

# ***California Statewide Automated Welfare System (CalSAWS)***

## **County Purchase LS-01-2023 Lassen County – Kiosk (Quantity 1) – Revision 2**

**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”), Lassen County (“County”) has requested to purchase one (1) kiosk for use in the lobby of one (1) of the County’s existing non-Managed 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, detailed planning activities for County integration and pre-readiness activities, flow design support, and onsite support and training at go-live. Additionally, this County Purchase includes ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed kiosk.

The scope of Revision 2 to this County Purchase is to update the Assumptions and Section III (the “Total Charges”) to revise the schedule for R&A Change Budget Services and Technical Infrastructure Services Charges. The Assumptions and Total Charges sections have been updated to reflect these changes:

- R&A Change Budget Services of up to twenty-eight (28) hours for County-requested detailed planning activities for County integration and pre-readiness activities, equipment imaging and configuration, flow design support, and onsite support and training at go-live will be worked and invoiced in State Fiscal Year (“SFY”) 2024/25.
- Due to the revised timeline for equipment deployment, monthly recurring Technical Infrastructure Services Charges for enhanced central support for the Managed kiosk 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 2 to this County Purchase.

The scope of this County Purchase includes the following:

- Hardware Charges
  - (1) 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 Reader, reads DL and CC (includes 3-year Manufacturer’s Warranty)
    - 1 x Code Reader 1000 Barcode Reader (includes 4 years of Hardware Support)
  - (1) California State Recycling Fee (per Monitor)
  - (1) HP EliteDesk 800 G9 Desktop Mini PC with Intel Core i5-12500T 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Windows 11 Professional 64-Bit Operating System (includes 3-year Manufacturer’s Warranty)
  - (1) Fujitsu FI-8170 Scanner (Type 1 Scanner), includes 1 year of Hardware Support

- (1) 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)
  - (1) Boca Lemur-Z 80MM1 Kiosk Printer (includes Printhead 90-day Manufacturer's Warranty) (Break/Fix)
  - (1) Magnetic Stripe 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 2.00G 18MB 6 cores 35W, 16GB (2x8GB) DDR5 4800 SODIMM Memory, 256GB PCIe-4x4 2280 NVMe TLC Solid State Drive, Windows 11 Professional 64-Bit Operating System (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
  - (1) Windows 10 Enterprise Upgrade License with Software Assurance
  - (1) Microsoft Core Client Access License ("CoreCAL") per Device License with Software Assurance
  - (1) McAfee MVISION License – 1-Year Subscription License with Annual Renewal
  - (1) McAfee Complete Data Protection License – 1-Year Subscription License with Annual Renewal
- Hardware Support Charges
  - (1) Fujitsu FI-8170 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support
  - (1) 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

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 September 30, 2023, 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 one (1) kiosk.
    - Asset-tag and transport one (1) set of kiosk equipment 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 to support additional County-requested detailed planning activities for County integration and pre-readiness activities. This estimate is applicable to Counties with first-time Lobby device purchases only.
    - Provide up to two (2) 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 sixteen (16) hours of support prior to deployment of the kiosks to assist the County with its definition and creation of the process flows for the kiosk’s 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 one (1) County site where the kiosk will be deployed. These charges are based on one (1) process flow for the kiosk 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 eight (8) hours of on-site support and training following deployment of the one (1) kiosk. The Accenture resource(s) will be available to the County for eight (8) hours per day.
    - Accenture staff will work with the County to develop a schedule for providing support following approval of this County Purchase.



- The schedule will need to account for 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 site 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.
- Revision 2 to this County Purchase reflects that R&A Change Budget Services will be worked and invoiced in SFY 2023/24 and SFY 2024/25.
  - Ten (10) hours were worked and invoiced in SFY 2023/24, through May 31, 2024.
  - Up to twenty-eight (28) 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 during the County-readiness activities that extend the schedule for deployment 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.
- 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.
- 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 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.

- *Assumptions regarding kiosks*

- The kiosk on this order is intended for use in the lobby of one (1) 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 Address	Quantity of Managed Kiosks	Total Kiosks
1616 Chestnut Street, Susanville, CA 96130	1	1
	1	1

- 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.
- Taxes for equipment items were estimated at a rate of 8.75% and based on the initial shipping location of Rancho Cordova, California.
- Taxes for Fujitsu scanners and hardware support for the scanners were estimated at a rate of 7.0% and based on the initial shipping location of Aberdeen, North Carolina.
- 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 funding Technical Infrastructure Services Charges for enhanced central support for the one (1) Managed kiosk on this order.
  - These recurring Technical Infrastructure Services Charges will apply to the one (1) kiosk once deployed and in use and are based on an estimate of up to four (4) hours per month per kiosk.
  - Revision 2 to County Purchase LS-01-2023 reflects that recurring Technical Infrastructure Services Charges for enhanced central support 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.
  - These Technical Infrastructure Services Charges will be invoiced on a T&M basis. These charges are based on an estimate of four (4) hours of support per month per kiosk.
    - 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.
    - 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 kiosk 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 kiosk.
  - 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 County site.
      - 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 kiosk on this order will include the following equipment:
  - Kiosk enclosure;
  - Desktop computer;
  - Touchscreen monitor;
  - Receipt Printer;
  - Magnetic stripe reader;
  - Barcode scanner;
  - Desktop scanner.
- The kiosk on this order is 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;
  - Receipt Printer;
  - Magnetic stripe reader;
  - Barcode scanner;
  - Desktop scanner.
- The County will be responsible for storing the kiosk 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 the kiosk will be placed and used by customers.
  - The location for the 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.
  - The kiosk 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 kiosk.
- The County will be responsible for set up and installation of the kiosk.
  - 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 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 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 CoreCAL 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.
- All McAfee MVISION licenses and McAfee Complete Data Protection licenses are purchased with one (1)-year software agreements from the date of purchase (unless noted otherwise) with annual software renewals. Once the software agreements have expired, the County will be responsible for funding any software renewals 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 kiosk 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 kiosk purchased under this County Purchase.

**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 (Inclusive of Revision 2)	Total Charges (Original Approved)	Variance (Revision 2 to Original Approved)
<b>Administrative Charges</b>	<b>\$697.00</b>	<b>\$0.00</b>	<b>\$697.00</b>	<b>\$697.00</b>	<b>\$0.00</b>
<b>R&amp;A Change Budget Services</b>	<b>\$1,740.00</b>	<b>\$4,872.00</b>	<b>\$6,612.00</b>	<b>\$6,612.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$24,109.32</b>	<b>\$52.36</b>	<b>\$24,161.68</b>	<b>\$24,161.68</b>	<b>\$0.00</b>
Hardware Charges	\$22,175.26	\$0.00	\$22,175.26	\$22,175.26	\$0.00
Hardware Maintenance and Support Charges	\$1,168.23	\$0.00	\$1,168.23	\$1,168.23	\$0.00
Software Charges	\$765.82	\$52.36	\$818.18	\$818.18	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$2,368.00</b>	<b>\$2,368.00</b>	<b>\$7,696.00</b>	<b>-\$5,328.00</b>
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	\$2,368.00	\$2,368.00	\$7,696.00	-\$5,328.00
<b>Total Charges</b>	<b>\$26,546.32</b>	<b>\$7,292.36</b>	<b>\$33,838.68</b>	<b>\$39,166.68</b>	<b>-\$5,328.00</b>

**IV. References:**

This purchase will be tracked via ServiceNow Request RITM0039297.


**V. Attachment 1 to the County Purchase LS-01-2023 – Pricing Schedules – Revision 2**

**COUNTY PURCHASE APPROVAL**

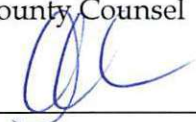
**Subject:** County Purchase – LS-01-2023 – Revision 2

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

**Lassen County**

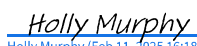
By:   
Printed Name: Richard Egan  
Title: County Administrative Officer  
Date: 10-30-24

**Approved As to Form**  
Lassen County Counsel

By:   
Printed Name: Amanda Uhrhammer  
Title: County Counsel  
Date: 10/29/24


Notice Address:  
PO Box 1180  
Susanville, CA 96130

**CalSAWS Consortium**

By:   
Holly Murphy (Feb 11, 2025 16:18 PST)  
Printed Name: Holly Murphy  
Title: CalSAWS Chief Administrative Officer  
Date: 02/11/2025

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

**Accenture LLP**

By:   
Lisa Salas (Feb 11, 2025 15:30 PST)  
Printed Name: Lisa Salas  
Title: Managing Director  
Date: 02/11/2025