

California Statewide Automated Welfare System (CalSAWS)

County Purchase SC-01-2024 Santa Clara County – Worker Assignment (“WA”) Robotic Process Automation (“RPA”) Bot

CalSAWS Consortium
Santa Clara County Purchase SC-01-2024

I. Overview:

The County of Santa Clara ("County") is a member of the California Statewide Automated Welfare System ("CalSAWS") Consortium, a party to the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the "Agreement") between CalSAWS Consortium and Accenture LLP ("Accenture"), the terms of which are incorporated by reference to this County Purchase order ("County Purchase").

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations ("M&O") Extension) of the Agreement, the County has requested a Worker Assignment ("WA") Robotic Processing Automation ("RPA") bot as further described in this County Purchase.

II. Execution of County Purchase

The parties to this County Purchase agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "ELECTRONIC COPY OF A SIGNED CONTRACT" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "ELECTRONICALLY SIGNED CONTRACT" means a contract that is executed by applying an electronic signature using technology mutually approved by the County, CalSAWS Consortium, and Accenture.

III. Scope:

The County identified a business requirement for Accenture to create a WA RPA bot solution that will log into CalSAWS to process program worker assignment changes based on a file input provided by the County. The WA RPA bot solution will reduce time spent by County users to process these worker assignment changes manually in the System.

This County Purchase describes the Software Charges, as well as Regulatory and Administrative ("R&A") Change Budget Services for Accenture to provide technical consulting support to build the related infrastructure and deploy it in the existing CalSAWS environments.

- The County will provide the input file(s) on a daily basis.
- The input file will be in comma-separated values ("CSV") format, sent to Accenture via Secure File Transfer Protocol ("SFTP") file transfer. The CSV file will contain the following data elements: Case Number, Program, Worker ID, and Start Date.
- The WA RPA bot will trigger on a daily basis upon receipt of the County-provided file and will perform the following actions daily in the CalSAWS Application:
 - Log in to the CalSAWS Application,
 - Navigate to the Workload Reassignment Detail page and enter the details from the file, and click "Reassign," and
 - Repeat the process for each record provided in the file.

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The one-time R&A Change Budget Services include up to 1,308 hours to assist the County with the following:

- Accenture will perform the design, development, testing, quality assurance (“QA”), and deployment of the WA RPA solution.
- Accenture will perform the following tasks that are required for delivering the solution:
 - Set up the development environment,
 - Provide System access, credentials, and development data for development and test environments,
 - Develop detailed requirements design,
 - Set up one (1) test environment and create packages for test environment,
 - Conduct User Acceptance Testing (“UAT”) and validate tests scripts with users,
 - Perform bug fixes identified during UAT.
 - Set up Production environment and create packages for Production environment, and
 - Perform system test.
- Accenture will provide the County with a daily historical report CSV file via email, which will include the following:
 - A summary, which will include:
 - Total number of transactions for the day,
 - Total number of transactions processed successfully, and
 - Total number of exceptions.
 - A detailed report of:
 - Transactions processed successfully, and
 - Exceptions processed.
- The WA RPA bot will trigger emails to the RPA Administration/Support team for any technical errors for support.
- The WA RPA bot will notify the business team in case the input file is missing for daily processing.
- Accenture will hold a detailed design session before starting the development.
- Accenture will test the WA RPA solution and validation of reports.
- Accenture will provide documentation as requested by the County, which may include system diagrams, presentation materials, or other documentation.
- Accenture will conduct User Acceptance Testing (“UAT”) with identified County staff.

This County Purchase also includes R&A Change Budget Services of up to eighty (80) 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.

This County Purchase includes up to fifteen (15) hours per month for recurring R&A Change Budget Services for Accenture staff to assist the County with support and monitoring of the WA RPA bot, providing reporting assistance as needed, and providing refactoring support for changes that affect the WA RPA bot solution.

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This County Purchase also includes recurring R&A Change Budget Services of up to three (3) hours per month 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 scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services
- Recurring R&A Change Budget Services
- Software Charges
 - (2) UiPath RPA License, commencing August 2, 2024 through November 30, 2024
 - (2) Microsoft Windows Remote Desktop Server Per User License with Software Assurance

IV. Assumptions:

- The charges set forth in Section VI 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.
- 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 1,388 hours. One-time R&A Change Budget Services are estimated to commence upon approval of this County Purchase and continue through August 31, 2024. 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.
 - Up to 356 hours will be worked and invoiced in State Fiscal Year (“SFY”) 2023/24, estimated to commence upon approval of this County Purchase and continue through the end of SFY 2023/24, May 31, 2024, pending approval of this County Purchase. If the County requests more hours for SFY 2023/24, a revision to this County Purchase would be required.
 - Up to 1,032 hours will be worked and invoiced in SFY 2024/25, estimated to commence June 1, 2024. Such hours may be worked and invoiced through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25 or SFY 2025/26, 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 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.

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- Recurring R&A Change Budget Services are included in this County Purchase for Accenture to assist the County with support and monitoring of the WA RPA bot, providing reporting assistance as needed, providing refactoring support for changes that affect the WA RPA bot solution, and for administration of the County Purchase order. Recurring R&A Change Budget Services will be worked and invoiced on a T&M basis and are estimated to commence September 1, 2024 and continue through July 31, 2025. These charges are based on an estimate of up to eighteen (18) hours of support per month.
 - Up to 162 hours will be worked and invoiced in SFY 2024/25, estimated to commence September 1, 2024, and continue through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25, a revision to this County Purchase would be required.
 - Up to thirty-six (36) hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025, and continue through July 31, 2025. If the County requests more hours for SFY 2025/26, 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 County will monitor the hours for Recurring R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for Recurring R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase. If a CalSAWS change impacts this County Purchase so that the work effort needed to adapt the solution exceeds the budget in this County Purchase, a separate County Purchase would be required.
- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- The Consortium will retain ownership of all software licenses purchased under this County Purchase.
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
- Changes to the existing RPA infrastructure will be reviewed and approved through the Consortium Technical Change Advisory Board prior to implementation.
- The County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- This County Purchase does not include any incremental charges for network infrastructure. If future changes to the CalSAWS System impact this County Purchase and would result in the need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase.
- All UiPath licenses are purchased with licensing agreements commencing August 2, 2024 and continuing through November 30, 2024. Once these agreements have expired, the County will be responsible for funding any licensing and support renewals or refreshes via the execution of a separate County Purchase.
- All Microsoft 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 RPA bots will process approximately 40,000 records per month.

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- To process the 40,000 records monthly, two (2) additional RPA bots will be deployed in the existing CalSAWS Production environment.
- Current development and testing infrastructure will be leveraged for developing and testing the WA RPA bot solution.
- UiPath RPA technology will be used to build and deliver this solution.
- The County will be responsible for providing an email distribution group for sending the daily historical report.
- Design, development, testing, and deployment of the WA RPA solution will be carried out virtually.
- Accenture will leverage existing CalSAWS test environments and masked data for testing of the WA RPA solution.
- The County will identify and provide the appropriate County staff to support project activities throughout the term of this County Purchase.
- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Agreement will not apply to 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 Technology and Solutions Integration (“OTSI”) that supports this purchase by April 30, 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.

V. Schedule:

The charges associated with this County Purchase will be incurred during SFYs 2023/24, 2024/25, and 2025/26.

VI. Total Charges:

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

Total County Purchase Charges	SFY 23/24	SFY 24/25	SFY 25/26	Total Charges
One-Time R&A Change Budget Services	\$70,045.08	\$199,827.00	\$0.00	\$269,872.08
Recurring R&A Change Budget Services	\$0.00	\$20,871.00	\$4,638.00	\$25,509.00
Hardware and Software Charges	\$0.00	\$8,526.48	\$0.00	\$8,526.48
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$8,526.48	\$0.00	\$8,526.48
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00	\$0.00
Total Charges	\$70,045.08	\$229,224.48	\$4,638.00	\$303,907.56

VII. Attachment 1 to the County Purchase SC-01-2024 – Pricing Schedules

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COUNTY PURCHASE APPROVAL

Subject: County Purchase - SC-01-2024

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

COUNTY OF SANTA CLARA

DocuSigned by:
By: James R. Williams
74FCE0CB79FA478...
Printed Name: James R. Williams, J.D.
Title: County Executive Officer
Date: 5/13/2024

DocuSigned by:
By: Daniel Little
5363F6550BF8495...
Printed Name: Daniel Little
Title: Director, Social Services Agency
Date: 5/7/2024

Approved as to Form:

DocuSigned by:
By: Katherine Erickson
952640E64BEC400...
Printed Name: Katherine Erickson
Title: Deputy County Counsel
Date: 5/7/2024

Notice Address:
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333 W. Julian Street, 3rd Floor
San Jose, CA 95110-2335

CalSAWS Consortium

By: Holly Murphy
Holly Murphy (May 16, 2024 11:13 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: May 16, 2024

Notice Address:
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620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (May 16, 2024 10:00 PDT)
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: May 16, 2024