

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase LA-05-2023 Los Angeles County – Request for Changes from General Relief Opportunities for Work (“GROW”) to Skills and Training to Achieve Readiness for Tomorrow (“START”) 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 from the General Relief Opportunities for Work ("GROW") to the Skills and Training to Achieve Readiness for Tomorrow ("START") 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 GROW County-specific program references in the System to reflect the new START program. This request will involve changes to Correspondence. 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 GROW program, which is being rebranded and redesigned to become the START program. The one-time R&A Change Budget Services include up to 3,062 hours to assist the County with the following requirements:

1. CA-283604, CA-263028, and CA-274859 - Update the verbiage in the following Forms and Notices of Action ("NOAs") to no longer reference "General Relief Opportunities for Work ("GROW")" program and instead reference the new program name of "Skills and Training to Achieve Readiness for Tomorrow ("START")":
  - CA-283604 - Update ABP 23A Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
  - CA-283604 - Update ABP 23A-AU Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese), and
  - CA-283604 - Update ABP 23A-MH Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese).
  - CA-283604 - Update ABP 23B Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
  - CA-283604 - Update ABP 23C Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),

- CA- 283604 - Update ABP 23C-AU Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese),
- CA-283604 - Update ABP 23C-MH Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
- CA-283604 - Update ABP 23D Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
- CA-283604 - Update ABP 23D-MH Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
- CA-283604 - Update ABP 23E Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
- CA-283604 - Update ABP 23E-AU Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese), and
- CA-283604 - Update ABP 23E-MH Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese).
- CA-283604 - Update ABP 192 Form in existing one (1) language (English),
- CA-283604 - Update ABP 1460 Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1463 DVS Form in existing two (2) languages (English and Spanish),
- CA-283604 - Update ABP 1464 Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1464 WIA Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1467 DVS Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1468 Form in existing two (2) languages (English and Spanish),
- CA-283604 - Update ABP 1469 Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1469 DVS Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1469 DRC Form in existing two (2) languages (English and Spanish),
- CA-274859 - Update ABP 1607 Form in existing one (1) language (English),

- CA-274859 - Update ABP 1608 Form in existing two (2) languages (English and Spanish),
  - CA-274859 - Update ABP 1768 Form in existing one (1) language (English),
  - CA-283604 - Update ABP 4045 Form in existing two (2) languages (English and Spanish),
  - CA-283604 - Update ABP 4045G Form in existing one (1) language (English),
  - Update ABP 4047 NOA in existing one (1) language (English),
  - CA-274859 - Update ABP 4054 Form in existing one (1) language (English),
  - CA-283604 - Update ABP 1676-3 GRMH Form in existing one (1) language (English), and
  - CA-283604 - Update ABP 1676-1C Form in existing one (1) language (English),
  - Update the ABP 4023T GROW Discontinuance NOA Template version that generates via Eligibility Determination and Benefit Calculation ("EDBC") (Form version is listed in bullet below) in the two (2) existing languages (English and Spanish), and
  - CA-283604 - Update ABP 4023T Template Repository version in the nine (9) existing languages (Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, and Vietnamese).
2. Updates to the Form and NOA references in Distributed Documents and Template Repository to no longer reference "GROW" and be replaced with "START" for all Forms and NOAs referenced in this County Purchase.
  3. CA-283604 - Update the ABP 4023T NOA version with the new regulations for noncompliance reasons and a new variable population of the Worker's Phone Number in the "What you Can Do To Keep your GR Cash Aid" section when the form is generated for a START-related termination.
  4. CA-283604 - Updates to both the ABP 4023T NOA and Form versions to include the new Noncompliance Review verbiage as provided by the County.
  5. CA-283604, CA-274859, and CA-263028 - Updates to the verbiage of the following Forms to reflect current business processes as provided by the County:
    - CA-283604 - Update ABP 23A Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
    - CA-283604 - Update ABP 23A-AU Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese), and
    - CA-283604 - Update ABP 23A-MH Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese).

- CA-283604 - Update ABP 23B Form in ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
  - CA-283604 - Update ABP 23E Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese),
  - CA-283604 - Update ABP 23E-AU Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese), and
  - CA-283604 - Update ABP 23E-MH Form in the ten (10) existing languages (Armenian, Cambodian, Chinese, English, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese).
  - CA-283604 - Update ABP 192 Form in existing one (1) language (English),
  - CA-283604 - Update ABP 1460 Form in existing two (2) languages (English and Spanish),
  - CA-283604 - Update ABP 1464 Form in existing two (2) languages (English and Spanish),
  - CA-283604 - Update ABP 1469 Form in existing two (2) languages (English and Spanish),
  - CA-283604 - Update ABP 1676-1C in one (1) existing language (English),
  - CA-283604 - Update ABP 1676-3 GRMH in one (1) existing language (English),
  - CA-274859 - Update ABP 1768 Form in one (1) existing language (English),
  - CA-283604 - Update ABP 4045 Form in existing two (2) languages (English and Spanish),
  - CA-283604 - Update ABP 4045G Form in existing one (1) language (English), and
  - CA-263028 - Update ABP 4047 NOA in existing one (1) language (English).
6. CA-274859 - Updates to the following Forms to include the CalFresh Employment and Training logo:
- CA-274859 - Update ABP 1464 WIA Form in existing two (2) languages (English and Spanish),
  - CA-274859 - Update ABP 1468 in existing two (2) languages (English and Spanish),
  - CA-274859 - Update ABP 1469 DRC in existing two (2) languages (English and Spanish),
  - CA-274859 - Update ABP 1608 Form in existing two (2) languages (English and Spanish), and

- CA-274859 - Update ABP 4054 Form in existing one (1) language (English).
7. All Forms and NOAs updated in Sections 1-6 above will have the version dates updated as provided by the County in the footer of the documents.

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 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 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 3,182 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 658 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 2,524 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 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. 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.
- 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 will result in additional charges and would be provided via a separate County Purchase.
- This County Purchase will be worked in separate efforts as part of the following SCRs: CA-283604, CA-274859, and CA-263028.
  - Section VI below (the "Total Charges by SCR") provides an estimated breakdown of the Total Charges included in this County Purchase by SCR. The County will determine the prioritization of each item and Accenture will deliver such work in accordance with the County's prioritization. This prioritization must be communicated to Accenture by the County in writing.
- There will be no new languages of any of the existing Forms and NOAs included in this County Purchase. All Forms and NOAs referenced in Section II (the "Scope") above will be updated in the already available existing languages. Any requests for new languages would result in additional charges and would be provided via a separate County Purchase.
- ABP 1676-1C is currently only available in English and is currently generated with other Forms that exist in additional languages. There is no change to this existing functionality as part of this County Purchase.
- Form and NOA translations will be provided by the County.
- Unless specifically requested in this County Purchase, there will be no new Form or NOA generation conditions added or updated with this effort. Any requests for new Forms or NOAs would result in additional charges and would be provided via a separate County Purchase.

- This County Purchase includes charges to update the program references from "GROW" to "START" for the listed Forms and NOAs in this document. This effort will not update any other types of references in the System, such as references on online pages with the exception of Template Repository and Distributed Documents for the Forms and NOAs listed. Any requests for updates to additional types of references in the System would result in additional charges and would be provided via a separate County Purchase.
- 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.

Total County Purchase Charges	SFY 2024/25	SFY 2025/26	Total Charges
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$140,370.14</b>	<b>\$416,763.12</b>	<b>\$557,133.26</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>\$140,370.14</b>	<b>\$416,763.12</b>	<b>\$557,133.26</b>

**VI. Total Charges by SCR:**

The following table outlines the Total Charges for this County Purchase by SCR.

System Change Request ("SCR")	Description	Target Release	Charges
			<b>\$557,133.26</b>
CA-283604	Correspondence CalSAWS Enhancement Requests ("CERs"): CA-261868, CA-261869, CA-262824	25.07	\$415,860.46
CA-274859	START Program Name Change - NOA/Forms (includes ABP 1768 and ABP 1461)	25.05	\$79,102.37
CA-263028	Update the ABP 4047 Form	25.05	\$43,698.83
N/A	Administration of the County Purchase order	N/A	\$18,471.60

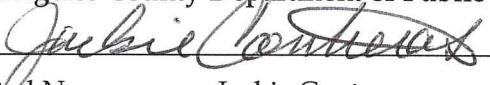
**VII. Attachment 1 to the County Purchase LA-05-2023 - Pricing Schedules**

COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - LA-05-2023

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: 2/21/2025

Notice Address:

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

**CalSAWS Consortium**

By:   
Holly Murphy (Mar 24, 2025 10:11 PDT)

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:   
Wei M. Fou for Lisa Salas (Mar 21, 2025 10:07 PDT)

Printed Name: Wei M. Fou for Lisa Salas

Title: Managing Director

Date: 03/21/2025