

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase MT-01-2023 Monterey County - Network Model Change to County Point of Presence ("PoP")**

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**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”), Monterey County (“County”) has requested to change the County’s Customer Service Center (“CSC”) located at 713 La Guardia Street in Salinas, California (“Existing Site”) from a Managed network model to a County Point of Presence (“PoP”) network model, as further described in this County order form (the “County Purchase”). The County site located at 1590 Moffett Street, in Salinas, California (“PoP Connection Point”) will remain in place as the County PoP connection point.

**II. Scope:**

On August 7, 2023, the CalSAWS Project received a request from the County to initiate the transition from a Managed network model to a County PoP network model for the County’s CSC. Subsequent discussions were held with County IT staff to identify support and equipment needs. This request resulted in the need to work with the County to update the network and access control list (“ACL”) designs, reconfigure existing local equipment, remove central equipment that is no longer needed, and modify the CalSAWS M&O Services Plan.

This County Purchase includes one-time Regulatory and Administrative (“R&A”) Change Budget Services for implementing the new solution. Additionally, this County Purchase also outlines the impacts to existing equipment and software, and ongoing services.

The scope of this County Purchase includes the following:

- One-time R&A Change Budget Services Charges

**III. Assumptions:**

- The charges set forth in Section VI 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.
- The PoP Connection Point located at 1590 Moffett Street, in Salinas, California, will be the location for the County PoP connection point. The Existing Site will become a non-Managed site. All other sites in the County will continue to be non-Managed sites.

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- This County Purchase does not include any Hardware Charges for network infrastructure equipment.
- This County Purchase does not include Administrative Charges for recovering the central network infrastructure equipment from the Existing Site, as this work will be completed by Accenture staff during business hours. If the County requests such work be completed after business hours, then additional Administrative Charges would apply and would require a revision to this County Purchase.
- This County Purchase includes one-time R&A Change Budget Services related to the testing and integration for the network model change. One-time 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. This estimate is based on a maximum of 135 hours.
  - One-time 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 more hours to be performed during SFY 2023/24 or SFY 2024/25, then a revision to this County Purchase would be required.
  - If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
  - Accenture and the 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 via a revision/amendment to this County Purchase.
    - Provide up to eleven (11) hours for administration of the County Purchase order. This includes the management of the County Purchase work plan, coordination with CalSAWS teams and the County, tracking of the County Purchase progress, and providing status updates.
- The County has requested for the County's Customer Service Center ("CSC") to migrate to a PoP network model. The County can utilize Custom Call Control Panel ("Custom CCP") over the extranet and Default Call Control Panel ("Default CCP") over the County internet.
  - When the County adopts CalSAWS Enhanced Call Control Panel ("eCCP"), the County's network traffic will access eCCP via the County internet. Once the County migrates to accessing eCCP, the County will no longer have access to Custom CCP.
  - The County will be responsible for conducting capacity planning evaluation of the County's internet bandwidth prior to migrating to a PoP network model.

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- The County will be responsible for the configuration, maintenance, and operation of County internet to access eCCP.
- This County Purchase does not include recurring Production Operations Charges for WAN Administration.
  - If the total usage exceeds the existing bandwidth as a result of growth, additional lines and infrastructure equipment may be required. This could result in additional Hardware, Hardware Support, Software, Software Support, Administrative, R&A Change Budget Services, and Production Operations Charges. These charges would be provided to the County in a separate County Purchase.
  - Accenture will monitor the County's usage of existing network lines and discuss the addition of more lines with the County if necessary. Any additional lines would result in additional Production Operations Charges; these additional charges would be provided to the County in a separate County Purchase.
  - It is assumed that ongoing Production Operations Charges for WAN Administration will be funded by the Consortium through January 31, 2025, pending the availability of funds. In the event that the Consortium is not able to provide funding for ongoing Production Operations Charges for WAN Administration, the County will be responsible for funding such charges via a revision to this County Purchase.
- Accenture and CalSAWS Project staff will work with the County to develop a schedule for implementation following approval of this County Purchase.
  - That schedule will need to account for the CalSAWS DD&I Project schedule for migrating the CalWIN Counties from the CalWIN System to the CalSAWS System.
  - This estimate is based on a staggered project approach and shall not coincide with the CalSAWS DD&I Project schedule for migrating the CalWIN Counties to the CalSAWS System.
- Any changes in scope that occur during the creation of the implementation plan may result in additional R&A Change Budget Services, Administrative Charges, Hardware and Software Charges, Hardware Support Charges, and Software Support Charges and will require a revision/amendment to this County Purchase.
- If the County requests to change the address of the PoP connection point from 1590 Moffett Street, in Salinas, California to another site, additional Administrative, Hardware, Hardware Support, Software, R&A Change Budget Services, and Production Operations Charges will apply and will be provided to the County as a revision to this County Purchase.
- All connectivity from the CalSAWS PoP router to the County's workstations that access CalSAWS will be the responsibility of the County.

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- The County's transition to the County PoP network model will not impact its share of ongoing CalSAWS Project costs.
- Appendix 13.0 County Site Plans – PoP of the CalSAWS M&O Services Plan will be updated to reflect the network model change. All other Deliverables which have been already approved will not be updated.
- The County's change to the County PoP network model will not impact the Level One Service Desk functions performed by the CalSAWS Project.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document ("APD") from the Office of Technology and Systems 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.

#### IV. Joint Project Activities (CalSAWS and Monterey County):

The County will be transitioned from its existing CSC's Managed configuration to a single point of presence ("PoP"). This will include the following end state:

- The existing SD-WAN lines will remain in place to provide connectivity to the County's PoP connection point.
- Network routes, name resolution, and access controls will be changed to match PoP configurations.
- The County will ensure adequate bandwidth to support CalSAWS and County traffic, as well as provide any necessary infrastructure and resources for that management.

Table 1.0 below lists the activities required for implementing the solution and the responsible party for each activity.

**Table 1.0 – Project Activities**

Activities Plan			
Activity #	Activity Description	County Responsibility	CalSAWS Responsibility
1	<b>Network and ACL Design/Updates</b>		
1.1	County will reconfigure the existing PoP site to allow access for the CSC ancillary site.	Yes	Yes
1.2	County will need to procure or provide network firewalls/Layer 3 ("L3") routers for connectivity to CalSAWS if not already in place. County will follow instructions as outlined in the CalSAWS Request for Information ("CRFI").	Yes	No

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1.3	County will need to update configuration of L3 device and access control lists ("ACLs") for hand-off (firewall, router, or Layer 3 switch). County will follow instructions as outlined in the CRFI. - Extranet enablement - Routing policies - County installation and integration of L3 device	Yes	No
1.4	CalSAWS will work with County to configure and test route changes. County will follow instructions as outlined in the CRFI. - Interface Partner Testing ("IPT") readiness - Firewall policies and permissions	Yes	Yes
<b>2</b>	<b>CalSAWS Data Center Changes</b>		
2.1	CalSAWS will adjust Data Center firewall ACLs to permit any new County Ips (if needed) to *CalSAWS.net network resources hosted in Amazon Web Services ("AWS"). CalSAWS will put into place entries required to facilitate this connectivity.	No	Yes
<b>3</b>	<b>County will image CSC workstations with County image and configure workstations for access to CSC</b>		
3.1	County will image all CSC workstations with County image	Yes	No
3.2	County will install Custom CCP, eGain, and Calabrio on County CSC Workstations	Yes	No
3.3	CalSAWS will support County with troubleshooting for accessing Custom CCP and network changes to support this change	No	Yes
<b>4</b>	<b>Remove routers/circuits</b>		
4.1	CalSAWS will cancel circuits at the CSC Managed Site	No	Yes
4.2	CalSAWS will remove devices (switches, domain controller server, and UPSs) and follow decommissioning process	No	Yes
4.3	CalSAWS will update inventory records	No	Yes
<b>5</b>	<b>Decommission from Existing Site (access switches)</b>		
5.1	CalSAWS will either clear configurations of CalSAWS-specific items or wipe entire configuration on access switches and Domain Controller Server.	No	Yes
<b>6</b>	<b>Overall Project coordination, kick-off meeting, reporting, status meetings, etc.</b>		
6.1	County and CalSAWS staff will work together to coordinate project activities	Yes	Yes

## V. Impacts to Equipment:

Table 2.0 lists the equipment that will be impacted by the new solution. These equipment items are considered Central Equipment as defined in the Memorandum of Understanding ("MOU") between the Consortium and the member counties.

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- Items with a disposition of “Return to Consortium” will be removed from the County at the end of the cut-over process.

**Table 2.0 – Impacted Central Equipment**

Serial Number	Model	Location ID	Building	Category	Manufacturer	Asset Tag	Disposition
FJC253615LF	Cisco WS-C9300-48T-A	MT0086	713 La Guardia Street, Salinas, 93905	IP Switch	Cisco	50011096	Return to Consortium
FJC2536183J	Cisco WS-C9300-48T-A	MT0086	714 La Guardia Street, Salinas, 93905	IP Switch	Cisco	50011092	Return to Consortium
FJC2536182S	Cisco WS-C9300-48T-A	MT0086	715 La Guardia Street, Salinas, 93905	IP Switch	Cisco	50011097	Return to Consortium
FJC25361827	Cisco WS-C9300-48T-A	MT0086	716 La Guardia Street, Salinas, 93905	IP Switch	Cisco	50011098	Return to Consortium
MXQ51704RW	HP DL360p Gen8	MT0086	717 La Guardia Street, Salinas, 93905	Server	HP	40010382	Return to Consortium
AS1304244658	APC SMX2000RMLV2UNC	MT0086	719 La Guardia Street, Salinas, 93905	UPS	APC	UPS10203	Return to Consortium
AS1304244657	APC SMX2000RMLV2UNC	MT0086	720 La Guardia Street, Salinas, 93905	UPS	APC	UPS10202	Return to Consortium
AS1304244656	APC SMX2000RMLV2UNC	MT0086	721 La Guardia Street, Salinas, 93905	UPS	APC	UPS10201	Return to Consortium

## VI. Impacts to Software:

Subject to the terms of the MOU between the Consortium and the member counties, the Consortium retains ownership of all software licensing agreements purchased by the Consortium, including those procured and funded by the County via the County Purchase process. The County’s change to the County PoP network model has no impact on the ownership of software.

## VII. Impacts to Services:

Each network model comes with a standard complement of services associated with the model. The Managed network model includes a higher level of services provided by the CalSAWS Project than the County PoP network model. Following implementation of the County PoP network model, the following services that are currently provided by the CalSAWS Project will become the ongoing responsibilities of the County:

- Creating, updating, and maintaining the County workstation image.
- Configuring workstations, profiles, and security.
- Troubleshooting and repairing local equipment and software. Local equipment and software include, but are not limited to the following: workstations, printers, scanners, handheld barcode scanners, network infrastructure, and domain controller/file servers.
- Providing assistance in local equipment moves, site expansions, and new sites.
- Maintaining an environment and assisting with testing of changes to the image or workstations.
- Managing and deploying new software and/or software updates to the County workstations, including the operating system and anti-virus software.

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- Deploying new hardware and/or upgrades to existing hardware.
- Managing the Local Area Network (“LAN”) and Wide Area Network (“WAN”).

Although the CalSAWS Service Level Agreements (“SLAs”) remain in effect, many of them work differently in PoP Counties. For instance, CalSAWS Performance Requirement #21 (Local Repair Services) of Schedule 7 (Performance Requirements) to Exhibit X (Maintenance and Operations (“M&O”) Extension) of the Amended Restated and Revised Leader Replacement System Agreement will only apply to the CalSAWS PoP router once the County moves to the County PoP network model.

**VIII. Schedule:**

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

**IX. Total Charges:**

<b>Total County Purchase Charges</b>	<b>SFY 2023/24</b>	<b>SFY 2024/25</b>	<b>Total Charges</b>
<b>Administrative Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>R&amp;A Change Budget Services</b>	<b>\$23,732.85</b>	<b>\$0.00</b>	<b>\$23,732.85</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>\$23,732.85</b>	<b>\$0.00</b>	<b>\$23,732.85</b>

**X. References:**

This purchase is tracked via ServiceNow Request RITM0027450.

**XI. Attachment 1 to County Purchase MT-01-2023 – Pricing Schedules**



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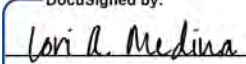
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**COUNTY PURCHASE APPROVAL**

Subject: **County Purchase – MT-01-2023**


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

**Monterey County**

DocuSigned by:  
By:   
DF027950448749D  
Printed Name: Lori Medina  
Title: Director of Social Services  
Date: 3/27/2024 | 5:59 PM PDT

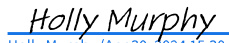
**Approved As to Form**

Monterey County Counsel

DocuSigned by:  
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Date: 3/27/2024 | 5:56 PM PDT


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**CalSAWS Consortium**

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**Accenture LLP**

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Date: Apr 30, 2024