

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase LA-01-2023 Los Angeles County – Enhancements for Mass Reindex, Deduplication, and Telephonic Signatures Reindex Effort**

**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"), Los Angeles County ("County") has requested changes to County image data, inclusive of image indexing modification and deduplication, as further described in this County order form (the "County Purchase").

**II. Scope:**

The County has requested three (3) different work efforts that are encompassed in this County Purchase. These three (3) efforts are detailed below:

- a. Mass Reindex – Perform a one-time mass reindex on files associated to CA-245591 that have e-application numbers associated in the document metadata. Hyland LLC ("Hyland") will create an extract of original County comma-separated values ("CSV") mapping data to provide Accenture for manifest generation. A manifest file will be generated and provided to the Hyland vendor to run a custom reindex script to re-associate identified documents based on mapping file.
- b. Deduplication – As a part of the image migration effort, NexLogica migrated duplicate documents into CalSAWS. This work effort would be for Hyland to perform a one-time scan of the County-migrated documents containing more than one (1) page; perform a comparison of file size on other pages and remove duplicate pages from the CalSAWS System.
- c. Telephonic Signatures ("TS") reindex effort – Perform a one-time mass route of documents that are not correctly linked to a valid County e-application number to the County Exception Queue for manual reprocessing by County exception staff. The effort will include any Telephonic Signatures that may have been linked to another County or routed to the external staging drawer, not to exceed 21,000 documents. The effort will additionally include any additional Telephonic Signatures which may have been indexed to another County, not to exceed 3,000 documents.
- d. The CalSAWS Project informed the County that 375 Telephonic Signatures were linked to other counties. The County is requesting to have these Telephonic Signatures to be made available to be linked to County Department of Public Social Services ("DPSS") cases.
  - i. For the 375 Telephonic Signatures:
    1. If the application number is seven (7) digits, Accenture will check to see if an application number exists in the County. If one exists, Accenture will link TS to the case number it is associated to.
    2. If the application number is 1234567, Accenture will route to the "No Case Assigned" County queue.
    3. If the application number is six (6) digits or less, Accenture will send to the "No Case Assigned" County queue.
    4. The CalSAWS Project will provide a new listing of Telephonic Signatures needing to be reindexed, and a listing of Telephonic Signatures which may have been indexed to another County.
    5. The scope assumes Accenture will process up to 21,000 records located in the External Staging drawer that meet the following criteria:

- a. If e-application is seven (7) digits and it does not start with a zero, Accenture will attempt to link an e-application ("e-app") number in CalSAWS.
- b. If the e-application number starts with a letter and it has seven (7) digits, Accenture will link it to the case number entered in the e-application number field. The following filters can be used to identify "test use only" TS documents and must be routed to the County Document Removal drawer:

Filter for CalSAWS
LRS111111
0000000
0
000
00000
0
1111
11111
12345
111111
111111
166372
777777
1111111
1234560
1234561
2222222
7000000
7111111
7111111
ABC1234
ce11abc
LRS0000000
LRS1111
se11abc
test
test2
XXXXXXX
1234567

- c. Route documents that cannot be associated to a case to the "No Case Assigned" County workflow queue.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services

### III. Assumptions:

- *General Assumptions*
  - The charges set forth in Section V below (the “Total Charges”) are based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by Accenture and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
  - Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
    - This estimate is based on a staggered timeline based on the criticality provided by the County. Any changes to the staggered project timeline requested by the County must be reviewed and assessed by Accenture and may result in additional R&A Change Budget Services, which would be provided to the County in a revision to this County Purchase.
  - One-Time R&A Change Budget Services will be worked and invoiced on a time and materials (“T&M”) basis up to a maximum of 460 hours. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. The County will be invoiced for actual hours worked.
    - One-time R&A Change Budget Services are estimated to commence upon approval of this County Purchase and are subject to a mutually agreed upon schedule. Changes to this schedule must be mutually agreed upon in writing and may result in additional R&A Change Budget Services, which would be provided to the County in a revision to this County Purchase.
    - These 460 hours will be worked and invoiced in State Fiscal Year (“SFY”) 2023/24, estimated to commence after approval of this County Purchase and continue through the end of SFY 2023/24, May 31, 2024. If the County requests more hours for SFY 2023/24 or 2024/25, a revision to this County Purchase would be required.
    - All work will be performed remotely within the fifty (50) United States and the District of Columbia.
    - Accenture will engage Hyland LLC as a subcontractor.
    - Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours with the County 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.
  - Accenture will work with and manage the Hyland vendor to complete the actions required to fulfill the scope described in this County Purchase for the duration of this project.

- Testing of queries will leverage existing CalSAWS test environments and masked data.
  - This estimate includes 110 hours of data validation/testing across the three (3) efforts in total. The County will be responsible for any additional data validation.
  - The County will be responsible for coordinating/scheduling meetings with Accenture related to the County's data validation/testing.
  - The County will be responsible for organizing and performing data validation based on a mapping extract that will be provided by Accenture.
  - The County will be responsible for reviewing and approving the results of test cases performed by Accenture.
  - The County will identify and provide the appropriate County staff to support project activities throughout the term of this County Purchase.
  - Any delays caused by the County or any County-requested changes that may impact the delivery timeline may result in additional R&A Change Budget Services and will require a revision to this County Purchase.
- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will not apply to the enhancements in this County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document ("APD") or alternative form of authorized spending from the Office of Systems Integration ("OSI") that supports this purchase by January 5, 2024 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.
- *Assumptions regarding Mass Reindex effort:*
  - The County will be responsible for reviewing the mapping extract provided by the Project.
  - Documents that have been reindexed manually by a user since the County's cutover will not be included in the mass reindex.
  - The Project will use reindexing rules provided by the County to perform reindexing.
  - This reindexing will be performed solely based on the current image metadata.
- *Assumptions regarding Deduplication effort:*
  - As part of deduplication, no documents created after the County's cutover to CalSAWS will be deleted.
  - All documents that were imported as part of the County's document migration with more than one (1) duplicate file will be deleted.
- *Assumptions regarding Telephonic Signature effort:*
  - The Telephonic Signature solution e-application reindexing assumes up to 21,000 documents will be processed.

- o The addition of more documents must be reviewed and assessed by Accenture and will result in additional R&A Change Budget Services, which would be provided to the County in a revision to this County Purchase.

**IV. Schedule:**

The charges associated with this County Purchase will be incurred during SFY 2023/24.

**V. Total Charges:**

The following table outlines the total charges for this County Purchase.

<b>Total County Purchase Charges</b>	<b>SFY 23/24</b>	<b>SFY 24/25</b>	<b>Total Charges</b>
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$100,757.90</b>	<b>\$0.00</b>	<b>\$100,757.90</b>
<b>Recurring R&amp;A Change Budget Services</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</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>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$100,757.90</b>	<b>\$0.00</b>	<b>\$100,757.90</b>

**VI. Attachment 1 to the County Purchase LA-01-2023 - Pricing Schedules**

COUNTY PURCHASE APPROVAL

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

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

**Los Angeles County**

By: 

Printed Name: Jackie Contreras

Title: DPSS Director

Date: 2/8/24

**Approved as to Form:**  
Los Angeles County Counsel

By: 

Printed Name: Truc Moore

Title: Principal Deputy County Counsel

Date: January 31, 2024

Notice Address:

Department of Public Social Services  
12860 Crossroads Parkway South  
City of Industry, CA 91745-3411

**CalSAWS Consortium**

By: 

Holly Murphy (Mar 1, 2024 15:57 PST)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Mar 1, 2024

Notice Address:

CalSAWS Consortium  
620 Roseville Parkway  
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**Accenture LLP**

By: 

Arnold J. Malvick (Mar 1, 2024 14:36 MST)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Mar 1, 2024