

California Statewide Automated Welfare System (CalSAWS)

County Purchase SM-01-2023 San Mateo County – Kiosks (Quantity 5) and Production Operations for Managed FACTs (Quantity 5) – Revision 1

CalSAWS Consortium
San Mateo County Purchase SM-01-2023 – Revision 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”), San Mateo County (“County”) has requested to purchase five (5) kiosks for use in the lobbies of five (5) existing County sites, as well as asset-tagging, configuration, and deployment for five (5) County-provided Facilitated Access Control Tablets (“FACTs”) for use in the lobbies of five (5) existing County 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, as well as Administrative Charges for equipment asset-tagging, imaging, and transportation and Regulatory and Administrative (“R&A”) Change Budget Services for equipment configuration, flow design support, and onsite support and training at go-live. Additionally, this County Purchase includes ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed kiosks and FACTs.

The scope of Revision 1 to this County Purchase is to update the Assumptions, Section II (the “Schedule”), and Section III (the “Total Charges”) to include software renewals in State Fiscal Year (“SFY”) 2024/25 as well as ongoing recurring Production Operations for SFYs 2023/24 and 2024/25. The Assumptions, Schedule, and Total Charges sections have been updated to reflect these changes:

- Software renewals for McAfee licensing are included in SFY 2024/25.
- Monthly recurring Technical Infrastructure Services Charges for enhanced central support for the Managed kiosks and FACTs are estimated to commence July 1, 2023 and continue through January 31, 2025.
- There was an overall increase to the Total Charges included in Revision 1 to this County Purchase.

The scope of this County Purchase includes the following:

- Hardware Charges
 - (5) HP Kiosk, includes the following:
 - 1 x MicroTouch 22-inch Touch-Projected Capacitive Touchscreen Monitor with internal privacy filter installed (includes 5-year Manufacturer Warranty)
 - 1 x Boca Lemur-Z 80MM1 Kiosk Printer (includes 3 years of Hardware Support)
 - 1 x MagTek Magnetic Stripe Reader, reads DL and CC (includes 2-year Manufacturer's Warranty)
 - 1 x Code Reader 1000 Barcode Reader (includes 4 years of Hardware Support)
 - (5) California State Recycling Fee (per Monitor)
 - (5) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T Processor 2.00G, 18MB 6 cores 35W, 16GB DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Microsoft Windows 11 Professional 64-Bit with Downgrade to Windows 10 Professional 64-Bit Operating System (includes 3-year Manufacturer's Warranty)
 - (5) Fujitsu FI-8170 Scanner (Type 1 Scanner), includes 1 year of Hardware Support
 - (5) Print Media (80mm x 645 ft., 8 rolls per case)

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- (1) MicroTouch 22-inch Touch-Projected Capacitive Touchscreen Monitor with internal privacy filter installed (includes 5-year Manufacturer Warranty) (Break/Fix)
- (1) California State Recycling Fee (per Monitor) (Break/Fix)
- (1) Boca Lemur-Z 80MM1 Kiosk Printer (Break/Fix)
- (1) MagTek Magnetic Stripe Reader, reads DL and CC (includes 2-year Manufacturer's Warranty) (Break/Fix)
- (1) Code Reader 1000 Barcode Reader (Break/Fix)
- (1) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T Processor 2.00G, 18MB 6 cores 35W, 16GB DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Microsoft Windows 11 Professional 64-Bit with Downgrade to Windows 10 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
 - (5) Windows 10 Enterprise Upgrade License with Software Assurance
 - (1) McAfee MVISION License – 1-Year Subscription License with Annual Renewal
 - (1) McAfee Complete Data Protection License – 1-Year Subscription License with Annual Renewal
- Hardware Support Charges
 - (5) 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 - 4 years 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 Operations Charges
 - Recurring Charges for Technical Infrastructure Services – Enhanced Central Support

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 are valid through March 1, 2023, after which a new County Purchase will be required.
 - Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance.

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- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- This County Purchase does not include the FACTs or any new equipment for the FACTs, as the County will be responsible for providing such equipment.
 - The models of the new FACT equipment procured by the County must be those approved by the Consortium, as the FACTs will be CalSAWS Managed equipment.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag, image, and transport five (5) kiosks.
 - Asset-tag five (5) FACTs.
 - Asset-tag two (2) FACTs and FACT equipment intended for break/fix purposes.
 - Transport five (5) FACTs and two (2) FACTs intended for break/fix purposes from the CalSAWS Remote Depot in Rancho Cordova, California to the County sites.
- 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 ten (10) hours for kiosk configuration. This estimate is based on up to two (2) hours per kiosk for configuration.
 - Provide up to eighty (80) hours of support prior to deployment of the kiosks for site evaluation and to assist the County with its definition and creation of the process flows for the kiosks’ initial deployment.
 - This estimate is based on up to sixteen (16) hours of assistance for the creation of one (1) process flow per site for the five (5) County sites where the kiosks will be deployed. These charges are based on five (5) process flows for the kiosks on this order.
 - 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 ten (10) hours for FACT configuration. This estimate is based on up to two (2) hours per FACT to configure and load the FACT with the appropriate applications.
 - Provide up to eighty (80) hours of support prior to deployment of the FACTs for site evaluation and to assist the County with its definition and creation of the process flows for the FACTs’ initial deployment.
 - This estimate is based on up to sixteen (16) hours of assistance for the creation of one (1) process flow per site for the five (5) County sites where the FACTs will be deployed. These charges are based on five (5) process flows for the County-provided FACTs.
 - 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 FACTs.

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- Provide up to eighty (80) hours of on-site support and training following deployment of the five (5) kiosks and five (5) FACTs. The Accenture resource(s) will be available to the County for eight (8) hours per day.
- Accenture staff will work with the County to develop a schedule for providing support following approval of this County Purchase.
- 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 worked 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.
- After installation, future moves of the kiosks and/or the 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.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document (“APD”) from the Office of Systems Integration (“OSI”) that supports this purchase by May 10, 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 Maintenance and Operations Extension) of the Base Agreement will apply to the kiosks purchased under this County Purchase 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 Negligence

Performance Requirements other than those listed above will not apply to the kiosks purchased under this County Purchase and the County-provided FACTs.

- *Assumptions regarding kiosks*
 - The kiosks on this order are intended for use in the lobbies of five (5) of the County’s existing non-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.

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Site Name	Site Address	Quantity of Managed Kiosks	Total Kiosks
HSA Northern Region - Daly City	271 92nd Street, Daly City, CA 94015	1	1
HSA Northern Region - South San Francisco	1487 Huntington Avenue, South San Francisco, CA 94080	1	1
HSA Central Region - Harbor Bldg. B	400 Harbor Boulevard Bldg. B, Belmont, CA 94002	1	1
HSA Southern Region - Middlefield Road	2500 Middlefield Road, Redwood City, CA 94063	1	1
HSA Southern Region - East Palo Alto	2415 University Ave., East Palo Alto, CA 94303	1	1
		5	5

- New equipment will initially be delivered to the CalSAWS Remote Depot in Rancho Cordova, California where Accenture staff will asset-tag and image the kiosks. Once those activities have been completed, Accenture will transport the equipment to the County.
- Taxes for equipment items were estimated at a rate of 8.75% and based on the initial shipping location of Rancho Cordova, California.
- Shipping/handling charges for equipment items were estimated at a rate of 3.0%.
- 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 Consortium will retain ownership of all software licenses purchased under this County Purchase.
- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the five (5) Managed kiosks on this order.
 - These recurring Technical Infrastructure Services Charges will apply to the five (5) kiosks once deployed and in use and are based on an estimate of up to four (4) hours per month per kiosk.
 - Recurring Technical Infrastructure Services Charges for enhanced central support are estimated to commence July 1, 2023 and continue through January 31, 2025.
 - These Technical Infrastructure Services Charges will be invoiced on a T&M basis. These charges are based on an estimate of four (4) hours of support per month per kiosk.
 - Accenture will monitor the hours for enhanced central support and discuss the addition of more hours with the County if necessary. Any additional hours required for ongoing support of the kiosks would result in additional Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.
 - Recurring Technical Infrastructure Services Charges will be invoiced monthly in arrears to the Consortium, who will then invoice the County.
 - Enhanced central support for the kiosks includes the following:
 - Service requests would be transferred directly to Level 3 support to analyze, investigate, diagnose, and resolve tickets submitted by the County related to the kiosks.
 - Process support would be provided to the County for any changes or updates to the process flows on the kiosks following deployment.

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- Management and administering of accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations (“M&O”) Project would be provided.
- Regular maintenance activities and upgrades for the Managed devices would be provided:
 - Install and configure software updates and patches.
 - Monitor production devices, including monitoring servers, applications, and webservice.
 - Troubleshoot problems and incidents with the Lobby client and server infrastructure.
- Provide and maintain application availability.
 - Enhanced central support excludes any enhancements to the CalSAWS custom applications for the kiosk.
- 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.
- 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.
 - This County Purchase does not include any external power strips for 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:

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- 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 MagTek magnetic stripe readers are purchased with two (2)-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

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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 McAfee MVISION licenses and McAfee Complete Data Protection licenses are purchased with one (1)-year software agreements from the date of purchase (unless noted otherwise) with annual renewals. Once the software agreements have expired, the County will be responsible for funding any software renewals.
- *Assumptions regarding FACTs*
 - The County will be responsible for shipping the County-provided FACTs and FACT equipment to the CalSAWS Remote Depot in Rancho Cordova, California, where Accenture staff will asset-tag, configure, and load the FACTs with the appropriate applications. Once those activities have been completed, Accenture will transport the FACTs to the County for deployment.
 - All FACT equipment must be located at the CalSAWS Remote Depot at the outset of this project.
 - The FACTs are intended for use in the lobbies of five (5) of the County's existing non-Managed sites. The table below lists the address of each site and the total quantity of Managed FACTs that will be deployed at each site.

Site Name	Site Address	Quantity of Managed FACTs	Total FACTs
HSA Northern Region - Daly City	271 92nd Street, Daly City, CA 94015	1	1
HSA Northern Region - South San Francisco	1487 Huntington Avenue, South San Francisco, CA 94080	1	1
HSA Central Region - Harbor Bldg. B	400 Harbor Boulevard Bldg. B, Belmont, CA 94002	1	1
HSA Southern Region - Middlefield Road	2500 Middlefield Road, Redwood City, CA 94063	1	1
HSA Southern Region - East Palo Alto	2415 University Ave., East Palo Alto, CA 94303	1	1
		5	5

- The FACTs utilize a wireless infrastructure to allow workers to securely access CalSAWS. This County Purchase does not include wireless infrastructure equipment to enable wireless connectivity. The County will be fully responsible for the procurement and installation of wireless infrastructure that has access to CalSAWS to support use of the FACTs at each site. This includes, but is not limited to:
 - Wi-Fi Protected Access II (WPA2) Protocol.
 - Encryption required must be Advanced Encryption Standard (AES) 256-bit.
- The FACTs require mobile device management from the CalSAWS Project team. The CalSAWS Project team uses mobile device management software (ManageEngine Mobile Device Manager and Zoho Assist) to manage operating system updates, application deployment, and remote access for troubleshooting. The County is required to provide network connectivity between the FACTs and the mobile device management infrastructure. The CalSAWS Project team will create ServiceNow ticket(s) during the deployment process to track these changes.
 - County-provided FACTs must have Samsung Knox enabled to allow for the FACT to be enrolled in mobile device management from the CalSAWS Project.

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- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the five (5) FACTs.
 - These recurring Technical Infrastructure Services Charges will apply to the five (5) FACTs once deployed and in use and are based on an estimate of up to four (4) hours per month per FACT.
 - Recurring Technical Infrastructure Services Charges for enhanced central support for the FACTs are estimated to commence July 1, 2023 and continue through January 31, 2025.
 - These Technical Infrastructure Services Charges will be invoiced on a T&M basis. These charges are based on an estimate of four (4) hours of support per month per FACT.
 - Accenture will monitor the hours for enhanced central support and discuss the addition of more hours with the County if necessary. Any additional hours required for ongoing support of the FACTs would result in additional Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.
 - Recurring Technical Infrastructure Services Charges will be invoiced monthly in arrears to the Consortium, who will then invoice the County.
 - Enhanced central support for the FACTs include the following:
 - Service requests would be transferred directly to Level 3 support to analyze, investigate, diagnose, and resolve tickets submitted by the County related to the FACTs.
 - Process support would be provided to the County for any changes or updates to the process flows on the FACTs following deployment.
 - Management and administering of accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations (“M&O”) Project would be provided.
 - Regular maintenance activities and upgrades for the Managed devices would be provided:
 - Install and configure software updates and patches.
 - Monitor production devices, including monitoring servers, applications, and webservices.
 - Troubleshoot problems and incidents with the Lobby client and server infrastructure.
 - Provide and maintain application availability.
 - Enhanced central support excludes any enhancements to the CalSAWS custom applications for the FACTs.
- The County is responsible for consumables for the portable printer that is used with the FACTs (receipt paper, toner, printer, maintenance kits, etc.).

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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 (Inclusive of Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
Administrative Charges	\$3,253.00	\$0.00	\$3,253.00	\$3,253.00	\$0.00
R&A Change Budget Services	\$45,240.00	\$0.00	\$45,240.00	\$45,240.00	\$0.00
Hardware and Software Charges	\$85,517.82	\$237.99	\$85,755.81	\$85,517.82	\$237.99
Hardware Charges	\$81,343.15	\$0.00	\$81,343.15	\$81,343.15	\$0.00
Hardware Maintenance and Support Charges	\$2,208.65	\$0.00	\$2,208.65	\$2,208.65	\$0.00
Software Charges	\$1,966.02	\$237.99	\$2,204.01	\$1,966.02	\$237.99
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$65,120.00	\$47,360.00	\$112,480.00	\$35,520.00	\$76,960.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$65,120.00	\$47,360.00	\$112,480.00	\$35,520.00	\$76,960.00
Total Charges	\$199,130.82	\$47,597.99	\$246,728.81	\$169,530.82	\$77,197.99

IV. References:

This purchase will be tracked via ServiceNow.

V. Attachment 1 to the County Purchase SM-01-2023 – Pricing Schedules

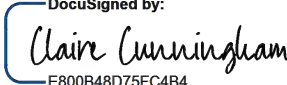
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COUNTY PURCHASE APPROVAL

Subject: County Purchase – SM-01-2023

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

San Mateo County


By:  DocuSigned by:
F800B48D75FC4B4...
Printed Name: Claire Cunningham
Title: (Director or Deputy Director) Agency Director
Date: 6/1/2024 | 9:14 AM PDT

Approved As to Form
San Mateo County Counsel

By: 
Printed Name: Lisa Cho
Title: Deputy County Attorney
Date: May 31, 2024


Notice Address:
County of San Mateo
1 Davis Drive
Belmont, CA 94002

CalSAWS Consortium

By:  Holly Murphy (Jun 5, 2024 08:07 PDT)
Printed Name: Holly Murphy
Title: CalSAWS PMO Director
Date: Jun 5, 2024

Notice Address:
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11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670-4481

Accenture LLP

By:  Arnold J. Malvick (Jun 4, 2024 16:03 PDT)
Printed Name: Arnold J. Malvick
Title: Accenture Project Executive
Date: Jun 4, 2024