

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase SF-04-2024 San Francisco County – Request for Changes to the General Assistance/General Relief (“GA/GR”) County-Specific Program**

CalSAWS Consortium  
San Francisco County Purchase SF-04-2024

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## 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 Francisco County (“County”) has requested changes to the General Assistance/General Relief (“GA/GR”) Automation program County-specific program, as further described in this County order form (the “County Purchase”).

## II. Scope:

The County identified a business need for Accenture to modify existing GA County-specific program rules to align with the County’s updated policy. This County Purchase describes the one-time Regulatory and Administrative (“R&A”) Change Budget Services for Accenture to provide technical consulting support to design and build the requested changes to align with the County’s revised policies and business needs of the GA program. The one-time R&A Change Budget Services include up to 480 hours to assist the County with the following requirements:

1. Update the Grant Administration (“Admin”) Table:
  - a. Using the updated grant amounts provided by the County, update the Grant Admin table in CalSAWS to reflect the new grant amounts applicable effective October 1, 2024.
  - b. Update/insert the grant amounts for Assistance Unit sizes one (1) and two (2) in the Grant Admin table.
  - c. End date the existing open-end-dated grant records in the Grant Admin table for the County as of September 30, 2024.
  - d. Insert new grant records with amounts provided by the County into the Grant Admin table effective October 1, 2024.
2. Update Code Tables:
  - a. Using the updated in-kind income amounts provided by the County, update the Code Detail table in CalSAWS to reflect the new in-kind income amount applicable effective October 1, 2024.
  - b. Update/insert the in-kind income amounts for Assistance Unit sizes one (1) and two (2) in the code table.
  - c. End date the existing open-end-dated in-kind income records for the County as of September 30, 2024.
  - d. Insert new in-kind income records with updated amounts for the County effective October 1, 2024.
3. Update Batch Eligibility Determination and Benefits Calculation (“EDBC”) Run:
  - a. Create the driving queries and run Batch EDBC for all active GA/GR program cases for the benefit month October 2024.

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- b. Provide all standard Batch EDBC run reports after the Batch EDBC run for the benefit month October 2024.
- c. Suppress the change Notice of Action ("NOA") created, if any, from the Cost-of-Living Adjustment ("COLA") Batch run for the GAGR program.

This County Purchase also includes R&A Change Budget Services of up to forty (40) 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.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services

### **III. Assumptions**

- The charges set forth in Section V 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 520 hours. 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.
  - This County Purchase includes up to 520 hours that will be worked and invoiced in State Fiscal Year ("SFY") 2024/25, estimated to commence upon approval of this County Purchase and continue through the end of the 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. If the County requests more hours for SFY 2025/26 prior to July 31, 2025, a revision to this County Purchase would be required. If the County requires services beyond July 31, 2025, a new County Purchase will be required under a new CalSAWS agreement.
  - If the County requests a change to the offshore/onshore staffing mix, 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

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charges would be provided to the County in a separate County Purchase.

- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
- Any requests for new correspondences would result in additional charges and would be provided via a separate County Purchase.
- The grant amounts and in-kind income amounts will be provided by the County to implement the changes in the CalSAWS System.
- The County must approve this County Purchase by August 30, 2024 in order to meet implementation deadlines. Otherwise, the schedule for delivery of the work may be impacted and a revision to this County Purchase may be required.
- Once in Production, the County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- The County will identify and provide the appropriate County staff to support Project activities throughout the term of 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 August 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.

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**IV. Schedule:**

The charges associated with this County Purchase will be incurred during SFY 2024/25.

**V. Total Charges:**

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

<b>Total County Purchase Charges</b>	<b>SFY 24/25</b>	<b>Total Charges</b>
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$85,572.62</b>	<b>\$85,572.62</b>
<b>Recurring R&amp;A Change Budget Services</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>
Hardware Charges	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$85,572.62</b>	<b>\$85,572.62</b>

**VI. Attachment 1 to the County Purchase SF-04-2024 - Pricing Schedules**

