

*California Statewide Automated Welfare  
System (CalSAWS)*

**County Purchase SB-04-2023  
San Bernardino County – Kiosk Printer Refresh  
(Quantity 26)**

## 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”), San Bernardino County (“County”) has requested asset-tagging, transportation, and installation for County-provided refresh equipment to replace the kiosk printers for the County’s existing kiosks, 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 as well as administration of the County Purchase order.

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 monitor brackets for the kiosks, 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 and break/fix equipment to the CalSAWS Remote Depot in Rancho Cucamonga, California, where Accenture staff will asset-tag the equipment and image the workstations. Once those activities have been completed, Accenture staff will transport the equipment to the County for installation.
    - All kiosk printer refresh and break/fix 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 printers at each site:

Site Address	Quantity of Kiosk Printers
265 East 4th Street San Bernardino, CA 92415-0080	2
2740 Little Mountain Drive San Bernardino, CA 92415-0085	1
56357 Pima Trail Yuca Valley, CA 92284	1
1881 W. Lugonia Ave, Redlands CA, 92374	1
1900 E. Main St. Barstow, CA 92311	1
1895 Del Rosa Ave, San Bernardino CA, 92415	2
9655 9th Ave, Hesperia, CA 92336	2
10825 Arrow Route Rancho Cucamonga, CA 91730	1
13886 Central Rd. Apple Valley, CA 92307	1
1175 W Foothill Blvd Rialto CA 92301	3
10875 Rancho Rd. Adelanto CA 92301	1
1627 E Holt Blvd Ontario CA 91761	2
7977 Sierra Ave, Fontana, CA 92336	2
1647 E Holt Blvd, Ontario CA 91761	1
15010 Palmdale Rd Victorville, CA 92392	3
1900 W Valley Blvd Colton, CA 92324	1
32353 Yucaipa Blvd, Yucaipa CA 92399	1
<b>Total</b>	<b>26</b>

- 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 printers and break/fix equipment.
  - Transport the kiosk printers and break/fix equipment from the CalSAWS Remote Depot in Rancho Cucamonga, California to the seventeen (17) County sites.
  - De-installation and install of the refresh kiosk printers.

- 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 fifty-two (52) 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.
  - Provide up to six (6) 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.
  - 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 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.
  - The 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 site deployment approach for the devices and shall not coincide with the CalSAWS DD&I Project schedule for migrating the CalWIN Counties to the CalSAWS System.
- 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 and/or FACTs 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 and break/fix purposes, no new software licenses or Production Operations Charges are included in this County Purchase.
  - If the County would like to deploy any of the refresh equipment intended for refresh or break/fix 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 Systems Integration (“OSI”) that supports this purchase by January 5, 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 kiosks and the County-provided FACTs:
  - Performance Requirement #4 - Monthly Helpdesk Diagnosis Time
  - Performance Requirement #17 - Security Management Requirement
  - Performance Requirement #18 – Security Incident Reporting
  - Performance Requirement #19 – Security Incident NegligencePerformance Requirements other than those listed above will not apply to the kiosks and the County-provided FACTs.
- *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. 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 printers, as well as installation of the County-provided refresh kiosk printers.
  - 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
<b>Administrative Charges</b>	<b>\$2,715.00</b>	<b>\$0.00</b>	<b>\$2,715.00</b>
<b>R&amp;A Change Budget Services</b>	<b>\$9,971.58</b>	<b>\$0.00</b>	<b>\$9,971.58</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 - Production Operations	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$12,686.58</b>	<b>\$0.00</b>	<b>\$12,686.58</b>

**IV. References:**

This purchase will be tracked via ServiceNow Request RITM0044219.

**V. Attachment 1 to the County Purchase SB-04-2023 - Pricing Schedules**

COUNTY PURCHASE APPROVAL

Subject: County Purchase - SB-04-2023

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

San Bernardino County

By: 

Printed Name: Leo Gomez

Title: (Director or Deputy Director) Purchasing Manager

Date: 3/28/24

Approved As to Form

San Bernardino County Counsel

By: 

Printed Name: Adam Ebright

Title: Deputy County Counsel

Date: 3/27/24

Notice Address:

834 Hardt Street

San Bernardino, CA 92415

CalSAWS Consortium

By: Holly Murphy  
Holly Murphy (Apr 29, 2024 09:55 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Apr 29, 2024

Accenture LLP

By: Arnold J. Malvick  
Arnold J. Malvick (Apr 29, 2024 09:33 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Apr 29, 2024

Notice Address:

CalSAWS Consortium

620 Roseville Parkway

Roseville, CA 95747