichever is later;</p>	
<p>A description of Contractor's corporate commitment to diversity, equity, and inclusion in hiring and contracting, including a description of Contractor's efforts to enter into subcontracts on the Project with qualified Minority and Women Business Enterprises (MWBs) and/or Disabled Veteran Business Enterprises (DVBs);</p>	<p>Accenture's commitment to our people and to accelerating equality for all has never been more relevant than it is today. Together, Inclusion, Diversity & Equal Opportunity is explicitly one of our highest-priority Environmental, Social and Governance (ESG) material issues and an intentional part of how we conduct business. Our unwavering commitment to inclusion and diversity enables us to attract, develop, inspire and reward top talent. It creates an environment that unleashes innovation, enables our people to perform at their very best, and underpins a culture in which everyone feels they have an equal opportunity to belong and build a career. This commitment starts at the top with our Board, our executive chairman and our chief executive officer, and we expect leaders at all levels to help create and sustain a culture where everyone can fulfill their potential and thrive. Our areas of focus include gender; ethnicity; lesbian, gay, bisexual, transgender, and intersex (LGBTI); mental health; cross-cultural diversity; persons with disabilities; religion and faith; and local focus areas. For more information, please review our demographic data at https://www.accenture.com/us-en/about/inclusion-diversity/us-workforce.</p> <p>The Accenture Global Management Committee assesses the inclusion and diversity matters we face, sets strategic direction and prioritizes our actions globally.</p>
<p>The letter shall be signed by an officer or agent of the Contractor's organization who is authorized to negotiate on behalf of the Contractor and commit the organization to the terms and conditions of the Agreement resulting from this procurement. The Contractor shall include the job title of the individual who signs the letter.</p>	<p>Gaurav Diwan, Managing Director, and Accenture Client Account Lead for CalSAWS and related projects, is authorized to negotiate on behalf of Accenture and commit the organization to the terms and conditions of the Agreement resulting from this procurement.</p>

We hope that you find this response informative and compelling. Should you have any questions regarding our response, please do not hesitate to contact me at

[REDACTED]

Sincerely,

[REDACTED]

Gaurav Diwan
Managing Director