

*California Statewide Automated Welfare
System (CalSAWS)*

**County Purchase RV-03-2023
Riverside County – Kiosk Printer and Scanner Refresh
(Quantity 1)**

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"), Riverside County ("County") has requested asset-tagging, transportation, and installation for County-provided refresh equipment to replace the kiosk printer and scanner for the County's existing kiosk, as further described in this County order form (the "County Purchase"). This County Purchase includes Administrative Charges for equipment asset-tagging, transportation, and installation for the County-provided refresh equipment, as well as Regulatory and Administrative ("R&A") Change Budget Services for configuration, testing, and installation support.

The scope of this County Purchase includes the following:

- Administrative Charges
- R&A Change Budget Services

Assumptions:

- *General Assumptions*
 - The charges set forth in Section III below (the "Total Charges") are an estimate and are subject to changes at the time of ordering. The final charges will be provided to the Consortium at the time of invoicing.
 - This County Purchase does not include any new equipment, scanner covers, or retrofitting brackets for the kiosk, as the County will be responsible for providing such equipment.
 - The models of the kiosk refresh equipment procured by the County must be those approved by the Consortium, as the kiosk will be CalSAWS Managed equipment.
 - Equipment specifications are located on the CalSAWS Web Portal (CalSAWS Web Portal > Resources > CalSAWS Hardware Specs).
 - The County will be responsible for shipping the County-provided kiosk refresh equipment to the CalSAWS Remote Depot in Rancho Cucamonga, California, where Accenture staff will asset-tag the equipment. Once those activities have been completed, Accenture staff will transport the equipment to the County for installation.
 - All kiosk printer and scanner refresh equipment must be located at the CalSAWS Remote Depot at the outset of this project.
 - The County will be responsible for storing all equipment until installation. The County-provided storage facility must be capable of holding all equipment at the outset of this project.
 - Accenture staff will be responsible for the deployment and installation of the County-provided refresh equipment.

- The table below lists the addresses of each site and total quantity of kiosk printer and scanner at each site:

Site Address	Quantity of Kiosks
12625 Heacock, Moreno Valley	1
Total	1

- Administrative Charges will be invoiced in full upon receipt of the hardware at the CalSAWS Remote Depot in Rancho Cucamonga, California.
 - Equipment must be received at the CalSAWS Remote Depot in Rancho Cucamonga, California by May 31, 2024 in order for Administrative Charges to be invoiced to the County for State Fiscal Year ("SFY") 2023/24. Otherwise, these charges will be invoiced to the County for SFY 2024/25 and will require a revision to this County Purchase.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag the kiosk printer and scanner.
 - Transport the kiosk printer and scanner from the CalSAWS Remote Depot in Rancho Cucamonga, California to the one (1) County site.
 - De-installation and install of the refresh kiosk printer and scanner.
- R&A Change Budget Services will be worked and invoiced on a time and materials ("T&M") basis. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. R&A Change Budget Services are included in this County Purchase for Accenture staff to perform the following tasks:
 - Provide up to two (2) hours for configuration, testing, and installation support of the kiosk refresh equipment. This estimate is based on up to two (2) hours per kiosk for configuration.
 - R&A Change Budget Services will be worked and invoiced in State Fiscal Year ("SFY") 2023/24, through May 31, 2024. If the County requests for hours to be performed during SFY 2023/24 or 2024/25, then a revision to this County Purchase would be required.
 - Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours 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 staff will work with the County to develop a schedule for providing support following approval of this County Purchase.
 - This estimate is based on a staggered site deployment approach for the devices and based on CalSAWS Project team availability.
- This County Purchase does not include R&A Change Budget Services for flow design support for the refresh kiosk hardware, as there will not be a change to the flow on the kiosk as part of this kiosk hardware refresh.

- Any additional hours requested by the County for flow design support for the refresh would result in additional R&A Change Budget Services. These additional charges would require a revision to this County Purchase.
- After installation, future moves of the kiosk to different County offices would result in additional Administrative Charges and R&A Change Budget Services. These charges would be provided to the County via a separate County Purchase.
- Because the County-provided equipment is intended for refresh purpose, no new software licenses or Production Operations Charges are included in this County Purchase.
 - If the County would like to deploy any of the equipment intended for refresh purposes as growth, additional R&A Change Budget Services and monthly recurring Production Operations Charges per Managed device would apply. These additional charges would be provided to the County in a separate 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 Technology and Solutions Integration (“OTSI”) that supports this purchase by February 29, 2024 in order 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.
- The following Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will apply to the kiosk:
 - Performance Requirement #4 - Monthly Helpdesk Diagnosis Time
 - Performance Requirement #17 - Security Management Requirement
 - Performance Requirement #18 – Security Incident Reporting
 - Performance Requirement #19 – Security Incident Negligence

Performance Requirements other than those listed above will not apply to the kiosk.

- *Assumptions regarding hardware de-installation/installation*
 - The County-provided refresh equipment will be delivered by the County to the CalSAWS Remote Depot in Rancho Cucamonga, California, where Accenture staff will un-package and verify the model of each printer and scanner. All equipment will be asset-tagged, except for enclosure/chassis hardware, and the asset information will be entered into ServiceNow. After these activities have been completed, Accenture staff will re-package the equipment and transport to the County.
 - Accenture staff will report any defective equipment to the County for replacement.
 - Accenture staff will be responsible for de-installation of the existing kiosk printer and scanner, as well as installation of the County-provided refresh kiosk printer and scanner.
 - Accenture staff will work with the County to determine a schedule for de-installation and installation of the equipment following approval of this County Purchase.

- Installation of the kiosk refresh equipment on this order does not include the following:
 - Permits, bonds, and/or fees;
 - Hazardous material abatement;
 - Independent testing fees other than specified;
 - Electronic voice/data connectivity equipment (i.e., network components or phone systems);
 - Network drops to access points;
 - Electrical cabling;
 - Facility remediation;
 - Heating, ventilation, and air conditioning;
 - Battery backup or other type systems;
 - Outside plant conduit installation or repair;
 - Trenching in, restoration of, cutting, or patching of asphalt, concrete, or landscape.
- Accenture staff will perform all hardware delivery and de-installations/installations during normal business hours, between the hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays).
 - If the County requests such work be completed after business hours, then additional Administrative Charges and R&A Change Budget Services would apply and would require a revision to this County Purchase.
- The County will provide Accenture staff with suitable parking spots on site, including an enclosed parking facility overnight and employee parking during the day.
- The County will provide Accenture staff with the appropriate access badges or escorts throughout the duration of the project.
- During the time of the de-installations/installations, the County will provide sufficient personnel on site to accompany and support Accenture staff with the work effort (coordination at the sites, coordination with the users, etc.).
- Accenture staff will require access to all equipment, including areas inaccessible to unauthorized personnel.
- County staff will be responsible for ensuring that Accenture staff can access all equipment (i.e., removal of decorations must be performed by County staff prior to installation/de-installation).
- The County will provide Accenture staff with a conference room or similar secured area at the installation site for staging of the new equipment and storage of the retiring equipment prior to their disposal.
- Accenture staff will shut down the retiring equipment, de-install the equipment, and store in a conference room or similar secured area at the installation site.
- The kiosk cannot be plugged into a power strip.
- Accenture staff will require access to fax machines at the end of each day to submit asset information for equipment inventory and tracking.
- County staff will be responsible for trash removal and recycling.

II. Schedule:

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

III. Total Charges:

The following table outlines the Total Charges for this County Purchase.

Total County Purchase Charges	SFY 2023/24	SFY 2024/25	Total Charges
Administrative Charges	\$95.00	\$0.00	\$95.00
R&A Change Budget Services	\$348.00	\$0.00	\$348.00
Hardware and Software Charges	\$0.00	\$0.00	\$0.00
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
Production Operations Charges	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$0.00	\$0.00	\$0.00
Total Charges	\$443.00	\$0.00	\$443.00

IV. References:

This purchase will be tracked via ServiceNow Request RITM0049774.

V. Attachment 1 to the County Purchase RV-03-2023 - Pricing Schedules

COUNTY PURCHASE APPROVAL

This County Purchase is executed in accordance with the authority granted in the Memorandum of Understanding entered into between the County and the Consortium on March 19, 2019.

Subject: County Purchase – RV-03-2023

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

Riverside County

By: Charity Douglas
Printed Name: Charity Douglas
Title: (Director of DPSS)
Date: 02/14/2024

Approved As to Form
Riverside County Counsel

By: K. Wilkins
Printed Name: Katherine Wilkins
Title: Deputy County Counsel
Date: 02/14/2024

Notice Address:
Department of Public Social Services
4060 County Circle Drive
Riverside, CA 92503

CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Apr 1, 2024 11:14 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Apr 1, 2024

Notice Address:
CalSAWS Consortium
620 Roseville Parkway

Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (Mar 29, 2024 10:35 PDT)
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: Mar 29, 2024