

California Statewide Automated Welfare System (CalSAWS)

County Purchase SC-04-2023 Santa Clara County – Request for Purpose-Built, Curated Data Set (“PBDS”) Access in CalSAWS Amazon Simple Storage Solution (“Amazon S3”) Location – Revision 1

CalSAWS Consortium
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I. Overview:

The County of Santa Clara (“County”) is a member of the California Statewide Automated Welfare System (“CalSAWS”) Consortium, a party to the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the “Agreement”) between CalSAWS Consortium and Accenture LLP (“Accenture”), the terms of which are incorporated by reference to this County Purchase order (“County Purchase”).

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations (“M&O”) Extension) of the Agreement, the County has requested access to the County’s data within the purpose-built, curated data set (“PBDS”) that currently resides in a CalSAWS Amazon Simple Storage Solution (“Amazon S3”) location, as further described in this County Purchase.

The scope of Revision 1 to this County Purchase is to update Section III (the “Scope”), Section IV (the “Assumptions”), and Section VI (the “Total Charges”) to revise the recurring Regulatory and Administrative (“R&A”) Change Budget Services to add batch job execution support, Application Architecture support, and Application Database Administration (“DBA”) support to commence February 1, 2025 and continue through the end of the Application Development Services Agreement (currently July 31, 2025).

II. Execution of County Purchase

The parties to this County Purchase agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term “ELECTRONIC COPY OF A SIGNED CONTRACT” refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term “ELECTRONICALLY SIGNED CONTRACT” means a contract that is executed by applying an electronic signature using technology mutually approved by the County, CalSAWS Consortium, and Accenture.

III. Scope:

The County identified a business need for Accenture to provide access to the PBDS to help meet data and reporting goals after the County’s migration to the CalSAWS System. This County Purchase describes the R&A Change Budget Services for Accenture to provide technical consulting support to build the related infrastructure for, provide access to, and support the County’s egress of CalSAWS purpose-built data within Amazon S3.

The one-time R&A Change Budget Services include up to 1,900 hours to assist the County with the following:

- Vending a new Amazon Web Services (“AWS”) account for the County within the CalSAWS main AWS account;
- Building and maintaining the infrastructure to support a copy of the County’s data in Amazon S3;

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- Configuring the County-specific batch jobs to partition and store the data;
- Creating and configuring Amazon Glue Crawlers to organize the data;
- Providing access to individual users and/or service accounts within the County;
- Enabling Amazon Athena Console, Open Database Connectivity (“ODBC”), and Java Database Connectivity (“JDBC”) access for users and service accounts;
- Providing serverless architecture to ingest PBDS data into the County’s AWS account;
- Providing a relational database for querying purpose-built data;
- Providing a business intelligence layer for creating visualizations, querying, and presenting the data stored in the relational database;
- Testing of individual jobs and validation of data subset;
- Providing documentation as requested by the County, which may include system diagrams, presentation materials, or other documentation.
- Support for connection/tool setup, query tuning, partition tuning, enhancements, and training, which are optional, and an estimate of 400 hours has been included in this County Purchase. Accenture will work with the County to develop a schedule for this support should the County elect to use these hours.

This County Purchase includes up to 110 hours per month for recurring R&A Change Budget Services for Accenture staff to assist the County with providing refactoring support, batch job execution support, Application Architecture support, and Application DBA support for changes that affect the PBDS as follows:

- Resolve and update CalSAWS jobs that filter down to County-specific jobs that may be affected by CalSAWS defects, estimated up to seventy (70) hours per month.
- As part of the CalSAWS release process, provide up to twenty (20) hours per month for batch job execution support, specifically, when updates to the CalSAWS System impact County-specific batch jobs configured as part of the scope of this County Purchase.
- Provide Application Architecture support for changes that affect the PBDS (such as architectural changes relating to Reports releases, version upgrades, or data growth), estimated up to ten (10) hours per month.
- Provide Application DBA support for changes that affect the PBDS, estimated up to ten (10) hours per month.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services
- Recurring R&A Change Budget Services
- Software Charges
 - (25) Qlik Sense – 1-Year Term Licensing

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IV. Assumptions:

- The charges set forth in Section VI 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.
- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- 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 1,900 hours. 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 1,900 hours 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 expiration of the Technical Infrastructure Services Agreement (currently January 31, 2025).
 - If the County requests more hours for SFY 2024/25 prior to the expiration of the Technical Infrastructure Services Agreement (currently January 31, 2025), a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Technical Infrastructure Services Agreement, a new County Purchase will be required under a new CalSAWS agreement.
 - If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
 - Accenture and 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. Any additional charges will be provided to the County in a separate County Purchase.
 - This estimate excludes hours to support Technical Infrastructure activities that may be required to continue services beyond the expiration of the Technical Infrastructure Services Agreement (currently January 31, 2025).
 - If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County Purchase beyond the expiration of the Technical Infrastructure Services Agreement (currently January 31, 2025), the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.
- Recurring R&A Change Budget Services will be worked and invoiced on a 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. The County will be invoiced for actual hours worked. These charges are based on an estimate of 110 hours of support per month.
 - Recurring R&A Change Budget Services are estimated to commence February 1, 2025 and continue through the expiration of the Application Development Services Agreement (currently July 31, 2025).

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- Up to 440 hours will be worked and invoiced in SFY 2024/25, not to commence prior to February 1, 2025, 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.
 - If the County requests such work to begin earlier than February 1, 2025, then additional recurring R&A Change Budget Services would be required. Such charges would be provided to the County as a revision to this County Purchase.
- Up to 220 hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025 and continue through the expiration of the Application Development Services Agreement (currently July 31, 2025). If the County requests more hours for SFY 2025/26 prior to the expiration of the Application Development Services Agreement, a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Application Development Services Agreement, a new County Purchase will be required under a new CalSAWS agreement.
- If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
- Accenture and County will monitor the hours for recurring R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for recurring R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase. If a CalSAWS change impacts this County Purchase so that the work effort needed to adapt the PBDS exceeds the budget in this County Purchase, a separate County Purchase would be required.
- This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Application Development Services Agreement (currently July 31, 2025).
- If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County Purchase beyond the expiration of the Application Development Services Agreement (currently July 31, 2025), the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.
- Implementation of the PBDS solution continues through January 31, 2025. Ongoing refactoring support, batch job execution support, Application Architecture support, and Application DBA support for the PBDS solution extends through the expiration of the Application Development Services Agreement (currently July 31, 2025). This support of the PBDS solution is dependent on Technical Infrastructure support to be provided by the CalSAWS Technical Infrastructure vendor commencing February 1, 2025. The County will be responsible for contracting with the new CalSAWS Technical Infrastructure vendor to provide such support commencing February 1, 2025 via a separate County Purchase under a new CalSAWS agreement.

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- If the County does not approve the separate County Purchase for Technical Infrastructure support with the new CalSAWS Technical Infrastructure vendor, enhancements related to this County Purchase may be impacted or delayed.
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
 - Revision 1 to County Purchase SC-04-2023 must be approved by January 31, 2025 in order for recurring R&A Change Budget Services for batch job execution support, Application Architecture support, and Application DBA support to commence February 1, 2025. If the County does not approve this County Purchase by January 31, 2025, the schedule for the delivery of the work outlined in this County Purchase will be impacted and such work for batch job execution support, Application Architecture support, and Application DBA support may be placed on hold until this revision is executed.
- The PBDS will be pushed into the County's Amazon S3 account via batch processing to take place after each daily batch run has completed in full.
- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Agreement will not apply to this County Purchase.
- The County will be responsible for assigning a County contact for security activities, such as access requests to the County's AWS account or security incidents.
- Changes to access paths and methods will be reviewed and approved through Consortium Technical Change Advisory Board prior to implementation.
- Access credentials will be rotated by County in accordance with Consortium Security Policy.
- The County will be responsible for obtaining access to County datasets from the Consortium.
- The County's access to the Amazon S3 is read/egress only.
- Relational Database will be accessible via Wide Area Network ("WAN") Network Address Translation ("NATed") through Firewall ("F5") at exchange.
- The County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- The County will be responsible for the AWS costs associated with storage and egress of the data from the PBDS. These costs will vary based on data volume and egress.
- The Total Charges for this County Purchase do not include charges for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. An estimate of AWS compute resources and services costs is provided to the County for budget allocation purposes. The Consortium will be fully responsible for making such resources and services available for supporting the project, including the procurement and payment for such services from AWS. The County will be responsible for reimbursing the Consortium for all AWS charges required to support the solution. The estimate for AWS compute resources charges is based on services for SFY 2024/25.
- This County Purchase does not include any incremental charges for network infrastructure. If future changes to the CalSAWS System impact this County Purchase and would result in the need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase.

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- The County will be responsible for designing and implementing queries and egress methods to use and extract the data from Amazon S3.
- Testing of queries will leverage existing CalSAWS test environments and masked data.
- This estimate includes sixty (60) hours of data validation. The County will be responsible for any additional data validation.
- The County will identify and provide the appropriate County staff to support project activities throughout the term of this County Purchase.
- All Qlik licenses are purchased with one (1)-year licensing agreements from the date of purchase (unless noted otherwise). Once these agreements have expired, the County will be responsible for funding any licensing renewals via the execution of 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 January 31, 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.

V. Schedule:

The charges associated with this County Purchase will be incurred during SFY 2024/25 and 2025/26.

VI. 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 (Revision 1)	Total Charges (Original Approved)	Variance (Revision 1 to Original Approved)
One-Time R&A Change Budget Services	\$286,889.00	\$0.00	\$286,889.00	\$286,889.00	\$0.00
Recurring R&A Change Budget Services	\$66,977.20	\$33,488.60	\$100,465.80	\$75,969.60	\$24,496.20
Hardware and Software Charges	\$19,764.75	\$0.00	\$19,764.75	\$19,764.75	\$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	\$19,764.75	\$0.00	\$19,764.75	\$19,764.75	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Charges	\$373,630.95	\$33,488.60	\$407,119.55	\$382,623.35	\$24,496.20

VII. Attachment 1 to the County Purchase SC-04-2023 – Pricing Schedules – Revision 1

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COUNTY PURCHASE APPROVAL

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

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

COUNTY OF SANTA CLARA

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Date: 1/27/2025

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Approved As to Form and Legality

Santa Clara County Counsel

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CalSAWS Consortium

By: Holly Murphy
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Accenture LLP

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