

California Statewide Automated Welfare System
(CalSAWS)

County Purchase RV-02-2023
Riverside County – Refresh of Damaged Kiosks
(Quantity 2)

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 to purchase two (2) refresh kiosks intended for use in the lobbies of two (2) of the County's existing Managed sites, as further described in this County order form (the "County Purchase"). This County Purchase includes Hardware Charges, Software Charges, and Hardware Support Charges for the new equipment, Administrative Charges for equipment asset-tagging and transportation, and Regulatory and Administrative ("R&A") Change Budget Services for equipment configuration, imaging, flow design support, and onsite support and training at go-live, as well as recurring Production Operation Charges for the administration of the County Purchase.

The scope of this County Purchase includes the following:

- Hardware Charges
 - (2) HP Kiosks, includes the following:
 - 1 x MicroTouch 22-inch Touch-Projected Capacitive Touchscreen Monitor with privacy filter installed (includes 5-year Manufacturer's Warranty)
 - 1 x Boca Lemur-Z 80MM1 Kiosk Printer (includes 3-years of Hardware Support, Printhead 90-day Manufacturer's Warranty)
 - 1 x Magnetic Stripe/Card Reader, reads DL and CC (includes 3-year Manufacturer's Warranty)
 - 1 x Code Reader 1000 Barcode Reader (includes 4-year Manufacturer's Warranty)
 - (2) California State Recycling Fee (per Monitor)
 - (2) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Windows 11 Professional 64-Bit Operating System (includes 3-year Manufacturer's Warranty)
 - (2) Fujitsu FI-8170 Scanner (Type 1 Scanner), includes 1 year of Hardware Support
 - (2) Print Media (80mm x 645 ft., 8 rolls per case)
 - (1) MicroTouch 22-inch Touch Projected Capacitive Touchscreen Monitor with privacy filter installed (includes 5-year Manufacturer's Warranty) (Break/Fix)
 - (1) California State Recycling Fee (per Monitor) (Break/Fix)
 - (1) Boca Lemur-Z 80MM1 Kiosk Printer (includes Printhead 90-day Manufacturer's Warranty) (Break/Fix)
 - (1) Magnetic Stripe Reader, reads DL and CC (includes 3-year Manufacturer's Warranty) (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader (includes 3 years of Hardware Support) (Break/Fix)
 - (1) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Windows 11 Professional 64-Bit Operating System (includes 3-year Manufacturer's Warranty) (Break/Fix)

- (1) Fujitsu FI-8170 Scanner (Type 1 Scanner), includes 1 year of Hardware Support (Break/Fix)
- Software Charges
 - (2) Windows 10 Enterprise Upgrade License with Software Assurance
 - (2) Microsoft Core Client Access License ("CoreCAL") per Device License with Software Assurance
- Hardware Support Charges
 - (2) Fujitsu FI-8170 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support
 - (1) Boca Lemur-Z 80MM1 Kiosk Printer - 3 years of Hardware Support (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader - 1 year of Hardware Support (Break/Fix)
 - (1) Fujitsu FI-8170 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support (Break/Fix)
- Administrative Charges
- R&A Change Budget Services
- Production Operation Charges

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 estimate includes shipping/handling and taxes as appropriate. The final charges will be provided to the Consortium at the time of invoicing.
 - Estimated Charges for hardware, hardware support, and software include a ten (10) percent contingency. The County will be invoiced for actual Hardware, Hardware Support, and Software Charges at the time of invoicing.
 - These estimated charges are valid through December 20, 2023, after which a new County Purchase will be required if the revised pricing exceeds the contingency.
 - Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance.
 - Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
 - Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag and transport two (2) kiosks.
 - Asset-tag and transport one (1) set of kiosk equipment intended for break/fix purposes.
 - 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 four (4) hours for kiosk imaging and configuration. This estimate is based on up to two (2) hours per kiosk for imaging and configuration.
- Provide up to three (3) 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.
- Although Accenture assistance will be provided to the County, the County will fully own the responsibility of defining and creating the process flows for the application on the kiosks.
- Provide up to sixteen (16) hours of on-site support and training following deployment of the two (2) kiosks. The Accenture resource(s) will be available to the County for eight (8) hours per day.
- Accenture staff will perform such work during normal business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays).
- 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 that shall not coincide with the CalSAWS DD&I Project schedule for migrating the CalWIN Counties to the CalSAWS System.
- After installation, future moves of the kiosks 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.
- 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 December 20, 2023 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.

- *Assumptions regarding kiosks*
 - The kiosks on this order are intended for use in the lobbies of two (2) of the County's existing Managed sites. The table below lists the address of each site and the total quantity of Managed kiosks that will be deployed at each site.

Site Address	Quantity of Managed Kiosks	Total Kiosks
1400 W Minthorn Street, Lake Elsinore CA, 92530	1	1
11060 Magnolia Ave, Riverside CA, 92505	1	1
	2	2

- New equipment will initially be delivered to the CalSAWS Remote Depot where Accenture staff will asset-tag and image the kiosks. Once those activities have been completed, Accenture will transport the equipment to the County.
 - Equipment delivery to the County sites will take place during normal business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays).
- Taxes for equipment items were estimated at a rate of 7.75% and based on the initial shipping location of Rancho Cucamonga, California.
- Taxes for HP PCs were estimated at a rate of 8.75% and based on the initial shipping location of Rancho Cordova, California.
- Taxes for Fujitsu scanners and hardware support for the scanners were estimated at a rate of 7.0% and based on the initial shipping location of Aberdeen, North Carolina.
- Shipping/handling charges for equipment items were estimated at a rate of 3.0%.
- The Consortium will retain ownership of all software licenses purchased under this County Purchase.
- The Consortium will transfer ownership of all hardware purchased under this County Purchase to the County, however, the equipment will continue to be CalSAWS Managed equipment.
- Financing is not available for equipment, including those that are capital assets (i.e., items with unit prices exceeding \$5,000).
- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for County Purchase Administration for the two (2) Managed kiosks on this order.
 - An estimate of up to two (2) hours per month for the administration of the County Purchase order will apply to the kiosks once deployed and in use. 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.
 - Recurring Technical Infrastructure Services Charges for County Purchase Administration are estimated to commence February 1, 2024 and continue through January 31, 2025.
 - These Technical Infrastructure Services Charges will be invoiced on a T&M basis.

- Recurring Technical Infrastructure Services Charges will be invoiced monthly in arrears to the Consortium, who will then invoice the County.
- This County Purchase includes two (2) kiosks that will be used to replace kiosks already in production.
 - Because the two (2) kiosks will be used for refresh, no new software licenses (with the exception of the Windows 10 Enterprise Upgrade licenses and Microsoft CoreCal licenses) or new Production Operations Charges for enhanced central support for the kiosks are included in this County Purchase, as the kiosks would assume the software and Production Operations Charges of the piece of equipment it replaces.
 - If the County would like to deploy any of the two (2) kiosks or any of the break/fix equipment as growth, additional software licenses, software support, and monthly recurring Production Operations Charges per Managed kiosk would apply. These additional charges would be provided to the County in a separate County Purchase.
- The kiosks on this order will include the following equipment:
 - Kiosk enclosure;
 - Desktop computer;
 - Touchscreen monitor;
 - Receipt Printer;
 - Magnetic stripe reader;
 - Barcode scanner;
 - Desktop scanner.
- The kiosks on this order are purchased with two (2) keys each for the kiosk front door access panel and the scanner cover. The County will be responsible for procuring replacements of the keys if needed. The County will also be responsible for safeguarding the keys, as well as for providing the keys to Accenture staff for onsite support.
- This County Purchase includes one (1) of each of the following spare equipment for break/fix purposes:
 - Desktop computer;
 - Touchscreen monitor;
 - Receipt Printer;
 - Magnetic stripe reader;
 - Barcode scanner;
 - Desktop scanner.
- The County will be responsible for storing the kiosks and kiosk equipment until installation/deployment. The County-provided storage facility must be capable of holding all equipment at the outset of this project.
- The County will be responsible for choosing the most appropriate location where each kiosk will be placed and used by customers.
 - The location for each kiosk should have accessibility to electrical power outlets.
 - A CalSAWS network jack will be required at the installation site of the kiosks. If a network jack is not available, then the County will be responsible for obtaining one.
 - The County is responsible for all facility-related work including, but not limited to the following: electrical, data/electrical cabling, HVAC, and furniture.

- The kiosks cannot be plugged into a power strip.
 - The County is responsible for adhering to applicable fire codes with regard to the placement and installation of the kiosks.
- The County will be responsible for set up and installation of the kiosks.
 - Due to the size and stability of the kiosks, it is recommended that the County anchor the kiosks to the floor for safety. Additionally, it is also recommended that County anchor the electrical plug to the power outlet to prevent unauthorized plugging.
- Installation of the kiosks 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.
- This County Purchase includes one (1) case of eight (8) rolls of receipt paper for each kiosk. Once this supply has been exhausted, the County will be responsible for the purchase and installation of replacement rolls. The County is also responsible for other consumables for the printer in the kiosks (toner, etc.).
- The County will be responsible for the purchase and installation of scanner maintenance kits for the scanners for the kiosks on this order.
- All MicroTouch touchscreen monitors are purchased with five (5)-year manufacturer's warranties from the date of purchase (unless noted otherwise). Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- All Boca printers are purchased with three (3)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- All magnetic stripe readers are purchased with three (3)-year manufacturer's warranties from the date of purchase (unless noted otherwise). No additional hardware support is available for the magnetic stripe readers on this order. Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes.
- All barcode readers are purchased with four (4)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.

- All HP desktop computers are purchased with three (3)-year manufacturer's warranties from the date of purchase (unless noted otherwise). Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- All Fujitsu scanners are purchased with four (4)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- No support is available for the kiosk integration/enclosures on this order.
- All Microsoft Windows 10 Enterprise Upgrade licenses are purchased with Software Assurance agreements from the date of purchase (unless noted otherwise). Once the Software Assurance agreements have expired, the County will be responsible for funding any refreshes.
 - Microsoft Software Assurance agreements provide key administrator features and security, as well as maintaining up-to-date versioning of the Windows 10 Enterprise product.
- All Microsoft CoreCAL licenses are purchased with Software Assurance agreements from the date of purchase (unless noted otherwise). Once the Software Assurance agreements have expired, the County will be responsible for funding any refreshes.
- 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 purchased under this County Purchase:
 - 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 kiosks purchased under this County Purchase.

II. Schedule:

The charges associated with this County Purchase will be incurred during SFYs 2023/24 and 2024/25.

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	\$1,266.00	\$0.00	\$1,266.00
R&A Change Budget Services	\$3,787.86	\$0.00	\$3,787.86
Hardware and Software Charges	\$41,003.06	\$0.00	\$41,003.06
Hardware Charges	\$38,196.09	\$0.00	\$38,196.09
Hardware Maintenance and Support Charges	\$1,370.68	\$0.00	\$1,370.68
Software Charges	\$1,436.29	\$0.00	\$1,436.29
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$1,184.00	\$2,368.00	\$3,552.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$1,184.00	\$2,368.00	\$3,552.00
Total Charges	\$47,240.92	\$2,368.00	\$49,608.92

IV. References:

This purchase will be tracked via a ServiceNow Request RITM0044394.

V. Attachment 1 to the County Purchase RV-02-2023 – 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-02-2023

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
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Riverside, CA 92503

CalSAWS Consortium

By: Holly Murphy
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Feb 26, 2024

Notice Address:
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Roseville, CA 95747

Accenture LLP

By: Arnold J. Malvick
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: Feb 20, 2024