

# CalSAWS

## ***AMENDED, RESTATED AND REVISED LEADER REPLACEMENT SYSTEM AGREEMENT***

***Attachment 4 to Change Notice Thirty-Five  
(Statement of Work for Security and Upgrades ),  
inclusive of Schedule 3W of the Attachment 2  
(CalSAWS M&O Pricing Schedules) to Schedule 1  
(Statement of Work for CalSAWS Maintenance and  
Operations (“M&O”) Project) to Exhibit X***

**CalSAWS Consortium,  
a California Joint Powers Authority**

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## **1. INTRODUCTION AND OVERVIEW**

For the purposes of this Attachment 4 ("SOW" or "Statement of Work") to Amendment Number Thirty-Five to Exhibit X of the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System ("Agreement") the meaning of all terms used in this SOW shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to this SOW shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this SOW.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide several upgrade and security implementations during SFY 23-24, SFY 24-25, and SFY 25-26, as further described below in this SOW.

### **1.1 SCHEDULE**

The term of this SOW shall commence on April 1, 2024 and continue through July 31, 2025. The Parties acknowledge and agree that in the event that Accenture is not able to complete the Work under this SOW prior to the expiration of the Agreement due to delays in the release of Third-Party Software, the Consortium will be entitled to terminate any remaining Work. Accenture will be entitled to receive payment by Consortium for full or partial Work accepted by the Consortium before such termination.

## **2. STATEMENT OF WORK**

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources from April 1, 2024 through July 31, 2025 to assist the Consortium with the following tasks:

- For the period starting from July 01, 2024 to January 31, 2025 this SOW includes up to 2,240 hours for Accenture resources to provide one-time im-

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plementation work for the CSAC-46: ZTA - Strong Authentication for internal APIs Project. This work will update the CalSAWS core application and Services to consume the APIs using OAuth or stronger authentication. CalSAWS application will be updated to consume File Service API, Imaging API and Lobby API using OAuth. Lobby Service will be updated to consume Email Service and File Service using OAuth. Portal Service will be updated to consume File Service, Imaging Service and CalSAWS service using OAuth. The scope includes design, implementation, and testing of the applications and impacted services. The scope also includes building the required infrastructure and operationalizing it. In order to support maintenance and operations post implementation, up to 40 hours is identified for Accenture resources to support until January 31, 2025.

- For the period starting from June 01, 2024 to September 30, 2024 this SOW includes up to 768 hours for Accenture resources to provide one-time implementation work for the WIAM-18: Identity - Password Authentication Project. This work will update the identity and access management capabilities within ForgeRock to meet NIST Rev 5 enhancements for specifications of Control IA-5(1), IA-5(2), IA-5(6) for effective password management specifically to implement a new dictionary file acceptance process within the Forge Rock Application to prevent well known passwords from being used. The scope includes design, implementation, and testing of impacted services.
- For the period starting from April 01, 2024 to October 31, 2024 this SOW includes up to 5,760 hours for Accenture resources to provide one-time implementation work for the CSAC-36: Upgrade AppSec Scanning Capabilities with all in one tool for dependency checking, SAST, DAST, MAST, IAST, SCA, and CI/CD capabilities Project. This work will update the security scanning capabilities as part of the software development lifecycle to include a single tool for the dynamic application security testing, static application security testing, static code analysis, and continuous integration /

continuous deployment pipelines. The scope includes design, implementation, and testing of the application and impacted services.

- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 3,440 hours for Accenture resources to provide one-time implementation work for the DMDP-23: AWS MACIE Project. This work will update the data security capabilities as part of the data classification and retention lifecycle to include a tool for the dynamic scanning of sensitive data stores to identify areas where PII (Personal Identifiable Information) and SPII (Sensitive Personal Identifiable Information) reside within the Amazon environment. The scope includes design, implementation, and testing of the application and impacted services. In order to support maintenance and operations post implementation, up to 120 hours is identified for Accenture resources to support until January 31, 2025.
- For the period starting from July 01, 2024 to December 31, 2024 this SOW includes up to 2,080 hours for Accenture resources to provide one-time implementation work for the IA-12: Identity Proofing - ForgeRock Integration Only Project. This work will update the identity and access management capabilities within ForgeRock to meet NIST 800-53 Revision 5 requirements at the Moderate control level, Control IA-12, along with its sub-controls IA-12(2), IA-12(3), and IA-12(5), mandating the implementation of identity proofing measures for end users, aligning with specified assurance levels. The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 4,102 hours for Accenture resources to provide one-time implementation work for the DMDP-21: Microsoft Purview Data Security Project. This implementation will include:
  - Providing best practice guidance on Microsoft Purview, including defining policy templates that will meet the requirements.

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- Building consensus with Consortium stakeholders for best practice sensitive data classifications, given the CalSAWS environment.
- Configuration, testing, and defining process for rolling out classifications for use whether manual or auto classified.
- Defining and test up to 5 custom DLP (Data Loss Prevention) policy templates.
- Enabling DLP for the endpoint and other locations defined and agreed to in discovery, understand other locations use connectors that may have known limitations at the time of implementation.
- Organizational change management, end-user or support staff training, communications, and corresponding OWDs

Please note, the proposed licensing does not include premium search for Copilot or Copilot interactions. In order to support maintenance and operations post implementation, up to 320 hours is identified for Accenture resources to support until January 31, 2025.

- For the period starting from June 01, 2024 to November 30, 2024 this SOW includes up to 3,360 hours for Accenture resources to provide one-time implementation work for the SSP/Scope/Organization Defined Parameters NIST Project. This is a set of hours to cover for design and implementation of To-be-determined Consortium-defined control parameters and scope of Accenture SSP that may require new processes and procedures, additional coverage or capabilities. The duration and output of this work assumes commencement of effort in June 2024 and that the onboarded team will enhance identified processes to align with NIST 800-53 Rev 5 requirements (which can include producing of evidence artifacts supporting the controls identified in the Justification section above, including, but not limited to, security and privacy training materials (AT-2), control assessment plans (CA-2), security and privacy configuration testing CM-3, etc.) and will continue up until November 30, 2024, up to 3,360 hours. The team will coordinate with

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Consortium PMO to confirm the documentation requiring updates prior to starting the work. Regular checkpoints will be established to ensure alignment on the scope of documentation updates and quality of deliverables.

- For the period starting from June 01, 2024 to December 31, 2024 this SOW includes up to 5,080 hours for Accenture resources to provide one-time implementation work for the Non-Implementation/Process Change and Roll-out Project. This is a set of hours to develop new, and update procedures to meet new NIST Requirements that require process redesign, procedure roll-out and training. The duration and output assumes commencement of effort in June 2024 and that the onboarded team will continue to make progress to review and align OWDs (i.e. 12.0 Security Management Plan, and supporting OWDs, such as Access Control for RDS, Application Security Vulnerability Ticketing Procedure, AWS GuardDuty Response Guide, etc.) with the new NIST 800-53 Rev 5 requirements and will continue up until December 31, 2024, up to 5,080 hours. The team will coordinate with Consortium PMO to confirm the documentation requiring updates prior to starting the work. Regular checkpoints will be established to ensure alignment on the scope of documentation updates and quality of deliverables.
- For the period starting from June 01, 2024 to December 31, 2024 this SOW includes up to 1,280 hours for an Accenture resources to provide a Program Manager to support the NIST related projects (WIAM-18, CSAC-36, DMDP-23, IA-12, DMDP-21, TLM-11). This is a resource responsible for overseeing all NIST Alignment activities impacting the security enhancements as outlined above. The program manager will be responsible for the delivery of control enhancements, artifacts, and key deliverables as it pertains to the uplift efforts.
- For the period starting from July 01, 2024 to November 30, 2024 this SOW includes up to 1,200 hours for Accenture resources to provide one-time im-

plementation work for the TLM-11: NIST Rev 5 – Enablement of Split Tunneling & Replacement of VPN Anyconnect client with alternate product-Zscaler / AWS Verified Access / Perimeter21 / Cisco Duo Project. Accenture’s scope of work would be to evaluate viable vendor solutions that allow us to meet a secured adoption of remote connectivity with split tunneling, and future Zero Trust Architecture (ZTA) requirements (which are not yet defined) in accordance with the NIST R5 requirements (which are not yet defined). Accenture’s scope would include procurement, design, deploying this new solution, integrating with monitoring and redefining policies and developing requirements to ensure security alignment with the design and requirement matrix. In addition, scope will ensure documentation updates and handover to Operations for day-to-day run-time.

- For the period starting from July 01, 2024 to July 31, 2025 this SOW includes up to 1,160 hours for Accenture resources to provide one-time implementation work for the CSAC-31: Analyze and implement application changes to support phasing out third party cookies Project. The scope of this work will be to assess the impacted CalSAWS application to support the third party phasing out of cookies in modern browsers, then to implement consortium prioritized recommended changes that fit within the hours for design, implementation, and testing of the applications and impacted services, as defined in Schedule 3W of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.
- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 435 hours for Accenture resources to provide one-time implementation work for the CSAC-26: Enhanced E-mail Message Examination Project. Accenture will design, configure, pilot, and implement the following features to enhance mail security. Safe attachments, safe links, anti-phishing policies, automated investigation and response, as well as attack simulation training. The attack simulation training uses real world



phish lures to educate end-users. In order to support maintenance and operations post implementation, up to 80 hours is identified for Accenture resources to support until January 31, 2025. This work requires the software to be purchased and acquired by the Consortium before July 2024, otherwise additional hours and schedule delays will be realized.

- For the period starting from June 01, 2024 to May 31, 2025 this SOW includes up to 8,030 hours for Accenture resources to provide one-time implementation work for the ISA-20: Migrate Production accounts to TFC managed account Project. The scope of this work item is to migrate core-app-production AWS account to new AWS account totally managed by Terraform cloud. This includes Training, County preview, PRT, Production and DR environments. All services currently hosted for these environments will be migrated to new TFC enabled AWS account. This also includes DevOps Pipelines currently running in coreapp-production account (Ansible and Jenkins) migration to new AWS accounts.
- For the period starting from June 01, 2024 to July 31, 2024 this SOW includes up to 200 hours for Accenture resources to provide one-time implementation work for the CSAC-05: Replace Physical Equinix hosted BigIP F5 with NextGen hardware Project. Accenture will perform the pre-requisite initial product assessment, procurement, and delivery of hardware to replace the physical equinix hosted BigIP F5 with the next generation of hardware. After this is completed, the next phase of work, **not included in this scope**, to manage the end-to-end design to migration journey, will be contracted separately.
- For the period starting from June 01, 2024 to December 31, 2024 this SOW includes up to 2,150 hours for Accenture resources to provide one-time implementation work for the CSAC-10: New / Replace Virtual BigIP F5 with

NGFW at Partner Exchange (US-West and US-East) & Network Prod Account (US-West and US-East) Project. To achieve the overall replacement of the Virtual BigIP F5, there will be three phases:

- Phase 1- Replacement of F5 in US-West Partner Exchange with NGFW + Enhancements to Security
- Phase 2 - Build a new partner Exchange in US-East
- Project 3- General Security Tuning and policy updates across Partner Exchange and Network Prod Account

This SOW and implementation covers only phase 1, replacement of F5 in US-West Partner Exchange with NGFW + Enhancements to Security. Accenture will perform the pre-requisite initial product assessment and procurement. The remaining phases 2 and 3 are **out of scope** of this SOW and will be contracted separately at a later date.

- For the period starting from June 01, 2024 to November 30, 2024 this SOW includes up to 1,490 hours for Accenture resources to provide one-time implementation work for the TLM-19: Upgrade Nodejs Lambdas to version 20 (Covers API Developer Portal, Authorizer lambda, Operational and other lambdas) Project. This implementation will include the upgrade of the below application Lambda v20:
  - Authorizer Lambda
  - Operational Lambda

The scope includes design, implementation, and testing of the application and impacted services.

- For the period starting from August 01, 2024 to December 31, 2024 this SOW includes up to 800 hours for Accenture resources to provide one-time implementation work for the TLM-20: Upgrade JAVA Lambdas to latest version (Contact Center) Project. The Contact Center JAVA Lambdas will

be upgraded to version 21. The scope includes design, implementation, and testing of the application and impacted services.

- For the period starting from July 01, 2024 to December 31, 2024 this SOW includes up to 1,695 hours for Accenture resources to provide one-time implementation work for the TLM-67: CA-269035 - Migrate Spectrum UAM Loqate to Global Addressing Module (GAM) Project. The Spectrum UAM Loqate module is currently used for Address normalization by CalSAWS application. The scope of this work is to migrate the UAM Loqate module to Global Addressing Module (GAM). The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from June 01, 2024 to October 31, 2024 this SOW includes up to 800 hours for Accenture resources to provide one-time implementation work for the TLM-16: Texting - Upgrade Nodejs Lambdas to version 20 Project. This work will upgrade the Texting Service Lambda Nodejs version to v20. The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from July 01, 2024 to October 31, 2024 this SOW includes up to 700 hours for Accenture resources to provide one-time implementation work for the TLM-17: Child Care Portal - Upgrade Nodejs Lambdas to version 20 Project. This work will upgrade the ChildCare Portal Lambda Nodejs version to v20. The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from December 01, 2024 to April 30, 2025 this SOW includes up to 1,200 hours for Accenture resources to provide one-time implementation work for the TLM-18: Contact Center - Upgrade Nodejs Lambdas to versions 22+ Project. This work will upgrade the Contact Center Lambda Nodejs version to v22. The scope includes design, implementation, and testing of the application and impacted services.

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- For the period starting from June 01, 2024 to November 30, 2024 this SOW includes up to 2,320 hours for Accenture resources to provide one-time implementation work for the TLM-21: (Upgrade Spring Version to latest version in CalSAWS Core) Project. This work will upgrade the CalSAWS application to support the latest Spring Framework version. The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from June 01, 2024 to November 30, 2024 this SOW includes up to 1,340 hours for Accenture resources to provide one-time implementation work for the TLM-22: Upgrade Spring and SpringBoot Version to latest version in CalSAWS SpringBoot APIs Project. This work will upgrade the SpringBoot services to support the latest Spring Framework and SpringBoot version. The scope includes design, implementation, and testing of the application and impacted services.
- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 3,200 hours for Accenture resources to provide one-time implementation work for the TLM-23: Upgrade CalSAWS libraries to be n-1 compliant) Project. This work will upgrade the CalSAWS application and SpringBoot services to support the latest version of open-source libraries as of February 29, 2024. The scope includes design, implementation and testing of the application and impacted services.
- For the period starting from August 01, 2024 to February 28, 2025 this SOW includes up to 8,920 hours for Accenture resources to provide one-time implementation work for the TLM - 68: Upgrade ODM (Operational Decision Manaher) Rules Engine to version 8.12 Project. This work will upgrade the CalSAWS core application to support the latest ODM Rules Engine version 8.12. The scope includes design, implementation, and testing (Functional Regression, Integration, Performance Testing and EDBC Schema comparison) of the application and impacted services.

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- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 975 hours for Accenture resources to provide one-time implementation work for the TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls Project. This project aims to develop a sandbox/lower environment where administrators can carry out POC and pre-roll out checks. Accenture's scope includes developing simulation models representing the CalSAWS environment. Accenture would enable this lab to simulate execution of test scripts to validate new O/S features, conducting risk assessments, and conducting device migration. In addition to the above, documentation updates and operational readiness will be included. Currently there is no release date for the Switch operating systems. If the switch operating systems are not released by May 2024, the 135 hours planned for November 1, 2024 to January 31, 2025 could be delayed and a contract amendment required.
- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 880 hours for Accenture resources to provide one-time implementation work for the TLM-07: Replace TPX SD-WAN (Routers & Virtual Firewall) and TPX Adtran EOL Switches with new models from TPX Project. This project aims to support TPX while it replaces the EOL (end-of-life) hardware. Accenture's scope includes modeling the migration in a test environment, developing a migration or roll out plan. Accenture would communicate and coordinate the hardware refresh with the county sites and key stakeholders while also organizing field support and inventory management where applicable. The scope of procurement of hardware and overall effort to design, deploy, configure, and harden the equipment would be with TPX, including the cost of new hardware.
- For the period starting from June 01, 2024 to November 30, 2024 this SOW includes up to 3,360 hours for Accenture resources to provide one-time implementation work for the TLM-03: Major Upgrade - Analytics stack (EMR Upgrade, Python Upgrade and Qlik and Nprinting Upgrade) Project. The

scope of this work is to upgrade in all Analytics environments (lower and production) the following components:

- Python in the Analytics ecosystem from version 3.7 to version 3.9
- EMR Analytics cluster from version 6.10 to version 7.0.0 or later
- Qlik Sense from November 2022 to Feb/May 2024
- NPrinting/NPrinting Designer from May 2022 to Feb/May 2024

Please note, the exact version numbers are subject to change based on timing and landscape at time of upgrade, testing results in lower environments, and security or vulnerability patch releases.

- For the period starting from June 01, 2024 to January 31, 2025 this SOW includes up to 3,082 hours for Accenture resources to provide one-time implementation work for the TLM-34: Win11 Migration Project. The project will include the planning, design, including the group policy alignment for Windows 11 and testing of application deployments to the platform as well as testing for in-place upgrades for project laptops only. County laptop upgrades will be contracted separately in a future scope of work. Functional application testing will also be performed against beta users prior to upgrades. The team will reserve the right to upgrade either in-place or via a hardware replacement dependent on the situation. Also included are the same elements for Windows 11 in the AWS WorkSpaces environment.
- For the period starting from June 01, 2024 to August 31, 2024 this SOW includes up to 396 hours for Accenture resources to provide one-time implementation work for the TLM-36: Upgrade Windows 2016/2019 Servers to Windows Server 2022 Project. The scope of this effort is to complete the design, test, and upgrade process for the remaining 2016 and 2019 Windows servers that are in support of the Project infrastructure. This will also include validating the security controls for Windows Server 2022 since controls can change from version to version. Once complete, upgrades will take place as

approved through the Change Management process. The Central Intel managed servers are out of scope as their current hardware would not support the upgrade to 2022.

- For the period starting from November 01, 2024 to April 30, 2025 this SOW includes up to 4,608 hours for Accenture resources to provide one-time implementation work for the TLM-05: ForgeRock - Major version upgrade Project. This upgrade will be the 8.0 full major upgrade of the ForgeRock application once the new release is provided from the vendor. The ForgeRock team continues to make necessary minor upgrades when released. This work assumes that the next major version of ForgeRock is release prior to September 2024, otherwise a contract amendment will be needed to reschedule this work.
- For the period starting from June 01, 2024 to August 31, 2025 this SOW includes up to 1,000 hours for Accenture resources to provide one-time implementation work for the TLM-30: RHEL OS Upgrade Project. This request is to upgrade all servers (CalSAWS - Red Hat Linux Enterprise) currently running on RHEL 7.9 to RHEL 8.8. This work assumes an estimated 280 servers identified to upgrade to version RHEL 8.8.
- For the period starting from June 01, 2024 to December 31, 2024 this SOW includes up to 1,210 hours for Accenture resources to provide one-time implementation work for the TLM-31: DevSecOps tools upgrade Project. This scope of work is to upgrade the following DevSecOps tools: JIRA, Bitbucket, Jenkins, Agitar, and Artifactory. The upgrade work is to upgrade to the following version:
  - Jenkins release version every quarter - Sept 2024
  - JIRA upgrade Scheduled in Oct 2024
  - Bitbucket upgrade scheduled in Nov 2024
  - Agitar upgrade scheduled in Aug 2024

- Artifactory Upgrade scheduled in Aug 2024

This implementation includes upgrading all instances of these tools, testing devops pipelines with the support of application development and Testing Team.

- For the period starting from June 01, 2024 to May 31, 2025 this SOW includes up to 8,798 hours for Accenture resources to provide one-time implementation work for the TLM-39: Lobby Management Modernization Project. This initiative will create a new Lobby Application that is device-agnostic, moving away from our current device-specific applications. This new application will be web-based, ensuring broader accessibility and compatibility across different devices. The scope includes design, implementation and testing of the application and impacted services.
- For the period starting from September 01, 2024 to May 31, 2025 this SOW includes up to 1,950 hours for Accenture resources to provide one-time implementation work for the TLM-40: Lobby Monitor Updates Project. This initiative will focus on updating the Lobby Monitor Application to ensure compliance with the N-1 standards. The Lobby Monitor is built using Angular which has libraries that need to be updated to ensure the application continues to work properly. The scope includes design, implementation and testing of the application and impacted services.
- For the period starting from July 01, 2024 to September 30, 2024 this SOW includes up to 2,300 hours for Accenture resources to provide one-time implementation work for the DMDP-01: Partitioning - next phases + DB compression Project. This initiative is to compress and partition identified CalSAWS core database tables based on transaction trends and the most appropriate compression algorithm and partitioning keys. The scope includes design, implementation, and testing of the application and impacted services.



**3. ASSUMPTIONS**

Additional assumptions for each individual project identified in this Statement of Work are defined in Schedule 3W of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.

**4. PRICING**

Pricing details for the scope of this Statement of Work are defined in Schedule 3W of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations (“M&O”) Project) to Exhibit X.