

California Statewide Automated Welfare System (CalSAWS)

County Purchase SL-01-2024 Solano County – Production Operations for Managed FACTs (Quantity 3)

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”), Solano County (“County”) has requested asset-tagging, configuration, and deployment for three (3) County-provided Facilitated Access Control Tablets (“FACTs”) for use in the lobbies of three (3) existing County sites, as further described in this County order form (the “County Purchase”). This County Purchase includes Administrative Charges for equipment asset-tagging and transportation, as well as Regulatory and Administrative (“R&A”) Change Budget Services for equipment configuration, flow design support, onsite support and training at go-live, and administration of the County Purchase order, and ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed FACTs and administration of the County Purchase order.

The scope of this County Purchase includes the following:

- 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 final charges will be provided to the Consortium at the time of invoicing.
 - 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 FACT equipment procured by the County must be those approved by the Consortium, as the FACTs 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 FACTs and equipment for the FACTs to the CalSAWS 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 three (3) 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 Address	Quantity of Managed FACTs
275 Beck Ave., Fairfield, CA	1
365 Tuolumne St., Vallejo, CA	1
119 E. Monte Vista Ave, Vacaville, CA	1
Total	3

- The County will be responsible for storing all equipment until deployment. The County-provided storage facility must be capable of holding all equipment at the outset of this project.
- Administrative Charges will be invoiced upon receipt of the hardware at the CalSAWS Remote Depot in Rancho Cordova, California.
 - Equipment must be received at the CalSAWS Remote Depot in Rancho Cordova, California by May 31, 2025 in order for Administrative Charges to be invoiced to the County for State Fiscal Year (“SFY”) 2024/25. Otherwise, these charges will be invoiced to the County for SFY 2025/26 and will require a revision to this County Purchase.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag three (3) FACTs.
 - Transport three (3) FACTs from the CalSAWS Remote Depot in Rancho Cordova, California to the County sites.
 - Accenture staff will perform such work and equipment delivery to the County site during normal business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays). If the County requests that such work be performed after business hours, then additional Administrative Charges and R&A Change Budget Services would apply and would require a revision to this County Purchase.
- 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 two (2) hours per FACT to configure and load the FACT with the appropriate applications. This estimate is based on up to six (6) hours for FACT configuration.
 - Provide up to forty-eight (48) hours of support prior to deployment of the FACTs 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 three (3) County sites where the FACTs will be deployed. These charges are based on three (3) 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.
- Provide up to forty-eight (48) hours of on-site support and training following deployment of the three (3) FACTs. This estimate is based on up to sixteen (16) hours of onsite support and training per site for the three (3) County sites. Each Accenture resource will be available to the County for eight (8) hours per day.
- Provide up to twelve (12) 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.
- R&A Change Budget Services will be worked and invoiced in SFY 2024/25, through May 31, 2025. If the County requests for hours to be worked during SFY 2025/26, 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.
- Accenture staff will work with the County to develop a schedule for providing support 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
- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the three (3) FACTs.
 - These recurring Technical Infrastructure Services Charges will apply to the three (3) FACTs once deployed and in use and are based on an estimate of up to four (4) hours per month per FACT.
 - An estimate of up to three (3) hours per month for the administration of the County Purchase order will apply to the kiosks once deployed and in use. 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.
 - Recurring Technical Infrastructure Services Charges for enhanced central support for the FACTs are estimated to commence June 1, 2024 and continue through January 31, 2025.
 - These Technical Infrastructure Services Charges will be invoiced on a T&M basis.
 - 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.
- After installation, future moves of 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 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.
- The County is responsible for consumables for the portable printer that is used with the FACTs (receipt paper, toner, printer, maintenance kits, etc.).
- 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 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 County-provided FACTs.

- 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 29, 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.

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.

Total County Purchase Charges	SFY 2023/24	SFY 2024/25	Total Charges
Administrative Charges	\$0.00	\$147.00	\$147.00
R&A Change Budget Services	\$0.00	\$19,595.16	\$19,595.16
Hardware and Software Charges	\$0.00	\$0.00	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$17,760.00	\$17,760.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$0.00	\$17,760.00	\$17,760.00
Total Charges	\$0.00	\$37,502.16	\$37,502.16

IV. References:

This purchase will be tracked via ServiceNow RITM0052873.

V. Attachment 1 to the County Purchase SL-01-2024 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase – SL-01-2024

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

Solano County

By: **Kelley Curtis** Digitally signed by Kelley Curtis
Date: 2024.09.24 11:46:28 -07'00'

Printed Name: Kelley Curtis

Title: (Director or Deputy Director) Deputy Director

Date: 9/24/2024

Approved As to Form
Solano County Counsel

By: **Mazzella, Lori A.** Digitally signed by Mazzella, Lori A.
Date: 2024.09.26 09:00:00 -07'00'

Printed Name: Lori Mazzella

Title: Deputy County Counsel

Date: 9/26/24

Notice Address:
Solano County Health & Social Services Department
275 Beck Ave.
Fairfield, CA 94533-6804

CalSAWS Consortium

By: *Holly Murphy*
Holly Murphy (Sep 30, 2024 12:30 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Sep 30, 2024

Notice Address:
CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: *Arnold J. Malvick*
Arnold J. Malvick (Sep 29, 2024 05:03 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Sep 29, 2024