



RESPONSE TO:

California Statewide Automated Welfare
System (CalSAWS)
Quality Assurance (QA) Services
Volume 2 - Price Proposal
RFP #01-2025

October 27, 2025

IBM Consulting

PREPARED BY:

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DATE: October 27, 2025

SUBJECT: Volume 2 – Price Proposal for CalSAWS Quality Assurance (QA) Services RFP #01-2025

Dear Evaluation Team,

International Business Machines, Inc. (IBM) is pleased to present to the California Statewide Automated Welfare System (CalSAWS) Consortium our proposal to perform Quality Assurance (QA) Services for the existing CalSAWS and Benefits Cal. The complete pricing proposal of IBM's proposal services is found in this attached proposal submission package. IBM received and acknowledges that all Request for Proposal (RFP) Addenda have been received, analyzed, and utilized in the consideration of this proposal response.

The pricing proposal includes the following pricing schedule:

- **Schedule 1 – QA Services Price Summary by SFY**, presents IBM's total firm fixed maximum price to perform all requirements of the RFP for the 2-month Transition-In period, the 6-Year Base Agreement Term, the four additional Optional Yearly Extensions, and the Total Maximum Price inclusive of the optional extensions.
- **Schedule 2 – Deliverables** presents IBM's total firm fixed maximum price for the Deliverables defined within this RFP.
- **Schedule 3 – Transition-In Staff Loading:** December 2026 - January 2027, presents IBM's key Tasks, positions, FTEs, hours and hourly rates for the two-month Transition-In Services for the period December 2026 through January 2027.
- **Schedule 4 – QA Services Price: February 2027 - January 2033**, presents IBM's total firm fixed maximum price for Services for the Base Contract Period February 2027 - January 2033.
- **Schedule 5 – Staff Loading: February 2027 - January 2033**, presents IBM's key Tasks, positions, FTEs, hours and hourly for the QA Services for the period February 2027 through January 2033.
- **Schedules 6.1 - 6.4, Optional Extensions, Years 1 - 4**, presents IBM's total firm fixed maximum price for Services and any other line items.
- **Schedule 7 – Hourly Rate Card** presents IBM's hourly rates for each position during the Transition-In Period and the Base Contract Term.
- **Schedule 8 – Change Order Rate Card** presents IBM's hourly rates for each position for any future potential Agreement Change Orders, Change Notices and Amendments.
- **Schedule 9 – Other** presents IBM's total firm fixed maximum price for Other goods and Services.



All pricing is included within IBM's QA Services Price Proposal. The Price Proposals reflects the existing terms and conditions within the QA Services Agreement. IBM is not documenting assumptions that modify the QA Services Agreement terms or conditions or that represent exceptions to QA Services Agreement terms or conditions.

We are looking forward to discussing the proposed pricing and cost schedules as part of subsequent discussions, including as part of the Best and Final Offer (BAFO) period. If there are questions or clarifications needed on the pricing, please do not hesitate to reach out to mike.rockenstein@ibm.com, or at (916) 607-1973.

Sincerely,

A handwritten signature in dark ink that reads "Mike Rockenstein". The signature is fluid and cursive, with the first name "Mike" and last name "Rockenstein" clearly legible.

Mike Rockenstein

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