

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase MT-02-2023 Monterey County – Kiosk Hardware Refresh**

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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”), Monterey County (“County”) has requested asset-tagging, imaging, and installation for County-provided refresh equipment for the County’s existing four (4) kiosks as further described in this County order form (the “County Purchase”). This County Purchase includes Administrative Charges for equipment asset-tagging, transportation, and installation for the County-provided refresh equipment, as well as Regulatory and Administrative (“R&A”) Change Budget Services for imaging and configuration, testing and installation support, as well as for administration of the County Purchase order.

The scope of this County Purchase includes the following:

- Administrative Charges
- R&A Change Budget Services

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 final charges will be provided to the Consortium at the time of invoicing.
  - This County Purchase does not include any new equipment, scanner covers, monitor brackets, or other equipment or parts for the kiosks, as the County will be responsible for providing such equipment.
    - The models of the kiosk refresh equipment procured by the County must be those approved by the Consortium, as the kiosk will be CalSAWS Managed equipment.
      - Equipment specifications are located on the CalSAWS Web Portal (CalSAWS Web Portal > Resources > CalSAWS Hardware Specs).
  - The County will be responsible for shipping the County-provided kiosk refresh equipment and break/fix equipment to the CalSAWS Remote Depot in Rancho Cordova, California, where Accenture staff will asset-tag the equipment and image the workstations. Once those activities have been completed, Accenture staff will transport the equipment to the County for installation.
    - All kiosk refresh and break/fix equipment must be located at the CalSAWS Remote Depot at the outset of this project.

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- The County will be responsible for storing all equipment until installation. The County-provided storage facility must be capable of holding all equipment at the outset of this project.
- Accenture staff will be responsible for the deployment and installation of the County-provided refresh equipment.
- The table below lists the addresses of each site and total quantity of Managed kiosks that will be refreshed at each site:

Site Address	Quantity of Managed Kiosks	Total Kiosks
1000 S. Main Street, Salinas, CA 93901	2	2
116 Broadway Street, King City, CA 93930	1	1
1281 Broadway Avenue, Seaside, CA 93955	1	1
<b>Total</b>	<b>4</b>	<b>4</b>

- Administrative Charges will be invoiced in full upon receipt of the hardware at the CalSAWS Remote Depot in Rancho Cordova, California.
  - Equipment must be delivered to the CalSAWS Remote Depot in Rancho Cordova, California by August 30, 2024 in order for Administrative Charges to be invoiced to the County by January 31, 2025.
  - This estimate excludes support activities that may be required to continue services beyond January 31, 2025.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
  - Asset-tag refresh equipment and break/fix equipment.
  - Transport the refresh equipment and break/fix equipment from the CalSAWS Remote Depot in Rancho Cordova, California to County site.
  - De-installation of the existing equipment and installation of the refresh equipment.
  - Accenture staff will scrub the retiring Managed workstation of any CalSAWS data as part of the decommissioning process and remove the Managed workstation from the CalSAWS inventory tracked in the ServiceNow ticketing tool.
- 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 eight (8) hours for configuration of the kiosk refresh equipment and imaging of the workstations. This estimate is based on up to two (2) hours per kiosk for configuration.
    - The image will be based on the Microsoft Windows 10 operating system.

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- Provide up to eight (8) hours of testing and installation support for the kiosk hardware refresh. This estimate is based on up to two (2) hours per kiosk.
- Provide up to two (2) 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.
- 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”) 2024/25, estimated to commence upon approval of this County Purchase. Such hours will be worked through January 31, 2025 and invoiced within SFY 2024/25, which continues through May 31, 2025. If the County requests more hours for SFY 2024/25 prior to January 31, 2025, a revision to this County Purchase would be required. If the County requires services beyond January 31, 2025, a new County Purchase will be required under a new CalSAWS agreement.
- This County Purchase must be approved by August 30, 2024 in order for R&A Change Budget Services to be worked by January 31, 2025 and invoiced by the end of SFY 2024/25, May 31, 2025. Otherwise, this estimate will no longer be valid, and a new County Purchase will be required under a new CalSAWS agreement.
- 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. If the County requests for more hours to be performed during SFY 2024/25 prior to January 31, 2025, then a revision to this County Purchase would be required. If the County requires services beyond January 31, 2025, a new County Purchase will be required under a new CalSAWS agreement.
- Accenture will work with the County to determine the schedule for installation and deployment of the kiosks following approval of this County Purchase.
  - This estimate is based on a staggered site deployment approach for the devices and based on CalSAWS Project team availability.
- This estimate excludes hours to support activities that may be required to continue services beyond January 31, 2025.

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- This County Purchase does not include R&A Change Budget Services for flow design support for the kiosk refresh, as there will not be a change to the flow on the kiosks as part of this hardware refresh.
  - Any additional hours requested by the County for flow design support for the refresh would result in additional R&A Change Budget Services. These additional charges would require a revision to this County Purchase.
- 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.
- Because the County-provided equipment is intended for refresh and break/fix purposes, no new software licenses or Production Operations Charges are included in this County Purchase, as the refresh equipment will assume the software license and Production Operations Charges of the piece of equipment it replaces.
  - If the County would like to deploy any of the refresh equipment intended for refresh or break/fix purposes as growth, additional R&A Change Budget Services and monthly recurring Production Operations Charges per Managed device would apply. These additional charges would be provided to the County in 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 Technology and Solutions Integration ("OTSI") that supports this purchase by August 30, 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 M&O Extension) of the Base Agreement will apply to the kiosks:
  - 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.

- *Assumptions regarding kiosks*
  - The County-provided refresh equipment will be delivered by the County to the CalSAWS Remote Depot in Rancho Cordova, California, where

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Accenture staff will un-package and verify the model of each component. All refresh and break/fix equipment will be asset-tagged, except for enclosure/chassis hardware, and the asset information will be entered into ServiceNow. Accenture staff will be responsible for imaging the refresh workstations. After these activities have been completed, Accenture staff will re-package the equipment and transport to the County.

- Accenture staff will report any defective equipment to the County for replacement.
- Accenture staff will be responsible for de-installation of the existing kiosk components, as well as installation of the County-provided refresh kiosk components.
- Accenture staff will work with the County to determine a schedule for de-installation and installation of the equipment following approval of this County Purchase.
- Installation of the kiosk refresh equipment 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.
- Accenture staff will perform all hardware de-installations/installations during normal business hours, between the hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays).
  - If the County requests such work be completed after business hours, then additional Administrative Charges and R&A Change Budget Services would apply and would require a revision to this County Purchase.
- The County will provide Accenture staff with suitable parking spots on site, including an enclosed parking facility overnight and employee parking during the day.
- The County will provide Accenture staff with the appropriate access badges or escorts throughout the duration of the project.
  - During the time of the de-installations/installations, the County will provide sufficient personnel on site to accompany and

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support Accenture staff with the work effort (coordination at the sites, coordination with the users, etc.).

- Accenture staff will require access to all equipment, including areas inaccessible to unauthorized personnel.
- County staff will be responsible for ensuring that Accenture staff can access all equipment (i.e., removal of decorations must be performed by County staff prior to installation/de-installation).
- The County will provide Accenture staff with a conference room or similar secured area at the installation site for staging of the new equipment and storage of the retiring equipment prior to their disposal.
- Accenture staff will shut down the retiring equipment, de-install the equipment, and store in a conference room or similar secured area at the installation site.
- The kiosk cannot be plugged into a power strip.
- Accenture staff will require access to fax machines at the end of each day to submit asset information for equipment inventory and tracking.
- County staff will be responsible for trash removal and recycling.

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**II. Schedule:**

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

**III. Total Charges:**

The following table outlines the Total Charges for this County Purchase.

<b>Total County Purchase Charges</b>	<b>SFY 2024/25</b>	<b>Total Charges</b>
<b>Administrative Charges</b>	<b>\$4,056.00</b>	<b>\$4,056.00</b>
<b>R&amp;A Change Budget Services</b>	<b>\$3,091.86</b>	<b>\$3,091.86</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 - Production Operations	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$7,147.86</b>	<b>\$7,147.86</b>

**IV. References:**

This purchase will be tracked via ServiceNow Request RITM0042807.

**V. Attachment 1 to the County Purchase MT-02-2023 - Pricing Schedules**



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**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase - MT-02-2023

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

**Monterey County**

Signed by:  
By: Lori A. Medina  
22416585EACC433...  
Printed Name: Lori A. Medina  
Title: (Director or Deputy Director)  
Date: 9/20/2024 | 9:18 AM PDT

**Approved As to Form**  
Monterey County Counsel

DocuSigned by:  
By: Anne Brereton  
A46091E5DE63489...  
Printed Name: Anne Brereton  
Title: Deputy County Counsel  
Date: 9/13/2024 | 8:31 AM PDT

DocuSigned by:  
Becky Cromer  
3A6AD809A49C471...  
Becky Cromer  
Finance Manager III  
9/20/2024 | 9:02 AM PDT

Notice Address:  
1000 S. Main Street, Suite 306  
Salinas, CA 93901

**CalSAWS Consortium**

By: Holly Murphy  
Holly Murphy (Oct 3, 2024 16:02 PDT)  
Printed Name: Holly Murphy  
Title: CalSAWS PMO Director  
Date: 10/03/2024

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620 Roseville Parkway  
Roseville, CA 95747

**Accenture LLP**

By: Arnold J. Malvick  
Arnold J. Malvick (Oct 3, 2024 15:27 PDT)  
Printed Name: Arnold J. Malvick  
Title: Accenture Project Executive  
Date: \_\_\_\_\_