

California Statewide Automated Welfare System (CalSAWS)

County Purchase SJ-02-2024 San Joaquin County – Kiosks (Quantity 6)

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 Joaquin County ("County") has requested to purchase six (6) Managed kiosks intended for use in the lobbies of four (4) of the County's existing 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, Administrative Charges for equipment asset-tagging and transportation, and Regulatory and Administrative ("R&A") Change Budget Services for equipment configuration, imaging, flow design support, onsite support and training at go-live, and administration of the County Purchase order. Additionally, this County Purchase includes ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed kiosks and administration of the County Purchase order.

The scope of this County Purchase includes the following:

- Hardware Charges
 - (6) HP Kiosk, includes the following:
 - 1 x MicroTouch 22-inch Touch-Projected Capacitive Touchscreen Monitor with privacy filter installed (includes 5-year Manufacturer's Warranty)
 - 1 x Boca Lemur-Z 80MM1 Kiosk Printer (includes 3-years of Hardware Support, Printhead 90-day Manufacturer's Warranty)
 - 1 x Magnetic Stripe/Card Reader, reads DL and CC (includes 3-year Manufacturer's Warranty)
 - 1 x Code Reader 1000 Barcode Reader (includes 4-year Manufacturer's Warranty)
 - (6) California State Recycling Fee (per Monitor)
 - (6) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T Processor 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Microsoft Windows 11 Professional 64-Bit Operating System with Downgrade to Windows 10 Professional 64-Bit (includes 3-year Manufacturer's Warranty)
 - (6) Fujitsu FI-8170 Scanner (Type 1 Scanner), includes 1 year of Hardware Support
 - (6) Print Media (80mm x 645 ft., 8 rolls per case)
 - (1) MicroTouch 22-inch Touch-Projected Capacitive Touchscreen Monitor with privacy filter installed (includes 5-year Manufacturer's Warranty) (Break/Fix)
 - (1) California State Recycling Fee (per Monitor) (Break/Fix)
 - (2) Boca Lemur-Z 80MM1 Kiosk Printer (includes Printhead 90-day Manufacturer's Warranty) (Break/Fix)
 - (1) Magnetic Stripe/Card Reader, reads DL and CC (includes 3-year Manufacturer's Warranty) (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader (includes 3 years of Hardware Support) (Break/Fix)
 - (1) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T Processor 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280

- NVMe TLC Solid State Drive, Microsoft Windows 11 Professional 64-Bit Operating System with Downgrade to Windows 10 Professional 64-Bit (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
 - (6) Windows 10 Enterprise Upgrade License with Software Assurance
 - (6) Microsoft Intune Device P1 Government Community Cloud ("GCC"), includes 1-year software agreement
 - (6) Qualys Vulnerability Management, Detection, and Response ("VMDR") Bundle, includes 1-year software agreement
 - (6) Qualys Endpoint Detection Response with Anti-Malware, includes 1-year software agreement
 - (6) Qualys Policy Compliance, includes 1-year software agreement
- Hardware Support Charges
 - (6) Fujitsu FI-8170 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support
 - (2) Boca Lemur-Z 80MM1 Kiosk Printer - 3 years of Hardware Support (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader - 1 year 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
 - Administration of the County Purchase order

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 include a ten (10) percent contingency. The County will be invoiced for actual Hardware, Hardware Support, and Software Charges at the time of invoicing.
 - These estimated charges are valid through August 15, 2024, after which a new County Purchase will be required if the revised pricing exceeds the contingency.
 - Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance.

- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag and transport six (6) kiosks.
 - Asset-tag and transport one (1) set of kiosk equipment and two (2) receipt printers intended for break/fix purposes.
- 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 twelve (12) hours for kiosk imaging and configuration. This estimate is based on up to two (2) hours per kiosk for imaging and configuration.
 - Provide up to sixty-four (64) hours of support prior to deployment of the kiosks 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 four (4) County sites where the kiosks will be deployed. These charges are based on four (4) 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 forty (40) hours of onsite support and training following deployment of the six (6) kiosks. The Accenture resource(s) will be available to the County for eight (8) hours per day.
 - Provide up to thirteen (13) 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 may be worked by January 31, 2025 and invoiced within SFY 2024/25, through May 31, 2025. 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.
 - If the County causes delays during the County-readiness activities that extend the schedule for deployment of the kiosks beyond January 31, 2025, the work may be placed on hold until a new County Purchase is executed under a new CalSAWS agreement to extend any remaining work beyond January 31, 2025.

- This County Purchase must be approved by August 15, 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 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.
- This estimate excludes hours to support activities that may be required to continue services beyond January 31, 2025.
- 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.
- 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 purchased under this County Purchase:
 - 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.

- 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 15, 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.

- *Assumptions regarding kiosks*
 - The kiosks on this order are intended for use in the lobbies of four (4) 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.

Site Name	Site Address	Quantity of Managed Kiosks	Total Kiosks
Lodi Community Center	415 S. Sacramento St., Lodi, CA 95240	1	1
Tracy Community Center	11157 W. Larch Rd., Tracy, CA 95376	1	1
South Stockton Community Center	533 S. Los Angeles St., Stockton, CA 95203	1	1
Main Human Services Agency	333 E. Washington St., Stockton, CA 95202	3	3
		6	6

- 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.
 - Equipment delivery to the County sites will take place during normal business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday (with the exception of County holidays).
- 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 retain ownership of all software licenses purchased under this County Purchase.
- 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 County will be responsible for monthly recurring Technical Infrastructure Services Charges for the six (6) Managed kiosks on this order.
 - An estimate of up to six (6) hours per month for the administration of the County Purchase order will apply. 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 will apply to the six (6) 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 are estimated to commence September 1, 2024 and continue through January 31, 2025.
 - This estimate excludes hours to support activities that may be required to continue services beyond January 31, 2025.
 - These Technical Infrastructure Services Charges will be invoiced on a T&M basis.

- Recurring Technical Infrastructure Services Charges will be invoiced monthly in arrears to the Consortium, who will then invoice the County.
- 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.
- 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.
 - Management and administering of accompanying third-party manufacturer Hardware and Software during the CalSAWS 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 remotely or via deployment of Accenture staff to the County sites(s).
 - No additional Managed device maintenance/patching costs will be incurred by the County if completed via deployment of Accenture staff.
 - 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 kiosks.
- 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.
- The kiosks on this order are purchased with two (2) keys each for the kiosk front door access panel and the scanner cover. The County will be responsible for procuring replacements of the keys if needed. The County will also be responsible for safeguarding the keys, as well as for providing the keys to Accenture staff for onsite support.
- This County Purchase includes one (1) of each of the following spare equipment for break/fix purposes:
 - Desktop computer;
 - Touchscreen monitor;

- Magnetic stripe reader;
 - Barcode scanner;
 - Desktop scanner.
- This County Purchase includes two (2) receipt printers intended for break/fix purposes.
- 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 kiosks cannot be plugged into a power strip.
 - The County is responsible for adhering to applicable fire codes with regard to the placement and installation of 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:
 - 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 magnetic stripe/card readers are purchased with three (3)-year manufacturer's warranties from the date of purchase (unless noted otherwise). No additional hardware support is available for the magnetic stripe/card 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 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 Microsoft Intune licenses are purchased with one (1)-year software agreements from the date of purchase (unless noted otherwise). Once the software agreements have expired, the County will be responsible for funding any refreshes.
 - All Qualys licenses are purchased with one (1)-year software agreements from the date of purchase (unless noted otherwise). Once the software agreements have expired, the County will be responsible for funding any software renewals.

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 2024/25	Total Charges
Administrative Charges	\$3,542.00	\$3,542.00
R&A Change Budget Services	\$22,185.09	\$22,185.09
Hardware and Software Charges	\$110,363.45	\$110,363.45
Hardware Charges	\$104,892.13	\$104,892.13
Hardware Maintenance and Support Charges	\$2,789.74	\$2,789.74
Software Charges	\$2,681.58	\$2,681.58
Software Maintenance and Support Charges	\$0.00	\$0.00
Production Operations Charges	\$22,200.00	\$22,200.00
One Time Charges	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$22,200.00	\$22,200.00
Total Charges	\$158,290.54	\$158,290.54

IV. References:

This purchase will be tracked via a ServiceNow Request RITM0033037.

V. Attachment 1 to the County Purchase SJ-02-2024 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: County Purchase - SJ-02-2024

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

San Joaquin County

By: Concepcion Gayotin

Printed Name: Concepcion Gayotin

Title: Deputy Director Purchasing & Support Services

Date: 8/16/2024

Approved As to Form

San Joaquin County Counsel

By: Kimberly D. Johnson

Printed Name: Kimberly Johnson

Title: Assistant County Counsel

Date: 8/13/2024

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CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Aug 19, 2024 13:35 PDT)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Aug 19, 2024

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Roseville, CA 95747

Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (Aug 19, 2024 13:23 PDT)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Aug 19, 2024