

CONSORTIUM REVIEWED BY: _____

**AMENDED RESTATED AND REVISED LEADER REPLACEMENT SYSTEM
AGREEMENT
BY AND BETWEEN
CALSAWS CONSORTIUM
AND
ACCENTURE, LLP**

Change Notice Number Thirty-Three

AMENDED RESTATED AND REVISED LEADER REPLACEMENT SYSTEM AGREEMENT (“AGREEMENT”) ENTERED INTO BY AND BETWEEN THE CALSAWS CONSORTIUM (“CONSORTIUM”), A CALIFORNIA JOINT POWERS AUTHORITY, AND ACCENTURE, LLP (“CONTRACTOR”) FOR THE PROVISION OF THE CALIFORNIA STATEWIDE AUTOMATED WELFARE SYSTEM (“CALSAWS”).

Pursuant to Subparagraph 5.2.1 of Subparagraph 5.2 (Required Approvals) of Paragraph 5 (Change Notices and Amendments) in the CalSAWS Maintenance and Operations (“M&O”) Extension, Consortium and Accenture agree to modify the Agreement to include changes that do not materially affect the scope of work, term, payments, or any term or condition of the Agreement except as provided in this Change Notice Number Thirty-Three. Consortium and Accenture hereby agree to the following modifications to the Agreement:

1. Consortium has allotted funding that may be used toward future work for Regulatory & Administrative (“R&A”) Change Budget Services, when the allocation for which is

approved by the Consortium Executive Director and Accenture's Project Director or their respective designees.

2. This Change Notice Number Thirty-Three requests Twelve Million Five Hundred Forty-Seven Thousand Seven Hundred Thirty-Nine Dollars (\$12,547,739) to be used for additional R&A Change Budget Services hours for Work related to the CARES requested by the Consortium. In addition, this Change Notice Number Thirty-Three requests a shift of Seven Million Two Thousand Nine Hundred Forty-Two Dollars (\$7,002,942) R&A Change Budget Services from State Fiscal Year 2023/24 to 2024/25 for Work related to the CARES. The estimated effort, prices, and assumptions are set forth in the attached Attachment 1 (CARES). R&A Change Budget Services related to the CARES will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Twenty-Two Million Seven Hundred Sixty-Four Thousand Nine Hundred Twenty-Five Dollars (\$22,764,925). Attachment 1 (CARES) to this Change Notice Thirty-Three supersedes Attachment 1 (CARES) to Change Notice Number Thirty dated November 17, 2023.
3. This Change Notice Number Thirty-Three requests Eight Million One Hundred Eleven Thousand Seven Hundred Fifty-Nine Dollars (\$8,111,759) to be used for additional R&A Change Budget Services hours for Work related to the WDTIP Upgrades requested by the Consortium. In addition, this Change Notice Number Thirty-Three requests a shift of Two Million Eight Hundred Eighty-Eight Thousand Nine Hundred One Dollars (\$2,888,901) R&A Change Budget Services from State Fiscal Year 2023/24 to 2024/25 for Work related to the WDTIP Upgrades. The estimated effort, prices, and assumptions are set forth in the attached Attachment 2 (WDTIP). R&A Change Budget Services related to the WDTIP Upgrades will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Eleven Million Six Hundred Seventy-Six Thousand Nine Hundred Sixteen Dollars (\$11,676,916). Attachment 2 (WDTIP) to this Change Notice Thirty-Three supersedes Attachment 2 (WDTIP) to Change Notice Number Thirty dated November 17, 2023.

4. This Change Notice Number Thirty-Three requests One Million Nine Hundred Seventy Thousand One Hundred Forty-Seven Dollars (\$1,970,147) to be used for additional R&A Change Budget Services hours for Work related to the ABAWDs Fiscal Responsibility Act of 2023 requested by the Consortium. The estimated effort, prices, and assumptions are set forth in the attached Attachment 3 (ABAWDs Fiscal Responsibility Act of 2023). R&A Change Budget Services related to the ABAWDs Fiscal Responsibility Act of 2023 will be conducted and invoiced on a Time and Materials basis in an amount not to exceed One Million Nine Hundred Seventy Thousand One Hundred Forty-Seven Dollars (\$1,970,147).
5. This Change Notice Number Thirty-Three requests Two Hundred Eighty-Eight Thousand Six Hundred Twenty-Five Dollars (\$288,625) to be used for additional R&A Change Budget Services hours for Work related to the CalFresh Notice of Provider Determination requested by the Consortium. The estimated effort, prices, and assumptions are set forth in the attached Attachment 4 (CalFresh Notice of Provider Determination). R&A Change Budget Services related to the CalFresh Notices of Actions (NOAs) Updates will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Two Hundred Eighty-Eight Thousand Six Hundred Twenty-Five Dollars (\$288,625).
6. This Change Notice Number Thirty-Three requests One Hundred Forty-Six Thousand Six Hundred Thirty-Three Dollars (\$146,633) to be used for additional R&A Change Budget Services hours for State Fiscal Year 2024/25 for Work related Family Reunification AB 135. The estimated effort, prices, and assumptions are set forth in Attachment 5 (Family Reunification AB 135). R&A Change Budget Services related to Family Reunification AB 135 will be conducted and invoiced on a Time and Materials basis in an amount not to exceed One Million Eight Hundred Thirty-One Thousand Five Hundred Ten Dollars (\$1,831,510). Attachment 5 (Family Reunification AB 135) to this Change Notice Thirty-Three supersedes Attachment 2 (Family Reunification AB 135) to Change Notice Number Thirty-Two dated March 15, 2024.
7. This Change Notice Number Thirty-Three requests Seventy-Seven Thousand Nine Hundred Fifty-Seven Dollars (\$77,957) to be used for additional R&A Change Budget Services hours for Work related to the Transitional Housing Supplement (SFY2024-25)

requested by the Consortium. The estimated effort, prices, and assumptions are set forth in the attached Attachment 6 (Transitional Housing Supplement (SFY2024-25)). R&A Change Budget Services related to the Transitional Housing Supplement (SFY2024-25) will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Seventy-Seven Thousand Nine Hundred Fifty-Seven Dollars (\$77,957).

8. This Change Notice Number Thirty-Three requests a funding shift between State Fiscal Years 2023/24, and 2024/25, for Work related to SB 726 CalWORKs Overpayments requested by the Consortium. The estimated effort, prices, and assumptions are set forth in Attachment 7 (SB 726 CalWORKs Overpayments). R&A Change Budget Services related to the SB 726 CalWORKs Overpayments will be conducted and invoiced on a Time and Materials basis in an amount not to exceed One Hundred Seventy-Nine Thousand Nine Hundred Ninety-Four Dollars (\$179,994). Attachment 7 (SB 726 CalWORKs Overpayments) to this Change Notice Thirty-Three supersedes Attachment 5 (SB 726 CalWORKs Overpayments) to Change Notice Number Twenty-Seven dated August 25, 2023.
9. This Change Notice Number Thirty-Three requests a funding shift between State Fiscal Years 2023/24, and 2024/25, for Work related to Housing Assistance Payments (HAP) Eviction (SB 1083) requested by the Consortium. The estimated effort, prices, and assumptions are set forth in Attachment 8 (HAP Eviction (SB 1083)). R&A Change Budget Services related to the Housing Assistance Payments (HAP) Eviction (SB 1083) will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Four Hundred Thirty-Four Thousand Seven Hundred Twenty Dollars (\$434,720). Attachment 8 (Housing Assistance Payments (HAP) Eviction (SB 1083)) to this Change Notice Thirty-Three supersedes Attachment 3 (Housing Assistance Payments (HAP) Eviction (SB 1083)) to Change Notice Number Thirty-One dated February 16, 2024.
10. This Change Notice Number Thirty-Three requests a funding shift between State Fiscal Years 2023/24 and 2024/25, for Work related to the Work Registration CalFresh Disqualification Notice Update requested by the Consortium. The estimated effort, prices,

and assumptions are set forth in Attachment 9 (Work Registration CalFresh Disqualification Notice Update). R&A Change Budget Services related to the Work Registration CalFresh Disqualification Notice Update will be conducted and invoiced on a Time and Materials basis in an amount not to exceed One Hundred Fifty-One Thousand Seventeen Dollars (\$151,017). Attachment 9 (Work Registration CalFresh Disqualification Notice Update) to this Change Notice Thirty-Three supersedes Attachment 3 (Work Registration CalFresh Disqualification Notice Update) to Change Notice Number Twenty-Eight dated September 15, 2023.

11. This Change Notice Number Thirty-Three requests Five Hundred Nine Thousand Nine Hundred Sixty-One Dollars (\$509,961) to be used for additional R&A Change Budget Services hours for State Fiscal Year 2024/25 for Work related to the CalWORKs Work Requirements (AB 2300). In addition, this Change Notice Number Thirty-Three requests a shift of Two Hundred Fifty-Three Thousand Seven Hundred Forty-Four Dollars (\$253,744) R&A Change Budget Services from State Fiscal Year 2023/24 to 2024/25 for Work related to the CalWORKs Work Requirements (AB 2300). The estimated effort, prices, and assumptions are set forth in Attachment 10 (CalWORKs Work Requirements (AB 2300)). R&A Change Budget Services related to CalWORKs Work Requirements (AB 2300) will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Nine Hundred Thirty-Four Thousand Nine Hundred Sixty-One Dollars (\$934,961). Attachment 10 (CalWORKs Work Requirements (AB 2300)) to this Change Notice Thirty-Three supersedes Attachment 4 (CalWORKs Work Requirements (AB 2300)) to Change Notice Number Thirty dated November 17, 2023.

12. This Change Notice Number Thirty-Three requests Three Million Four Hundred Forty-Nine Thousand Nine Hundred Fifty-Five Dollars (\$3,449,955) to be used for additional R&A Change Budget Services hours for Work related to the Telephone Consumer Protection Act - Text Messaging Consent requested by the Consortium. The estimated effort, prices, and assumptions are set forth in the attached Attachment 11 (Telephone Consumer Protection Act - Text Messaging Consent). R&A Change Budget Services related to the Telephone Consumer Protection Act - Text Messaging Consent will be conducted and

invoiced on a Time and Materials basis in an amount not to exceed Three Million Four Hundred Forty-Nine Thousand Nine Hundred Fifty-Five Dollars (\$3,449,955).

13. The total amount of funds for additional R&A Change Budget Services requested pursuant to this Change Notice is Twenty-Six Million Six Hundred Seventy-Seven Thousand Seven Hundred Fifty-Eight Dollars (\$26,677,758).
14. Subsequent to the approval of this Change Notice Number Thirty-Three, the balance remaining from the One Hundred and Sixty-Seven Million Dollars (\$167,000,000) in Agreement Paragraph 8.2.4 Regulatory and Administrative Change Budget Services of approved but unallocated funds for future work to be allocated will be Fifty-One Million Four Hundred Sixty Thousand Four Hundred Twenty-Nine Dollars One Cent (\$51,460,429.01). This is inclusive of additional R&A Change Budget re-baselining efforts to reflect the total invoiced amount for completed Premise Items undertaken by the Parties.
15. As a result of timeline delays, the Parties agreed to postpone start dates for some of the planned WAN upgrades and that Accenture will not be upgrading WAN services provided through TPX at certain select county sites identified as Priority 1 and Priority 2 during the 2023 Annual Capacity Assessment conducted by Accenture in accordance with the 4.0 Configuration Management Plan. These changes resulted in funding shifts that are reflected in the WAN Changes line of “Schedule 4 Production Operation Charges” of Attachment 12 to this Change Notice Number Thirty-Three, the restated Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to the Exhibit X, and in the schedule “Prod Ops Changes” of Attachment 13 to this Change Notice Number Thirty-Three, the restated Attachment 4 (CalSAWS M&O Production Operations Specifications) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.
16. As a result of routine upgrades to WAN services undertaken by the provider TPX and to document the current capacity resulting of these upgrades, Attachment 4 (CalSAWS M&O Production Operations Specifications) to Schedule 1 (Statement of Work for CalSAWS

Maintenance and Operations (“M&O”) Project) to Exhibit X is deleted in its entirety and is replaced with Attachment 13 to this Change Notice Number Thirty-Three, the restated Attachment 4 (CalSAWS M&O Production Operations Specifications) to the Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.

17. This Change Notice Number Thirty-Three requests a shift of One Thousand One Hundred Fifty-Five (1,155) hours for CSAC-36 from State Fiscal Year 2024/25 to 2023/24. This shift is documented in Schedule 3W “Security and Upgrades” of Attachment 12 to this Change Notice Number Thirty-Three, the restated Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to the Exhibit X.

17.1. As a result of the shift of hours mentioned in the preceding paragraph and delays in Nodejs Lambdas version releases, the Statement of Work for Security and Upgrades is deleted in its entirety and is replaced with Attachment 14 to this Change Notice Number Thirty-Three, the restated Statement of Work for Security and Upgrades.

18. This Change Notice Number Thirty-Three requests a shift of One Thousand Five Hundred Fifty-Three and One Half (1,553.5) hours for Upgrade CalSAWS application from JDK 11 to latest JDK version from State Fiscal Year 2023/24 to 2024/25. This shift is documented in Schedule 3M “Security - EDR, Tech, NIST” of Attachment 12 to this Change Notice Number Thirty-Three the restated Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to the Exhibit X.

19. Using the County purchase process, the Counties defined in the table below have purchased various services, equipment, and software items directly related to the development and implementation of the CalSAWS System. This Change Notice Number Thirty-Three requests Five Million One Hundred Forty-Four Thousand One Hundred Ten Dollars and Thirty-One Cents (\$5,144,110.31) to be used for the following purchases that were funded

and approved by the individual Counties, which are incorporated into the CalSAWS M&O Extension:

CPO #	County	Service Description	Value
AM-01-2023	Amador	Administrative Charges for Equipment Refresh	\$ 4,458.79
FR-01-2024	Fresno	Request for Generative Artificial Intelligence ("AI") for Post-Call Summarization	\$ 1,963,102.98
FR-02-2024	Fresno	Request for Purpose-Built, Curated Data Set ("PBDS") Access in CalSAWS Amazon Simple Storage Solution ("Amazon S3") Location	\$ 446,539.60
FR-03-2024	Fresno	Additional Licensing for Customer Service Center Expansion (Quantity 222)	\$ 586,704.26
HM-02-2023	Humboldt	Site Move from Site 12002 Located at 929 Koster Street in Eureka, California to Site 12003 Located at 839 4th Street in Eureka, California and Network Model Change from Managed Model to Point of Presence ("PoP") Model	\$ 89,629.69
HM-04-2023	Humboldt	Additional Licensing for Customer Service Center Expansion (Quantity 60)	\$ 166,639.52
KR-01-2022 - Revision 2	Kern	Refresh of Damaged Kiosks (Quantity 2) - Revision 2	\$ -
KR-01-2023	Kern	New Site Located at 10215 Stobaugh Street in Lamont, California	\$ 102,446.59
KR-03-2023	Kern	Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 100)	\$ 103,864.00
LA-01-2023	Los Angeles	Enhancements for Mass Reindex, Deduplication, and Telephonic Signatures Reindex Effort	\$ 100,757.90
LA-01-2024	Los Angeles	Custom Courtesy Callback ("CCB") Solution and New Afterhours Interactive Voice Response ("IVR") Flow	\$ 494,410.21
MP-01-2022 - Revision 1	Mariposa	Kiosks (Quantity 2) - Revision 1	\$ (7,104.00)
MT-01-2023	Monterey	Network Model Change to County Point of Presence ("PoP")	\$ 23,732.85
MT-04-2023	Monterey	Production Operations for Managed FACTs (Quantity 16)	\$ 151,454.02
OR-01-2022 - Revision 1	Orange	Kiosks (Quantity 10) and Production Operations for Managed FACTs (Quantity 24) - Revision 1	\$ (40,256.01)

OR-02-2023	Orange	Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 35)	\$ 100,306.22
RV-02-2023	Riverside	Refresh of Damaged Kiosks (Quantity 2)	\$ 49,608.92
RV-03-2023	Riverside	Kiosk Printer and Scanner Refresh (Quantity 1)	\$ 443.00
SB-04-2023	San Bernardino	Kiosk Printer Refresh (Quantity 26)	\$ 12,686.58
SC-01-2024	Santa Clara	Worker Assignment ("WA") Robotic Process Automation ("RPA") Bot	\$ 303,907.56
SC-02-2024	Santa Clara	Additional Licensing for Customer Service Center ("CSC") Expansion (Quantity 128)	\$ 247,333.44
SD-02-2024	San Diego	Task Configurations	\$ 67,867.20
SJ-01-2023	San Joaquin	Kiosk Hardware Refresh (Quantity 1)	\$ 2,246.15
SM-01-2023 - Revision 1	San Mateo	Kiosks (Quantity 5) and Production Operations for Managed FACTs (Quantity 5) - Revision 1	\$ 77,197.99
SM-03-2023 - Revision 1	San Mateo	Additional Licensing for Customer Service Center Expansion (Quantity 20) - Revision 1	\$ 51,988.15
SM-04-2023	San Mateo	Additional Reporting Support	\$ 44,144.70

20. Subsequent to the approval of this Change Notice Number Thirty-Three, the balance remaining from the Thirty-Five Million Dollars (\$35,000,000) in Agreement Paragraph 8.2.5 of approved but unallocated funds for additional County Purchases and Orders for Services for Consortium Members to be allocated will be Fourteen Million One Hundred Twelve Thousand Two Hundred Thirty-Nine Dollars and Twenty-Eight Cents (\$14,112,239.28).

21. This Change Notice Number Thirty-Three requests Three Hundred Six Thousand Nine Hundred Eighty-Three Dollars (\$306,983) to be used for Work to transition the CalSAWS System to Consortium or another vendor for Work related to Transition Planning Activities requested by the Consortium. The estimated effort, prices, and assumptions are set forth in the attached Attachment 15 (Transition Planning Activities). Work to transition the CalSAWS System to Consortium or another vendor for Work related to Transition Planning Activities will be conducted and invoiced on a Time and Materials basis in an amount not to exceed Three Hundred Six Thousand Nine Hundred Eighty-Three Dollars (\$306,983).

22. The total amount of funds for Work to transition the CalSAWS System to Consortium or another vendor requested pursuant to this Change Notice is Three Hundred Six Thousand Nine Hundred Eighty-Three Dollars (\$306,983).
23. Subsequent to the approval of this Change Notice Number Thirty-Three, the balance remaining from the Ten Million Dollars (\$10,000,000) in approved funds for future optional Work to transition the CalSAWS System to Consortium or another vendor in Agreement Paragraph 8.2.4 will be Nine Million Six Hundred Ninety-Three Thousand Seventeen Dollars (\$9,693,017).

This Change Notice Number Thirty-Three is effective as of July 12, 2024 (the “Effective Date”).

Except as provided in this Change Notice Number Thirty-Three, all other terms and conditions of the Agreement shall remain in full force and effect.

ACCENTURE, LLP

CALSAWS CONSORTIUM

Dated: _____

Dated: _____

By: _____

Arnold J. Malvick,
Accenture Managing Director

By: _____

Michael Sylvester, Consortium Chair

By: _____

Kronick Moskowitz Tiedemann &
Girard, Consortium Legal Counsel

By: _____

Julia Erdkamp, Consortium Executive
Director