

California Statewide Automated Welfare System (CalSAWS)

County Purchase SB-02-2024 San Bernardino County – Request to Implement the New General Assistance/General Relief ("GA/GR") Automated Solution County-Specific Program

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 Bernardino County (“County”) has requested to implement the new General Assistance/General Relief (“GA/GR”) Automated Solution 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 implement the new GA/GR Automated Solution 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 current policies and business needs of the GR program. The one-time R&A Change Budget Services include up to 5,236 hours to assist the County with the following requirements:

1. Develop and maintain administrative rules for the GA/GR Automated Solution program based on values provided by the County administrator and implement into the various environments, such as Development, System Test, and Production environments.
2. Retain all existing functionalities of the GA/GR Automated Solution program from the CalSAWS System in the proposed solution for the County, unless otherwise specified by the County.
3. Update the current functionality to categorize the "Conditional Employability" status as entered by the worker on the Work Registration Detail page as “Unemployable” for the GA/GR program.
4. Modify the current functionality to treat the “Vehicle” property as “Personal” property. The personal property test will then be conducted according to the personal property limits.
5. Update the current functionality to deduct \$10 from earned income initially, followed by applying a 20% deduction on the remaining earned income as the earned income disregard amount.
6. Update the CalSAWS code tables with the information/values provided by the County.
7. Create the shell GA/GR Automated Solution program for all existing active GR non-managed programs in the County.
8. This County Purchase includes 390 hours for Accenture staff to provide support to Gainwell Technologies LLC (“Gainwell”) to test the Correspondence changes.
 - o These 390 hours are included in the 5,236 hours described in Attachment 1 to CalSAWS County Purchase SB-02-2024 – Pricing Schedules.

9. This County Purchase includes 440 hours for Accenture staff to provide support to the County to address Eligibility, Correspondence, Fiscal, Batch, and Reports changes from the design through implementation phases.
 - These 440 hours are included in the 5,236 hours described in Attachment 1 to CalSAWS County Purchase SB-02-2024 – Pricing Schedules.
10. This County Purchase includes 100 hours for Accenture staff to provide support to the County and users during and post production implementation of the program.
 - These 100 hours are included in the 5,236 hours described in Attachment 1 to CalSAWS County Purchase SB-02-2024 – Pricing Schedules.
11. Create new fields to be used to automatically populate the required fields to be displayed on the Notices of Action (“NOAs”) and Forms by the Exstream system that is used by Gainwell.
12. Modify the existing GR Cash Assistance Program for Immigrants (“CAPI”) Recovery Batch to include the County. Ensure the System correctly identifies and processes GR as a loan for the County. Validate that the updated batch processes accurately reflect the inclusion of the County.
13. Configure the System to reflect County fiscal authority for the County within the GR program. Update the System with the appropriate thresholds specific to the County.
14. Update the skip issuance logic to handle reporting skips specific to the GR program for the County. Ensure the updated logic does not interfere with existing functionality for other counties. Validate that the updated logic correctly processes skip issuances for the County. Update the skip issuance logic to apply grace period in a situation where the reporting type is switched from quarterly to monthly. Ensure the updated logic does not interfere with existing functionality for other Counties. Validate that the updated logic correctly processes issuances for the County.
15. Define and create new pay codes specific to the GR program for the County. Define and create new fund codes specific to the GR program for the County. Ensure the new codes are integrated into the System and tested for proper functionality.
16. Update CalSAWS GR Correspondence master table to add GR-1 form in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-1 manual trigger.
17. Update CalSAWS GR Correspondence master table to add GR-2 form in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-2 manual trigger.
18. Update CalSAWS GR Correspondence master table to add GR-61 form in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-61 manual trigger.
19. Update CalSAWS GR Correspondence master table to add GR-7 INCOMPLETE NOA in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-7 INCOMPLETE system trigger.

Populate the incomplete reason(s) selected by the case worker for the latest GR7 in the “Incomplete Reasons” section of Customer Report page.

20. Update CalSAWS GR Correspondence master table to add GR-251 NOA in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-251 manual trigger.
21. Update CalSAWS GR Correspondence master table to add GR-252 NOA in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GR-252 manual trigger.
22. Update CalSAWS GR Correspondence master table to add GRTL-003 form in English and Spanish and associate with all the correspondence reason codes provided by Gainwell to support GRTL-003 manual trigger.
23. Update CalSAWS code and CalSAWS GR Correspondence master table to add GR-7 form in English and Spanish and associate with the Eligibility Determination and Benefits Calculation (“EDBC”) status reason codes and the correspondence reason codes provided by Gainwell to support GR-7 system trigger.
24. Update CalSAWS code and CalSAWS GR Correspondence master table to add GR-7 REMINDER form in English and Spanish and associate with the EDBC status reason codes and the correspondence reason codes provided by Gainwell to support GR-7 REMINDER system trigger. GR-7 Reminder form can be generated for “Not Turned In” reason code and “Incomplete” reason code. This will be system-triggered for “Not Turned In” reason code while it will be manually triggered for “Incomplete” reason code.
25. Update CalSAWS code and CalSAWS GR Correspondence master table to add GR-250 NOA in English and Spanish and associate with the EDBC status reason codes and the correspondence reason codes provided by Gainwell to support GR-250 system trigger. GR-250 NOA will have system trigger as well as manual trigger based on the checkbox conditions being checked on the document.
26. Update the following reports to be available for the County with the GA/GR Automated Solution program:
 - CAPI Cases Receiving GR Benefits Report,
 - Main Payroll Benefit Electronic Benefit Transfer (“EBT”) Register,
 - Main Payroll Benefit EBT Production Reconciliation Report,
 - Supplemental Benefit Issuance EBT Register, and
 - Cash EBT Production Reconciliation Report.

This County Purchase also includes R&A Change Budget Services of up to 285 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 5,521 hours estimated to commence upon approval of this County Purchase and continue through June 30, 2025. 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 5,365 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.
 - This County Purchase includes up to 156 hours that will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025. Such hours may be worked through July 31, 2025. If the County requests for 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 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 the 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 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.
- The templates will be prepared/taken care of by GA/GR Client Correspondence (“CC”) Service for all the NOA/Forms to be implemented for the County.
- Correspondence reason codes will be provided by GAGR CC Service to map the NOA/Form(s) between the Gainwell Exstream system and the CalSAWS System.
- The document names and numbers will be exactly shown on the Distributed Documents Page as received from the County.

- The population of fields on the NOA/Form(s) will be decided by the County and GA/GR CC Service and CalSAWS CC will work together to populate the fields correctly on the documents.
- The system-triggered NOA/Form(s) will also be manually triggered, but the manually triggered NOA/Form(s) cannot be system-triggered as per existing CalSAWS logic.
- GR-7, GR-7 Reminder, and GR-250 system-triggered NOA/Form(s) are associated with the existing EDBC status reasons.
- Existing CalSAWS batch code will be updated to support the system trigger for GR-7 and GR-7 Reminder forms so that the forms will be generated as per the existing batch logic and schedule.
- As per CalSAWS logic, if the NOA/Form is generated in the Spanish language, the form will be present in both the Spanish and English language in the Distributed Documents page, but the Spanish language can only be printed locally/centrally and the English language is view only.
- Per CalSAWS guidance, logos will not be used on any NOAs.
- Appointments are not supported (Opted Out of Appointments for GR) for the County for the GR program.
- There are no changes to the EDBC status reason codes to system-trigger the documents.
- 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.
- This County Purchase does not include Services from Gainwell to implement the NOA templates. Such charges will be provided to the County in a separate County Purchase under a separate agreement between the County and Gainwell.
- This County Purchase is dependent on the corresponding County Purchase approval between the County and Gainwell. If the County does not approve the corresponding County Purchase with Gainwell, this County Purchase and the Services provided for hereunder shall not be executed.
 - The County will be responsible for approving the corresponding Gainwell County Purchase.
 - The County will be responsible for managing Gainwell's County Purchase.
 - If Gainwell does not deliver the required Services under the corresponding Gainwell County Purchase, then this County Purchase will be impacted.
- If the County causes delays (such as not approving this County Purchase or the corresponding Gainwell County Purchase) that affect the schedule, the schedule for delivery of the work will be impacted.
- The County must approve this County Purchase by December 6, 2024, in order for 5,365 hours for R&A Change Budget Services to be worked and

invoiced in SFY 2024/25, by May 31, 2025. Otherwise, a revision to this County Purchase would be required.

- Any changes in scope that occur during the creation of the implementation plan may result in additional R&A Change Budget Services and will require a revision to 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 December 6, 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.

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.

Total County Purchase Charges	SFY 24/25	SFY 25/26	Total Charges
One-Time R&A Change Budget Services	\$891,510.90	\$30,583.27	\$922,094.17
Recurring R&A Change Budget Services	\$0.00	\$0.00	\$0.00
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	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
Total Charges	\$891,510.90	\$30,583.27	\$922,094.17

VI. Attachment 1 to the County Purchase SB-02-2024 – Pricing Schedules

CalSAWS Consortium
San Bernardino County Purchase SB-02-2024

COUNTY PURCHASE APPROVAL

Subject: County Purchase - SB-02-2024

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

San Bernardino County

By: 

Printed Name: Leo Gomez

Title: (Director or Deputy Director) - Purchasing Manager

Date: 12/12/24

Approved As to Form:

San Bernardino County Counsel

By: 

Printed Name: Adam Ebright

Title: Deputy County Counsel

Date: 12/12/2024

Notice Address:

834 Hardt Street
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CalSAWS Consortium

By: Holly Murphy
Holly Murphy (Dec 23, 2024 17:41 PST)

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: Dec 23, 2024

Notice Address:

CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Accenture LLP

By: Arnold J. Malvick
Arnold J. Malvick (Dec 16, 2024 18:12 MST)

Printed Name: Arnold J. Malvick

Title: Accenture Project Executive

Date: Dec 16, 2024