

California Statewide Automated Welfare System (CalSAWS)

County Purchase MT-04-2023 Monterey County – Production Operations for Managed FACTs (Quantity 16) – Revision 1

CalSAWS Consortium
 Monterey County Purchase MT-04-2023 – Revision 1

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, configuration, and deployment for sixteen (16) County-provided Facilitated Access Control Tablets (“FACTs”) for use in the lobbies of three (3) existing County sites as well as three (3) break/fix FACTs, 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, administration of the County Purchase order, training at go-live, and ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed FACTs.

The scope of Revision 1 to this County Purchase is to update the Assumptions and Section III (the “Total Charges”) to revise the schedule for Administrative Charges, R&A Change Budget Services, and recurring Technical Infrastructure Services Charges. The Assumptions and Total Charges have been updated to reflect these changes:

- Due to the revised timeline for equipment delivery for the County-provided FACTs, Administrative Charges for equipment asset-tagging and transportation have been shifted to State Fiscal Year (“SFY”) 2024/25.
- R&A Change Budget Services of up to 128 hours for configuration, flow design support, and onsite support and training at go-live will be worked and invoiced in SFY 2024/25.
- Due to the revised timeline for equipment deployment, recurring Technical Infrastructure Services Charges for enhanced central support per FACT are estimated to commence October 1, 2024 and continue through January 31, 2025.
- There was an overall decrease to the Total Charges included in Revision 1 to this County Purchase.

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.

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- 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 FACT 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 Name	Site Address	Quantity of Managed FACTs
Salinas Life Foundation	1000 S. Main Street, Salinas CA 93901	7
King City Benefits	116 Broadway Street, King City CA 93930	4
Seaside Benefits	1281 Broadway Street, King City CA 93930	5
Total		16

- 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.
 - Revision 1 reflects that Administrative Charges will be invoiced to the County for SFY 2024/25.
 - Equipment must be received at the CalSAWS Remote Depot in Rancho Cordova, California by September 30, 2024 in order for R&A Change Budget Services to be worked by January 31, 2025.
- Administrative Charges are included in this County Purchase for Accenture staff to perform the following tasks:
 - Asset-tag sixteen (16) FACTs and three (3) FACTs intended for break/fix purposes.
 - Transport sixteen (16) FACTs, as well as three (3) FACTs intended for break/fix purposes 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.

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- 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 thirty-two (32) 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 sixteen (16) 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 fourteen (14) 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.
 - Revision 1 to this County Purchase reflects that R&A Change Budget Services will be worked and invoiced in SFYs 2023/24 and 2024/25.
 - Fourteen (14) hours were worked and invoiced in SFY 2023/24, through May 31, 2024.
 - Up to 128 hours will be worked and invoiced in SFY 2024/25. Such hours will be worked through January 31, 2025 and invoiced within SFY 2024/25, which continues through May 31, 2025.
 - This County Purchase must be approved by October 31, 2024 in order for R&A Change Budget Services to be worked through January 31, 2025 and invoiced within SFY 2024/25, which continues 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.
 - This estimate excludes hours to support activities that may be required to continue services beyond January 31, 2025.
 - If the County causes delays that extend the schedule for the work outlined in this County Purchase beyond January 31, 2025, the work may

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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.

- 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.
 - The schedule shall not coincide with the CalSAWS DD&I Project schedule for migrating the CalWIN Counties from the CalWIN System to the CalSAWS System.
 - This estimate is based on a staggered side deployment approach for the devices that shall not coincide with the CalSAWS DD&I Project schedule for migrating the CalWIN Counties to the CalSAWS System.
 - The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the sixteen (16) FACTs.
 - These recurring Technical Infrastructure Services Charges will apply to the sixteen (16) FACTs once deployed and in use and are based on an estimate of up to four (4) hours per month per FACT.
 - Revision 1 to County Purchase MT-04-2023 reflects that recurring Technical Infrastructure Services Charges for enhanced central support for the FACTs are estimated to commence October 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.
 - An estimate of up to seven (7) 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.
 - 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.

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- 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.
- Because three (3) of the County-provided FACTs and FACT equipment are intended for break/fix, no new Production Operations Charges for the three (3) break/fix FACTs are included in this County Purchase, as the break/fix FACTs would assume the Production Operations Charges of the piece of equipment it replaces.
 - If the County would like to deploy any of the three (3) FACTs intended for break/fix as growth, additional R&A Change Budget Services and monthly recurring Production Operations Charges per Managed FACT would apply. These additional charges would be provided to the County in a separate County Purchase.
- 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.).

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- 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 October 31, 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 SFYs 2023/24 and 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 (Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
Administrative Charges	\$0.00	\$931.00	\$931.00	\$931.00	\$0.00
R&A Change Budget Services	\$2,155.02	\$22,272.00	\$24,427.02	\$24,427.02	\$0.00
Hardware and Software Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$42,032.00	\$42,032.00	\$126,096.00	-\$84,064.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges - Production Operations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges - Technical Infrastructure Services	\$0.00	\$42,032.00	\$42,032.00	\$126,096.00	-\$84,064.00
Total Charges	\$2,155.02	\$65,235.00	\$67,390.02	\$151,454.02	-\$84,064.00

IV. References:

This purchase will be tracked via ServiceNow RITM0049246.

V. Attachment 1 to the County Purchase MT-04-2023 – Pricing Schedules – Revision 1

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COUNTY PURCHASE APPROVAL

Subject: County Purchase – MT-04-2023 – Revision 1

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

Monterey County

Signed by:
By: Lori A. Medina
Printed Name: Lori A. Medina
Title: (Director ~~or Deputy Director~~)
Date: 10/3/2024 | 1:42 PM PDT

Approved As to Form
Monterey County Counsel

DocuSigned by:
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Title: Deputy County Counsel
Date: 10/2/2024 | 3:06 PM PDT

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CalSAWS Consortium

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Accenture LLP

By: Arnold J. Malvick
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Date: 10/10/2024