

*California Statewide Automated Welfare  
System (CalSAWS)*

**County Purchase LA-06-2024  
Los Angeles County – Request for Changes to the  
General Relief (“GR”) 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"), Los Angeles County ("County") has requested changes to the General Relief ("GR") Automation program 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 modify existing GR 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 revised policies and business needs of the GR program. The one-time R&A Change Budget Services include up to 1,011 hours to assist the County with the following requirements:

1. Implement System Change Request ("SCR") CA-253173. This will change the GR benefits reduction for Overpayments. This change includes the following:
  - a. Updates to eligibility logic to change the benefit reductions for overpayments.
  - b. Updates to Fiscal Batch processes to match updates to overpayment collection.
  - c. New generation of G900A and G429I notices for GR approvals. Note: G429I and G419C current generation for ongoing programs will not be impacted by these updates.
2. Implement SCR CA-240552. This effort will extend the rescind period from the third Thursday of the month following discontinuance to the thirtieth day of the month following discontinuance or as agreed by parties in the Design Phase of each SCR. This change includes the following:
  - a. Allowing for rescinds to occur up to and including the thirtieth day of the month following the program's discontinuance.
  - b. Updating Renewal ("RE") Date Report Curation logic to pull cases for new rescind period.
  - c. Updating ABP 4045 and ABP 4045G to include new verbiage. Updates will be in the forms' existing languages.
  - d. Updates to the ABP 4023-A and ABP 4023-T generation conditions to support new extended rescind period.

This County Purchase also includes R&A Change Budget Services of up to 120 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. The Total Charges represent a maximum not-to-exceed price of this County Purchase order. Any changes in scope must be mutually agreed upon by Accenture and the County in writing and will 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 1,131 hours. One-time R&A Change Budget Services are estimated to commence April 1, 2025 pending approval of this County Purchase and continue through the expiration of the Base Agreement (currently July 31, 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.
  - Up to 206 hours will be worked and invoiced in State Fiscal Year ("SFY") 2024/25, estimated to commence April 1, 2025 pending approval of this County Purchase and continue through the end of 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.
  - Up to 925 hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025 and continue through the expiration of the Base Agreement (currently July 31, 2025). If the County requests more hours for SFY 2025/26 prior to the expiration of the Base Agreement, then a revision to this County Purchase will be required. If the County requires services beyond the expiration of the Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
  - If the County requests a change to the offshore/onshore staffing mix, then a revision to this County Purchase will be required.
  - The County must approve this County Purchase by March 17, 2025 in order to meet implementation deadlines. Otherwise, the schedule for delivery of the work may be impacted.

- 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 will result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
- This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Base Agreement (currently July 31, 2025).
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
  - This County Purchase must be approved by March 17, 2025 in order for R&A Change Budget Services to commence April 1, 2025. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required. If the County does not approve this County Purchase by March 17, 2025, the schedule for the delivery for the work outlined in this County Purchase will be impacted. If such delays extend the schedule for the work beyond the expiration of the Base Agreement (currently July 31, 2025), the work may be placed on hold until a new County Purchase is executed under a new CalSAWS agreement.
- This County Purchase does not include charges for new correspondences. This County Purchase includes changes to existing correspondences. Any requests for new correspondences would result in additional charges and would be provided via a separate County Purchase.
- All update Correspondence will be provided by the County in English and all existing threshold languages.
- The grant amounts and in-kind income amounts will be provided by the County to implement the changes in the CalSAWS System.
- 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.
- 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 March 17, 2025 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 SFYs 2024/25 and 2025/26.

**V. Total Charges:**

The following table outlines the total charges for this County Purchase.

<b>Total County Purchase Charges</b>	<b>SFY 24/25</b>	<b>SFY 25/26</b>	<b>Total Charges</b>
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$37,609.35</b>	<b>\$158,505.78</b>	<b>\$196,115.13</b>
<b>Recurring R&amp;A Change Budget Services</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
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
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$37,609.35</b>	<b>\$158,505.78</b>	<b>\$196,115.13</b>

**VI. Attachment 1 to the County Purchase LA-06-2024 - Pricing Schedules**

COUNTY PURCHASE APPROVAL

**Subject:** County Purchase LA-06-2024

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

**Los Angeles County Department of Public Social Services**

By: 

Printed Name: Jackie Contreras

Title: Director

Date: 3/19/25

**Approved As to Form:**

Los Angeles County Counsel

By: 

Printed Name: Truc Moore

Title: Principal Deputy County Counsel

Date: 2/10/2025

Notice Address:

Department of Public Social Services  
12860 Crossroads Parkway South  
City of Industry, CA 91745-3411

**CalSAWS Consortium**

By: 

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 03/24/2025

Notice Address:

CalSAWS Consortium  
620 Roseville Parkway  
Roseville, CA 95747

**Accenture LLP**

By: 

Printed Name: Wei M. Fou for Lisa Salas

Title: Managing Director

Date: 03/21/2025