

Schedule 1  
Summary of CalSAWS Maintenance and Operations Charges

Extension														
	UPDATED CalSAWS Maintenance and Operations Charges	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	SFY 23/24 (7 Months)	SFY 24/25 (12 Months)	SFY 25/26 (without optional months)	SFY 25/26 (optional month 1)	SFY 25/26 (optional month 2)	Total Charges - Change Notice 41	Total Charges - Amendment 33	Increase/ (Decrease)
2	Application Maintenance	\$ -	\$ -	\$ 20,482,140	\$ 37,556,805	\$ 12,858,171	\$ 20,425,060	\$ 35,014,389	\$ 11,096,948	\$ 3,153,181	\$ 3,153,181	\$ 143,739,875	\$ 143,739,875	\$ -
														\$ -
3B	Innovation Lab - One time Services	\$ -	\$ -	\$ 1,142,453	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,142,453	\$ 1,142,453	\$ -
														\$ -
	Production Operations	\$ -	\$ -	\$ 43,064,383	\$ 62,009,141	\$ 30,853,787	\$ 41,825,555	\$ 56,445,946	\$ 16,009,371	\$ 2,381,231	\$ 2,381,231	\$ 254,970,645	\$ 254,970,645	\$ -
3A	Technical Infrastructure Services	\$ -	\$ -	\$ 38,022,986	\$ 55,132,522	\$ 27,214,586	\$ 36,465,338	\$ 49,904,171	\$ 15,867,198	\$ 2,381,231	\$ 2,381,231	\$ 227,369,264	\$ 227,369,264	\$ -
4	WAN Administration	\$ -	\$ -	\$ 2,571,444	\$ 3,806,971	\$ 1,900,348	\$ 2,796,054	\$ 3,448,340	\$ -	\$ -	\$ -	\$ 14,523,158	\$ 14,523,158	\$ -
4	Operations Charges	\$ -	\$ -	\$ 2,469,953	\$ 3,069,648	\$ 1,738,853	\$ 2,564,162	\$ 3,093,435	\$ 142,173	\$ -	\$ -	\$ 13,078,223	\$ 13,078,223	\$ -
4	Central Print	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
														\$ -
5	Hardware and Software	\$ -	\$ -	\$ 33,025,329	\$ 62,636,016	\$ 7,908,496	\$ 47,081,035	\$ 12,544,436	\$ -	\$ -	\$ -	\$ 163,195,311	\$ 163,195,311	\$ -
	Hardware	\$ -	\$ -	\$ 2,475,706	\$ 2,059,244	\$ 635,451	\$ 3,170,413	\$ 68,293				\$ 8,409,106	\$ 8,409,106	\$ -
	Hardware Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
	Software	\$ -	\$ -	\$ 30,549,623	\$ 59,340,078	\$ 7,273,045	\$ 43,910,622	\$ 12,476,143				\$ 153,549,511	\$ 153,549,511	\$ -
	Software Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
	Other	\$ -	\$ -	\$ -	\$ 1,236,694	\$ -	\$ -	\$ -				\$ 1,236,694	\$ 1,236,694	\$ -
6	Facilities	\$ -	\$ -	\$ 3,849,239	\$ 5,942,435	\$ 2,475,904	\$ 110,863	\$ 128,473	\$ -	\$ -	\$ -	\$ 12,506,915	\$ 12,506,915	\$ -
														\$ -
	Additional Projects	\$ -	\$ -	\$ -	\$ 11,774,351	\$ 7,382,245	\$ 7,803,086	\$ 24,242,844	\$ 1,171,356	\$ -	\$ -	\$ 52,373,881	\$ 52,373,881	\$ -
3C	Robotic Process Automation Scaling	\$ -	\$ -	\$ -	\$ 963,712	\$ 253,733	\$ 363,333	\$ 276,267	\$ 44,800			\$ 1,901,845	\$ 1,901,845	\$ -
3D	Virtual Assistant Scaling	\$ -	\$ -	\$ -	\$ 1,899,163	\$ 644,750	\$ 645,225	\$ 1,048,875	\$ 420,000			\$ 4,658,013	\$ 4,658,013	\$ -
3E	Welcome & Authentication Bots Scaling	\$ -	\$ -	\$ -	\$ 837,375	\$ 802,875	\$ -	\$ -	\$ -			\$ 1,640,250	\$ 1,640,250	\$ -
3F	Correspondence Phase II	\$ -	\$ -	\$ -	\$ 6,871,500	\$ -	\$ -	\$ -	\$ -			\$ 6,871,500	\$ 6,871,500	\$ -
3G	CDSS Reports Support Phase II**	\$ -	\$ -	\$ -	\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ 424,560			\$ 1,945,146	\$ 1,945,146	\$ -
3H	DHCS Support	\$ -	\$ -	\$ -	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ 200,448			\$ 1,044,522	\$ 1,044,522	\$ -
3I	County Task Management Enhancements (formerly CalSAWS County Data API Enhancements)	\$ -	\$ -	\$ -	\$ 634,839	\$ 365,400	\$ 511,560	\$ -	\$ -			\$ 1,511,799	\$ 1,511,799	\$ -
3J	BenefitsCal AT5 and STG3 Environments	\$ -	\$ -	\$ -	\$ -	\$ 488,400	\$ 683,760	\$ 781,440				\$ 1,953,600	\$ 1,953,600	\$ -
3K	Correspondence Additional Application Maintenance	\$ -	\$ -	\$ -	\$ -	\$ 1,094,754	\$ 1,532,528	\$ 4,874,716	\$ -			\$ 7,501,998	\$ 7,501,998	\$ -
3L	CalWIN Functional Support County Prep and Post Go Live Support	\$ -	\$ -	\$ -	\$ -	\$ 1,447,992	\$ 709,800	\$ -	\$ -			\$ 2,157,792	\$ 2,157,792	\$ -
3M	Security - Endpoint Detection Response, Tech Arch, NIST Rev5 Uplift	\$ -	\$ -	\$ -	\$ -	\$ 152,683	\$ 906,280	\$ 2,848,297	\$ -			\$ 3,907,260	\$ 3,907,260	\$ -
3N	CalSAWS HA and DR API Gateway to DR East	\$ -	\$ -	\$ -	\$ -	\$ 120,813	\$ 169,138	\$ -	\$ -			\$ 289,951	\$ 289,951	\$ -
3O	Data Growth - Archiving Phase 1 & 2	\$ -	\$ -	\$ -	\$ -	\$ 1,478,755	\$ 743,628	\$ 642,320	\$ 18,944			\$ 2,883,647	\$ 2,883,647	\$ -
3P	Data Growth - Task Management	\$ -	\$ -	\$ -	\$ -	\$ 4,748	\$ 6,647	\$ -	\$ -			\$ 11,395	\$ 11,395	\$ -
3Q	Data Growth - Test Data Slicer/Scrubber Capability	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 565,416	\$ 2,516	\$ 62,604			\$ 630,536	\$ 630,536	\$ -
3R	CalSAWS Imaging Hyland Enhancements	\$ -	\$ -	\$ -	\$ -	\$ 30,995	\$ 43,392	\$ -	\$ -			\$ 74,387	\$ 74,387	\$ -
3S	BIC Scheduler Version Upgrade	\$ -	\$ -	\$ -	\$ -	\$ 105,718	\$ 148,005	\$ -	\$ -			\$ 253,722	\$ 253,722	\$ -
3V	Redesign CalSAWS Purge Components	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 502,103	\$ -			\$ 502,103	\$ 502,103	\$ -
3W	Security and Upgrades	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 227,491	\$ 12,406,924	\$ -			\$ 12,634,415	\$ 12,634,415	\$ -
														\$ -
														\$ -
														\$ -
														\$ -
	CalSAWS Maintenance and Operations Total Charges	\$ -	\$ -	\$ 101,563,543	\$ 179,918,748	\$ 61,478,603	\$ 117,245,599	\$ 128,376,087	\$ 28,277,675	\$ 5,534,413	\$ 5,534,413	\$ 627,929,080	\$ 627,929,080	\$ -

Extension													Total Charges - Change Notice 41	Total Charges - Amendment 33	Increase/ (Decrease)
	UPDATED CalSAWS Maintenance and Operations Charges*	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	FFY 2026 (without optional months)	FFY 2026 (optional month 1)	FFY 2026 (optional month 2)				
2	Application Maintenance	\$ -	\$ -	\$ 29,871,341	\$ 35,882,507	\$ 5,143,269	\$ 26,260,792	\$ 36,896,913	\$ 3,378,691	\$ 3,153,181	\$ 3,153,181	\$ 143,739,875	\$ 143,739,875	\$ -	
														\$ -	
3B	Innovation Lab - One time Services	\$ -	\$ -	\$ 1,142,453	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,142,453	\$ 1,142,453	\$ -	
														\$ -	
	Production Operations	\$ -	\$ -	\$ 58,828,594	\$ 64,878,919	\$ 19,803,274	\$ 47,702,692	\$ 50,417,541	\$ 8,577,162	\$ 2,381,231	\$ 2,381,231	\$ 254,970,645	\$ 254,970,645	\$ -	
3A	Technical Infrastructure Services	\$ -	\$ -	\$ 51,797,170	\$ 57,810,015	\$ 10,762,967	\$ 47,702,692	\$ 45,956,794	\$ 8,577,162	\$ 2,381,231	\$ 2,381,231	\$ 227,369,263	\$ 227,369,263	\$ -	
4	WAN Administration	\$ -	\$ -	\$ 3,800,338	\$ 3,727,114	\$ 4,878,655		\$ 2,117,051				\$ 14,523,158	\$ 14,523,158	\$ -	
4	Operations Charges	\$ -	\$ -	\$ 3,231,087	\$ 3,341,790	\$ 4,161,651		\$ 2,343,696				\$ 13,078,223	\$ 13,078,223	\$ -	
4	Central Print	\$ -	\$ -	\$ -	\$ -	\$ -						\$ -	\$ -	\$ -	
														\$ -	
5	Hardware and Software	\$ -	\$ -	\$ 40,824,559	\$ 60,206,413	\$ 6,917,221	\$ 45,477,836	\$ 9,769,283	\$ -	\$ -	\$ -	\$ 163,195,311	\$ 163,195,311	\$ -	
	Hardware	\$ -	\$ -	\$ 4,424,605	\$ 687,825	\$ 188,903	\$ 3,055,500	\$ 52,273				\$ 8,409,106	\$ 8,409,106	\$ -	
	Hardware Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -	
	Software	\$ -	\$ -	\$ 36,399,954	\$ 58,281,894	\$ 6,728,318	\$ 42,422,336	\$ 9,717,009				\$ 153,549,511	\$ 153,549,511	\$ -	
	Software Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -	
	Other	\$ -	\$ -	\$ -	\$ 1,236,694	\$ -	\$ -	\$ -				\$ 1,236,694	\$ 1,236,694	\$ -	
6	Facilities	\$ -	\$ -	\$ 5,334,848	\$ 5,942,369	\$ 990,362	\$ 133,175	\$ 106,161	\$ -	\$ -	\$ -	\$ 12,506,914	\$ 12,506,914	\$ -	
														\$ -	
	Additional Projects	\$ -	\$ -	\$ 4,090,970	\$ 12,317,641	\$ 2,658,886	\$ 16,404,317	\$ 16,318,278	\$ 583,790	\$ -	\$ -	\$ 52,373,882	\$ 52,373,882	\$ -	
3C	Robotic Process Automation Scaling			\$ 430,222	\$ 709,063	\$ 78,160	\$ 441,111	\$ 243,289				\$ 1,901,845	\$ 1,901,845	\$ -	
3D	Virtual Assistant Scaling			\$ 632,974	\$ 1,781,884	\$ 128,959	\$ 952,475	\$ 993,721	\$ 168,000			\$ 4,658,013	\$ 4,658,013	\$ -	
3E	Welcome & Authentication Bots Scaling			\$ 317,208	\$ 1,067,767	\$ 136,900	\$ 118,375	\$ -				\$ 1,640,250	\$ 1,640,250	\$ -	
3F	Correspondence Phase II			\$ 2,290,500	\$ 4,581,000	\$ -	\$ -	\$ -				\$ 6,871,500	\$ 6,871,500	\$ -	
3G	CDSS Reports Support Phase II			\$ 99,992	\$ 380,074	\$ 106,140	\$ 530,700	\$ 530,700	\$ 265,350			\$ 1,912,956	\$ 1,912,956	\$ -	
3H	DHCS Support			\$ 99,992	\$ 300,208	\$ 50,112	\$ 250,560	\$ 250,560	\$ 125,280			\$ 1,076,712	\$ 1,076,712	\$ -	
3I	County Task Management Enhancements (formally CalSAWS County Data API Enhancements)			\$ 220,081	\$ 748,763	\$ 31,250	\$ 511,705	\$ -				\$ 1,511,799	\$ 1,511,799	\$ -	
3J	BenefitsCal AT5 and STG3 Environments				\$ 293,040	\$ 195,360	\$ 976,800	\$ 488,400				\$ 1,953,600	\$ 1,953,600	\$ -	
3K	Correspondence Additional Application Maintenance				\$ 656,852	\$ 437,901	\$ 2,861,996	\$ 3,545,248				\$ 7,501,998	\$ 7,501,998	\$ -	
3L	CalWIN Functional Support County Prep and Post Go Live Support	\$ -	\$ -	\$ -	\$ 851,760	\$ 596,232	\$ 709,800	\$ -				\$ 2,157,792	\$ 2,157,792	\$ -	
3M	Security - Endpoint Detection Response, Tech Arch, NIST Rev5 Uplift			\$ -	\$ 102,955	\$ 49,728	\$ 1,817,059	\$ 1,937,519				\$ 3,907,260	\$ 3,907,260	\$ -	
3N	CalSAWS HA and DR API Gateway to DR East	\$ -	\$ -	\$ -	\$ 63,308	\$ 75,970	\$ 150,673	\$ -				\$ 289,951	\$ 289,951	\$ -	
3O	Data Growth - Archiving Phase 1 & 2		\$ -	\$ -	\$ 722,408	\$ 756,347	\$ 975,100	\$ 429,792				\$ 2,883,647	\$ 2,883,647	\$ -	
3P	Data Growth - Task Management			\$ -	\$ -	\$ -	\$ 11,395	\$ -				\$ 11,395	\$ 11,395	\$ -	
3Q	Data Growth - Test Data Slicer/Scrubber Capability				\$ -	\$ -	\$ 565,416	\$ 39,960	\$ 25,160			\$ 630,536	\$ 630,536	\$ -	
3R	CalSAWS Imaging Hyland Enhancements	\$ -	\$ -	\$ -	\$ 58,559	\$ 15,827	\$ -	\$ -				\$ 74,387	\$ 74,387	\$ -	
3S	BIC Scheduler Version Upgrade	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 253,722	\$ -				\$ 253,722	\$ 253,722	\$ -	

Schedule 1  
Summary of CalSAWS Maintenance and Operations Charges

3V	Redesign CalSAWS Purge Components						\$ 252,044	\$ 250,059				\$ 502,103	\$ 502,103	\$ -
3W	Security and Upgrades						\$ 5,025,385	\$ 7,609,030				\$ 12,634,415	\$ 12,634,415	\$ -
														\$ -
														\$ -
														\$ -
														\$ -
	CalSAWS Maintenance and Operations Total Charges	\$ -	\$ -	\$ 140,092,764	\$ 179,227,848	\$ 35,513,011	\$ 135,978,813	\$ 113,508,176	\$ 12,539,644	\$ 5,534,413	\$ 5,534,413	\$ 627,929,080	\$ 627,929,080	\$ -

\* Federal Fiscal Year (FFY) is October 1 through September 30 (estimated based on payment month, not month of service).  
\*\*CDSS Reports Support Phase II: additional funding included in Change Notice 23 - Attachment 6 - CDSS Report Support Phase II

Assumptions
The CalSAWS M&O and M&E Pricing is an extension of existing scope of services. Pricing of Transition services to a new vendor would be an option to be included as a separate change order if necessary
The operation coordination with multi-vendors will be included as part of the Transition services option to be included as a separate change order if necessary
For the term of the Agreement, Contractor personnel (onshore and offshore) are authorized to access masked CalSAWS System Program Data in both production and non-production environments as reasonably necessary to perform their assigned tasks. Masked CalSAWS System Program Data is defined as Data that has been scrubbed of PII and/or PHI. Prior to granting access to offshore personnel, the system controls will be reviewed and mutually agreed-to by both parties.
January 2023 to October 2023 Accenture will provide additional M&E capacity of 2,000 hours per month at no additional charge. This assumes we can make the blended project offshore component 40% by July 1, 2022.
November 2023 to July 2025 Accenture will provide additional M&E capacity of 3,000 hours per month at no additional charges. This assumes we can make the blended project offshore component 40% by July 1, 2022.

**Schedule 2**  
**CalSAWS Maintenance and Operations - Application Maintenance Services Charge**

1	Until July 2025, the hourly bill rate assumes that approximately 40% of all addressable hours will be worked at an Accenture Global Delivery Network (GDN) center.
2	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process
3	Additional assumptions documented under Section 4 (M&E Cutover) of Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations ("M&O") Project) of Exhibit X
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Schedule 3a  
CalSAWS Maintenance and Operations - Technical Infrastructure Services Charges

		SFY 2024/2025 (12 Months) - June 2024 through May 2025			SFY 2025/2026 (8 Months) - Extensions for June 2025 through Jan 2026			SFY 2025/2026- Optional Extension Month 1 (Feb 2026)			SFY 2025/2026- Optional Extension Month 2 (March 2026)			Total Hours	Total Charges - Amendment 33	Total Charges - Change Notice 38	Increase/ (Decrease)
Technical Infrastructure Services		SFY 2024/2025 (12 Months) - June 2024 through May 2025			SFY 2025/2026 (8 Months) - Extensions for June 2025 through Jan 2026			SFY 2025/2026- Optional Extension Month 1 (Feb 2026)			SFY 2025/2026- Optional Extension Month 2 (March 2026)			Total Hours	Total Charges - Amendment 33	Total Charges - Change Notice 38	Increase/ (Decrease)
Staff Description	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Estimated FTEs	Hours	Extended Charges	Total Hours	Total Charges - Amendment 33	Total Charges - Change Notice 38	Increase/ (Decrease)
CalSAWS Technical Infrastructure		183.89	314,582.13	\$ 46,558,155.24	88.14	94,432.00	\$ 13,975,936	83.14	14,138.20	\$ 2,092,454	83.14	14,138.20	\$ 2,092,454	1,378,181.61	\$ 203,971,700	\$ 190,490,202	\$ 13,481,497.60
ADF/PMO Support	\$ 148	5.00	6,848.00	\$ 1,013,504	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	33,920.00	\$ 5,020,160	\$ 5,020,160	\$ -
Contact Center	\$ 148	1.00	2,032.00	\$ 300,736	1.00	336.00	\$ 49,728.00	0.00	0.00	\$ -	0.00	0.00	\$ -	7,782.40	\$ 1,151,795	\$ 1,151,795	\$ -
Database Administrator	\$ 148	5.00	10,208.00	\$ 1,510,784	5.00	5,460.00	\$ 808,080	5.00	840.00	\$ 124,320	5.00	840.00	\$ 124,320	44,420.00	\$ 6,574,160	\$ 5,766,080	\$ 808,080.00
Imaging	\$ 148	4.00	6,628.80	\$ 981,062	4.00	672.00	\$ 99,456.00	0.00	0.00	\$ -	0.00	0.00	\$ -	23,544.00	\$ 3,484,512	\$ 3,484,512	\$ -
Network Administrator	\$ 148	7.00	9,587.20	\$ 1,418,906	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	47,488.00	\$ 7,028,224	\$ 7,028,224	\$ -
Performance	\$ 148	3.00	6,124.80	\$ 906,470	3.00	3,192.00	\$ 472,416	3.00	504.00	\$ 74,592	3.00	504.00	\$ 74,592	26,568.00	\$ 3,932,064	\$ 3,459,648	\$ 472,416.00
Procurement	\$ 148	1.00	1,369.60	\$ 202,701	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 1,004,032	\$ 1,004,032	\$ -
Tech Arch	\$ 148	9.00	17,702.40	\$ 2,619,955	8.00	8,232.00	\$ 1,218,336	8.00	1,344.00	\$ 198,912	8.00	1,344.00	\$ 198,912	77,352.00	\$ 11,448,096	\$ 10,229,760	\$ 1,218,336.00
Tech Management	\$ 148	5.00	6,848.00	\$ 1,013,504	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	33,920.00	\$ 5,020,160	\$ 5,020,160	\$ -
Tech Ops	\$ 148	15.20	26,193.92	\$ 3,876,700	8.00	8,232.00	\$ 1,218,336	8.00	1,344.00	\$ 198,912	8.00	1,344.00	\$ 198,912	119,412.80	\$ 17,673,094	\$ 16,454,758	\$ 1,218,336.00
Business Support	\$ 148	1.00	1,369.60	\$ 202,701	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 1,004,032	\$ 1,004,032	\$ -
Intel	\$ 148	7.00	9,587.20	\$ 1,418,906	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	47,488.00	\$ 7,028,224	\$ 7,028,224	\$ -
Management	\$ 148	2.00	3,411.20	\$ 504,858	1.00	1,344.00	\$ 198,912	1.00	168.00	\$ 24,864	1.00	168.00	\$ 24,864	16,248.00	\$ 2,404,704	\$ 2,205,792	\$ 198,912.00
Network Administrator	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	328.00	\$ 48,544	\$ 48,544	\$ -
Print Manager	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	\$ -	\$ -	\$ -
QA Specialist	\$ 148	1.00	1,358.77	\$ 201,098	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,773.17	\$ 1,002,429	\$ 1,002,429	\$ -
Remote Tech	\$ 148	15.00	20,544.00	\$ 3,040,512	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	101,760.00	\$ 15,060,480	\$ 15,060,480	\$ -
Service Desk Analyst	\$ 148	18.19	24,908.80	\$ 3,686,502	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	110,856.00	\$ 16,406,688	\$ 16,406,688	\$ -
Service Desk Business Rep	\$ 148	7.79	10,675.20	\$ 1,579,930	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	47,528.00	\$ 7,034,144	\$ 7,034,144	\$ -
Service Desk Manager	\$ 148	1.00	1,369.60	\$ 202,701	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 1,004,032	\$ 1,004,032	\$ -
Unix	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	984.00	\$ 145,632	\$ 145,632	\$ -
Warehouse	\$ 148	4.00	5,478.40	\$ 810,803	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	27,136.00	\$ 4,016,128	\$ 4,016,128	\$ -
PMO - Project Manager	\$ 148	1.79	3,138.56	\$ 464,507	1.00	1,368.00	\$ 202,464	1.00	171.00	\$ 25,308	1.00	171.00	\$ 25,308	13,230.96	\$ 1,958,182	\$ 1,755,718	\$ 202,464.00
PMO - Team Lead	\$ 148	1.00	2,054.40	\$ 304,051	1.00	1,369.60	\$ 202,701	1.00	171.20	\$ 25,338	1.00	171.20	\$ 25,338	11,372.80	\$ 1,683,174	\$ 1,480,474	\$ 202,700.80
PMO - Specialist	\$ 148	6.00	10,682.88	\$ 1,581,066	3.60	4,569.60	\$ 676,301	3.60	604.80	\$ 89,510	3.60	604.80	\$ 89,510	48,948.48	\$ 7,244,375	\$ 6,568,074	\$ 676,300.80
PMO - Work Plan Support	\$ 148	2.00	4,108.80	\$ 608,102	2.00	2,568.00	\$ 380,064	2.00	342.40	\$ 50,675	2.00	342.40	\$ 50,675	18,190.40	\$ 2,692,179	\$ 2,312,115	\$ 380,064.00
PMO - Analyst (Staffing, Administrative Support)	\$ 148	1.00	2,054.40	\$ 304,051	1.00	1,369.60	\$ 202,701	1.00	171.20	\$ 25,338	1.00	171.20	\$ 25,338	9,180.80	\$ 1,358,758	\$ 1,156,058	\$ 202,700.80
PMO - Financial Specialist	\$ 148	6.00	10,272.00	\$ 1,520,256	3.00	3,747.20	\$ 554,586	3.00	513.60	\$ 76,013	3.00	513.60	\$ 76,013	47,532.80	\$ 7,034,854	\$ 6,477,427	\$ 557,427.20
Batch Support	\$ 148	6.50	13,353.60	\$ 1,976,333	6.50	6,762.40	\$ 1,000,835	6.50	1,112.80	\$ 164,694	6.50	1,112.80	\$ 164,694	57,535.20	\$ 8,515,210	\$ 7,514,374	\$ 1,000,835.20
Level 3 Support	\$ 148	22.04	45,273.60	\$ 6,700,493	22.04	26,403.20	\$ 3,907,674	22.04	3,772.80	\$ 558,374	22.04	3,772.80	\$ 558,374	182,288.00	\$ 26,978,624	\$ 23,070,950	\$ 3,907,673.60
Production Support	\$ 148	17.00	34,924.80	\$ 5,168,870	17.00	17,462.40	\$ 2,584,435	17.00	2,910.40	\$ 430,739	17.00	2,910.40	\$ 430,739	150,252.80	\$ 22,237,414	\$ 19,652,979	\$ 2,584,435.20
Release Management	\$ 148	1.00	2,041.60	\$ 302,157	1.00	1,344.00	\$ 198,912	1.00	168.00	\$ 24,864	1.00	168.00	\$ 24,864	11,328.00	\$ 1,676,544	\$ 1,477,632	\$ 198,912.00
Forgerock (Former Change Notice 11)	\$ 148	7.00	14,112.00	\$ 2,088,576	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	29,904.00	\$ 4,425,792	\$ 4,773,888	\$ (348,096)
Forgerock (Former Change Notice 11)	\$ 125	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	\$ -	\$ -	\$ -
ADF Migration and Roseville Build-Out	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	2,927.00	\$ 433,196	\$ 433,196	\$ -
3T. Production Monthly Second Cut Database Environment	\$ 148	0.37	320.00	\$ 47,360	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	600.00	\$ 88,800	\$ 88,800	\$ -
3T. Production Monthly Second Cut Database Environment	\$ 158	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	80.00	\$ 12,662	\$ 12,662	\$ -
3U. Enablement Effort and Procurement for DHCS/CDSS via CDT	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	950.00	\$ 140,600	\$ 140,600	\$ -
			-														
CalSAWS Technical Infrastructure - Enhanced Application Support		0.41	563.20	\$ 83,353.60	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	63,568.00	\$ 9,408,064	\$ 9,408,064	\$ -
Level 3 Support	\$ 148	0.00	-	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	44,288.00	\$ 6,554,624	\$ 6,554,624	\$ -
Production Support	\$ 148	0.41	563.20	\$ 83,353.60	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	19,280.00	\$ 2,853,440	\$ 2,853,440	\$ -
			-														
CalSAWS Technical Infrastructure - CalHEERS		6.00	11,641.60	\$ 1,722,956.80	5.00	5,949.20	\$ 880,482	5.00	856.00	\$ 126,688	5.00	856.00	\$ 126,688	51,789.20	\$ 7,664,802	\$ 6,784,320	\$ 880,481.60
Tech Ops	\$ 148	1.00	1,369.60	\$ 202,700.80	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 1,004,032	\$ 1,004,032	\$ -
Batch Support	\$ 148	1.00	2,054.40	\$ 304,051.20	1.00	1,155.60	\$ 171,029	1.00	171.20	\$ 25,338	1.00	171.20	\$ 25,338	8,966.80	\$ 1,327,086	\$ 1,156,058	\$ 171,028.80
Level 3 Support	\$ 148	4.00	8,217.60	\$ 1,216,204.80	4.00	4,793.60	\$ 709,453	4.00	684.80	\$ 101,350	4.00	684.80	\$ 101,350	36,038.40	\$ 5,333,683	\$ 4,624,230	\$ 709,452.80
			-														
CalSAWS FDS API Support		1.00	1,705.60	\$ 252,428.80	0.50	420.00	\$ 62,160	0.50	84.00	\$ 12,432	0.50	84.00	\$ 12,432	7,210.00	\$ 1,067,080	\$ 1,004,920	\$ 62,160.00
API Support	\$ 148	1.00	1,705.60	\$ 252,428.80	0.50	420.00	\$ 62,160	0.50	84.00	\$ 12,432	0.50	84.00	\$ 12,432	7,210.00	\$ 1,067,080	\$ 1,004,920	\$ 62,160.00
			-														
CalSAWS Technical Infrastructure - Security		9.00	8,838.40	\$ 983,225.51	5.00	5,040.00	\$ 745,920	5.00	840.00	\$ 124,320	5.00	840.00	\$ 124,320	37,216.00	\$ 3,898,860	\$ 3,152,940	\$ 745,920.00
Security Lead	\$ 89	1.00	1,369.60	\$ 121,486.38	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 601,755	\$ 601,755	\$ -
Application Vulnerability Lead	\$ 89	1.00	1,369.60	\$ 121,486.38	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 601,755	\$ 601,755	\$ -
Security Threat and Incident Management (SEIM Lead)	\$ 89	1.00	1,369.60	\$ 121,486.38	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 601,755	\$ 601,755	\$ -
Threat Vulnerability Management Lead	\$ 89	1.00	1,369.60	\$ 121,486.38	0.00	0.00	\$ -	0.00	0.00	\$ -	0.00	0.00	\$ -	6,784.00	\$ 601,755	\$ 601,755	\$ -
Application Security	\$ 148	5.00	3,360.00	\$ 497,280.00	5.00	5,040.00	\$ 745,920	5.00	840.00	\$ 124,320	5.00	840.00	\$ 124,320	10,080.00	\$ 1,491,840	\$ 745,920	\$ 745,920.00
			-														
CalSAWS Technical Infrastructure - Cloud Reports/Analytics		1.00	2,054.40	\$ 304,051.20	1.00	1,369.60	\$ 202,701	1.00	171.20	\$ 25,338	1.00	171.20	\$ 25,338	9,180.80	\$ 1,358,758	\$ 1,156,058	\$ 202,700.80
Level 3 Support	\$ 148	1.00	2,054.40	\$ 304,051.20	1.00	1,369.60	\$ 202,701	1.00	171.20	\$ 25,338	1.00	171.20	\$ 25,338	9,180.80	\$ 1,358,758	\$ 1,156,058	\$ 202,700.80
Total CalSAWS Technical Infrastructure Services Charges		201.30	339,385.33	\$ 49,904,171.15	99.64	107,210.80	\$ 15,867,198.40	94.64	16,089.40	\$ 2,381,231	94.64	16,089.40					

	<p>The staffing levels for the Service Desk are based on the continued use of current processes for the C-IV Service Desk, regardless of the software platform used for the Service Desk during the</p> <p>1 CalSAWS Maintenance and Operations phase.</p>
	<p>Hourly bill rate assumes that approximately 40% of all addressable hours will be worked at an Accenture Global Delivery Network</p> <p>2 (GDN) center.</p>
	<p>With regard to Level 3 Support for Enhanced Application Support, the staffing levels are based on the current assignment of CalWin Counties to each go-live wave. If the County assignments and/or schedule for each go-live wave is modified, or if the number of CalSAWS system user counts change, then the staffing levels for</p> <p>3 Level 3 Support would need to be reassessed.</p>
	<p>With regard to Level 3 Support for Enhanced Application Support:</p> <p>Wave 4: 2 months, 40 work days, 75% of 4359 tickets = 3,269; 3269/40 = 82 tickets per day. If the volume of calls exceeds 82 tickets per day during the 2 months following Wave 4, a change order will be required to provide the additional required support staff.</p> <p>Wave 5: 2 months, 40 work days, 56% of 4042 tickets = 2,264; 2264/40 = 57 tickets per day. If the volume of calls exceeds 57 tickets per day during the 2 months following Wave 5, a change order will be required to provide the additional required support staff.</p> <p>Wave 6: 2 months, 40 work days, 59% of 3852 tickets = 2,273; 2273/40 = 57 tickets per day. If the volume of calls exceeds 57 tickets per day during the 2 months following Wave 6, a change</p> <p>4 order will be required to provide the additional required support staff.</p>
	<p>For the CalSAWS Technical Infrastructure - Security services, a one-time negotiated rate of \$88.70 has been applied. This rate was</p> <p>5 termed in CN38.</p>
	<p>If the Offshore/onshore staffing mix changes, Accenture may</p> <p>6 exercise and follow the change order process.</p>
	<p>Additional assumptions documented under Section 4 (M&amp;E Cutover) of Schedule 1 (Statement of Work for CalSAWS Maintenance and</p> <p>7 Operations ("M&amp;O") Project) of Exhibit X</p>

## CalSAWS Maintenance and Operations - Innovation Lab

One-Time Services Charges - Innovation		FFY 2021				FFY 2022				FFY 2023				FFY 2024				FFY 2025 - Extension				FFY 2026 - Extension				FFY 2027 - Extension				Total Hours		Total Charges		Total Charges - Change Notice 24		Change Notice 24		Delta		
Start/Description	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges	Hourly Rate	Estimated FTEs	Hours	Extended Charges								
		6.00	9.00			6.00	9.00			6.00	9.00			6.00	9.00			6.00	9.00			6.00	9.00			6.00	9.00			6.00	9.00			14,689.39		1,142.453				
Total Innovation Lab Services Charges																																								
Change Notice 25	Multiple	0.00	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	Multiple	0.00	\$ -	-	-	-	13,920	\$ -	3,371,885	\$ -	(229,432)
Var:		0.00	0.00	\$ -	-	(0.72)	(1,260.62)	\$ (229,432)	-	0.00	0.00	\$ -	-	0.00	0.00	\$ -	-	0.00	0.00	\$ -	-	0.00	0.00	\$ -	-	0.00	0.00	\$ -	-	0.00	0.00	\$ -	-	-	-	(1,260.62)	\$ -	3,371,885	\$ -	(229,432)

[illegible]

1	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process
2	
3	
4	
5	

Extension								
Robotic Process Automation Scaling	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 9/2025)	Total Charges - Amendment 33	Total Charges - Change Notice 38	Variance
R&A Change Budget Services Charges	\$ 675,720	\$ 137,067	\$ -	\$ -	\$ -	\$ 812,787	\$ 812,787	\$ -
One-Time Services Charges	\$ 675,720	\$ 137,067	\$ -	\$ -	\$ -	\$ 812,787	\$ 812,787	\$ -
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ 200,000	\$ -	\$ 200,000	\$ -	\$ -	\$ 400,000	\$ 400,000	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges		\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ 200,000	\$ -	\$ 200,000	\$ -	\$ -	\$ 400,000	\$ 400,000	\$ -
Production Operations Charges	\$ 87,992	\$ 116,667	\$ 163,333	\$ 276,267	\$ 44,800	\$ 689,058	\$ 689,058	\$ -
One-Time Charges	\$ -					\$ -	\$ -	\$ -
Recurring Charges	\$ 87,992	\$ 116,667	\$ 163,333	\$ 276,267	\$ 44,800	\$ 689,058	\$ 689,058	\$ -
Facilities Charges	\$ -					\$ -	\$ -	\$ -
Total Charges	\$ 963,712	\$ 253,733	\$ 363,333	\$ 276,267	\$ 44,800	\$ 1,901,845	\$ 1,901,845	\$ -

Extension								
Robotic Process Automation Scaling	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 9/2025)	Total Charges - Amendment 33	Total Charges - Change Notice 38	Variance
Hourly Rate	\$133.33	\$133.33	\$133.33	\$133.33	\$133.33	\$133.33	\$133.33	-
Hours - One-time Services	5,068	1,028	0	0	0	6,095.90	6,095.90	-
Hours - Recurring Services	660	875	1,225	2,072	336	4,831.94	4,831.94	-
Services Charges	\$ 763,712	\$ 253,733	\$ 163,333	\$ 276,267	\$ 44,800	\$ 1,457,045	\$ 1,457,045	\$ -

CN38	\$ 963,712	\$ 253,733	\$ 363,333	\$ 276,267	\$ 44,800	\$ 1,901,845
Variance - to Amendment 33	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Assumptions

1	The scope of work, estimated effort, and assumptions for scaling Los Angeles County's existing robotic process automation (RPA) solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3C. A maximum of 11,680 hours will be worked.
3	The RPA solution for the CalSAWS System will be for the use case of EBT card replacement.
4	Software charges are estimated based on a 12 month subscription license that will be renewed annually through October 31, 2024.
5	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
6	RPA support will transition with Contact Center by 7/31/25

Virtual Assistant Scaling	SFY 2022/23	Extension				Total Charges - Amendment 33
		SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 1/2026)	
<b>R&amp;A Change Budget Services Charges</b>	<b>\$ 1,287,663</b>	<b>\$ 130,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,417,663</b>
One-Time Services Charges	\$ 1,287,663	\$ 130,000	\$ -	\$ -	\$ -	\$ 1,417,663
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Hardware and Software Charges</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Production Operations Charges</b>	<b>\$ 759,000</b>	<b>\$ 579,000</b>	<b>\$ 735,000</b>	<b>\$ 1,113,000</b>	<b>\$ 420,000</b>	<b>\$ 3,606,000</b>
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ 759,000	\$ 579,000	\$ 735,000	\$ 1,113,000	\$ 420,000	\$ 3,606,000
<b>Facilities Charges</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Accenture Investment</b>	<b>\$ (147,500)</b>	<b>\$ (64,250)</b>	<b>\$ (89,775)</b>	<b>\$ (64,125)</b>	<b>\$ -</b>	<b>\$ (365,650)</b>
<b>Total Charges</b>	<b>\$ 1,899,163</b>	<b>\$ 644,750</b>	<b>\$ 645,225</b>	<b>\$ 1,048,875</b>	<b>\$ 420,000</b>	<b>\$ 4,658,013</b>

Total Charges - Amendment 31	Variance
\$ 1,417,663	\$ -
\$ 1,417,663	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ 3,354,000	\$ 252,000
\$ -	\$ -
\$ 3,354,000	\$ 252,000
\$ -	\$ -
\$ (365,650)	\$ -
\$ 4,406,013	\$ 252,000

Virtual Assistant Scaling	SFY 2022/23	Extension				Total Charges - Amendment 33
		SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 1/2026)	
Hourly Rate	\$125	\$125	\$125	\$125	\$125	
Hours - One Time Services for Worker Virtual Assistant Enhancement	9,245	1,040	0	0	0	10,285
<b>Subtotal Service Charges - Worker Virtual Assistant Enhancement</b>	<b>\$ 1,155,633</b>	<b>\$ 130,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,285,633</b>
Hourly Rate	\$125	\$125	\$125	\$125	\$125	
Hours - One Time Services for Customer Virtual Assistant Enhancement	524.5	0	0	0	0	525
Hourly Rate	\$174	\$174	\$174	\$174	\$174	
Hours - One Time Services for Customer Virtual Assistant Enhancement	382.0	0	0	0	0	382
<b>Subtotal Service Charges - Customer Virtual Assistant Enhancement</b>	<b>\$ 132,031</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 132,031</b>
Hourly Rate	\$125	\$125	\$125	\$125	\$125	
Hours - Recurring Production Operations Services for San Diego VA Solution	2,672	352	0	0	0	3,024
Hours - Recurring Production Operations Services for CalSAWS VA Solution	3,400	4,280	5,880	8,904	3,360	25,824
Accenture Investment	\$ (147,500)	\$ (64,250)	\$ (89,775)	\$ (64,125)	\$ -	\$ (365,650)
<b>Subtotal Service Charges - San Diego and CalSAWS County Virtual Assistants</b>	<b>\$ 611,500</b>	<b>\$ 514,750</b>	<b>\$ 645,225</b>	<b>\$ 1,048,875</b>	<b>\$ 420,000</b>	<b>\$ 3,240,350</b>
<b>Total Services Charges</b>	<b>\$ 1,899,163</b>	<b>\$ 644,750</b>	<b>\$ 645,225</b>	<b>\$ 1,048,875</b>	<b>\$ 420,000</b>	<b>\$ 4,658,013</b>

Total Charges - Amendment 31	Variance
	0
10,285	0
\$ 1,285,633	\$ -
	0
525	0
	0
382	0
\$ 132,031	\$ -
	0
3,024	0
23,808	2,016
\$ (365,650)	\$ -
\$ 2,988,350	\$ 252,000
\$ 4,406,013	\$ 252,000

<b>Total Services Charges (Amendment 31)</b>	<b>\$ 1,899,163</b>	<b>\$ 644,750</b>	<b>\$ 645,225</b>	<b>\$ 1,048,875</b>	<b>\$ 168,000</b>	<b>\$ 4,406,013</b>
Variance - Amendment 33 to Amendment 31	\$ -	\$ -	\$ -	\$ -	\$ 252,000	\$ 252,000
One-Time Hours	10,152	1,040	-	-	-	11,192
Recurring Hours	6,072	4,632	5,880	8,904	3,360	28,848
Recurring Hours - Accenture Investment	(1,180)	(514)	(718)	(513)	-	(2,925)

**Assumptions**

1	The scope of work, estimated effort, and assumptions for scaling San Diego County's existing virtual assistants solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3D. A maximum of 38,024 hours will be worked.
3	The virtual assistants implemented for the CalSAWS System will be based on San Diego County's existing internal/worker virtual assistant and external/customer virtual assistant.
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
5	Additional assumptions documented under Section 2 (Statement of Work) of Attachment 2 (Statement of Work for Virtual Assistants) to Amendment 33 to the Agreement

Tasks and Hours					
#	Task	Description	Hourly Rate	Total Hours	Total Charges
	Enhancements to Worker Virtual Assistant to Support Statewide Volumes				
1	Design	Overall general and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests (“SCRs”), and review and approval of SCRs via Change Control Board process	\$ 125	3,172	\$ 396,500
2	Build	Develop enhancements	\$ 125	3,880	\$ 484,945
3	Test	Test enhancements	\$ 125	2,647	\$ 330,875
4	Management	Manage the enhancement process from concept/design through implementation	\$ 125	587	\$ 73,313
	Production Operations				
5					
	Customer VA				
6	Design	Overall general and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests (“SCRs”), and review and approval of SCRs via Change Control Board process	\$ 125	-	\$ -
7	Build	Develop enhancements	\$ 125	-	\$ -
8	Test	Test enhancements	\$ 125	-	\$ -
9	Management	Manage the enhancement process from concept/design through implementation	\$ 125	54	\$ 6,688
10	Update Click-to-Chat in BenefitsCal	incorporate the customer-facing virtual assistant into the existing CalSAWS customer service center solution's click-to-chat feature accessible from BenefitsCal	\$ 174	382	\$ 66,468
			\$ 125	471	\$ 58,875
	Total			11,192	\$ 1,417,663

Staff Loading (One-time R&A Services)

			SFY 22/23																SFY 23/24															
ID	Activity Description	Task Description	Staff Description	40 Jun-22	41 Jul-22	42 Aug-22	43 Sep-22	44 Oct-22	45 Nov-22	46 Dec-22	47 Jan-23	48 Feb-23	49 Mar-23	50 Apr-23	51 May-23	52 Jun-23	53 Jul-23	54 Aug-23	55 Sep-23	56 Oct-23		SFY21/22 Total Hours	SFY22/23 Total Hours	SFY 23/24 Total Hours	Total Hours Total Hours	SFY21/22 Hourly Rate	SFY22/23 Hourly Rate	SFY 23/24 Hourly Rate	SFY21/22 Price	SFY22/23 Price	SFY 23/24 Price	Total Price		
1.0	Enhancements to Scale Worker-facing Virtual Assistant for CalSAWS System			-	-	-	-	793	1,608	1,910	1,836	1,130	871	738	360	1,040	-	-	-	-		-	9,245	1,040	10,285					\$ -	\$ 1,155,633	\$ 130,000	\$ 1,285,633	
1.1		Design																																
			Staff					246	497	598	648	416	327	290	150	-	-	-	-	-		-	3,172	-	3,172	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 396,500	\$ -	\$ 396,500		
1.2		Build																																
			Staff					298	602	725	661	380	272	227	91	624						-	3,256	624	3,880	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 406,945	\$ 78,000	\$ 484,945		
1.3		Test																																
			Staff					201	407	489	447	258	185	155	89	416						-	2,231	416	2,647	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 278,875	\$ 52,000	\$ 330,875		
1.4		Management																																
			Staff					48	102	98	80	76	87	66	30							-	587	-	587	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 73,313	\$ -	\$ 73,313		
2.0	Production Operations/Maintenance and Operations																																	
2.1					-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-					\$ -	\$ -	\$ -	\$ -	
2.2																																		
2.3																																		
2.4																																		
3.0	Scale Worker-facing Virtual Assistant with Click-to-Chat for Customer Service Centers																																	
					-	-	-	683	224	-	-	-	-	-	-	-	-	-				-	907	-	907					\$ -	\$ 132,031	\$ -	\$ 132,031	
3.1		Design	Staff																			-	-	-	-	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ -	\$ -	\$ -	\$ -	
3.2		Build	Staff																			-	-	-	-	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ -	\$ -	\$ -	\$ -	
3.3		Test	Staff																			-	-	-	-	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ -	\$ -	\$ -	\$ -	
3.4		Management	Staff					38	16													-	54	-	54	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 6,688	\$ -	\$ 6,688		
3.5		Update Click to Chat in BenefitsCal	Staff					292	90													-	382	-	382	\$ 174.00	\$ 174.00	\$ 174.00	\$ -	\$ 66,468	\$ -	\$ 66,468		
			Staff					353	118													-	471	-	471	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ 58,875	\$ -	\$ 58,875		
	Accenture Investment																					-	-	-	-	\$ 125.00	\$ 125.00	\$ 125.00	\$ -	\$ -	\$ -	\$ -	\$ -	
	Total (Unrounded)			-	-	-	-	1,475	1,832	1,910	1,836	1,130	871	738	360	1,040	-	-	-	-		-	10,152	1,040	11,192				\$ -	\$ 1,287,663	\$ 130,000	\$ 1,417,663		
	Total (Rounded)																												\$ -	\$ 1,287,663	\$ 130,000	\$ 1,417,663		

Category											Total Hours	Total Hours	Total Hours	Total Hours	Total Hours	Total Charges	Total Charges	Total Charges	Total Charges	Total Charges - Amendment 33		
	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Total Hours SFY 2022/23	Total Hours SFY 2023/24 (6/2023 - 10/2023)	Total Hours SFY 2023/24 (11/2023 - 5/2024)	Total Hours SFY 2024/25 (6/2024 - 5/2025)	Total Hours SFY 2025/26 (6/2025 - 1/2026)	Total Charges SFY 2023/23		Total Charges SFY 2023/24 (6/2023 - 10/2023)	Total Charges SFY 2023/24 (11/2023 - 5/2024)	Total Charges SFY 2024/25 (6/2024 - 5/2025)	Total Charges SFY 2025/26 (6/2025 - 1/2026)			
San Diego County Virtual Assistants - Maintenance and Operations (M&O) through Go-live (October 2022 - June 2023)	Resource Category	Hourly Rate								2,672	352	0	0		3,024	\$ 334,000	\$ 44,000	\$ -	\$ -	\$ 378,000		
Level 3 Support, Reporting	Staff	\$125.00								1,336	176	0	0	0	1,512	\$ 167,000	\$ 22,000	\$ -	\$ -	\$ 189,000		
Technical Operations (Environment Support, Technology Patching and Updates)	Staff	\$125.00								1,336	176	0	0	0	1,512	\$ 167,000	\$ 22,000	\$ -	\$ -	\$ 189,000		
CalSAWS Worker-facing Virtual Assistant - Production Operations/M&O			672	672	672	672	168	168	168	168	2,220	3,766	5,162	8,391	3,360	22,899	\$ 277,500	\$ 470,750	\$ 645,225	\$ 1,048,875	\$ 420,000	\$ 2,862,350
Level 3 Support, Reporting	Staff	\$125.00	168	168	168	168	168	168	168	168	680	856	1,176	2,016	1,344	6,072	\$ 85,000	\$ 107,000	\$ 147,000	\$ 252,000	\$ 168,000	\$ 759,000
Technical Operations (Environment Support, Technology Patching and Updates) with the VA tool	Staff	\$125.00	0	0	0	0	0	0	0	0	680	856	1,176	840	0	3,552	\$ 85,000	\$ 107,000	\$ 147,000	\$ 105,000	\$ -	\$ 444,000
	Staff	\$125.00	84	84	84	84	84	84	84	84	340	428	588	1,008	336	2,700	\$ 42,500	\$ 53,500	\$ 73,500	\$ 126,000	\$ 42,000	\$ 337,500
Build (Production Support, Analysis and Refinement of Bots)	Staff	\$125.00	168	168	168	168	168	168	168	168	680	856	1,176	2,016	672	5,400	\$ 85,000	\$ 107,000	\$ 147,000	\$ 252,000	\$ 84,000	\$ 675,000
	Staff	\$125.00	84	84	84	84	84	84	84	84	340	428	588	1,008	336	2,700	\$ 42,500	\$ 53,500	\$ 73,500	\$ 126,000	\$ 42,000	\$ 337,500
Test	Staff	\$125.00	168	168	168	168	168	168	168	168	680	856	1,176	2,016	672	5,400	\$ 85,000	\$ 107,000	\$ 147,000	\$ 252,000	\$ 84,000	\$ 675,000
Accenture Investment		\$125.00									-1,180	-514	-718	-513	0	-2,925	\$ (147,500)	\$ (64,250)	\$ (89,775)	\$ (64,125)	\$ -	\$ (365,650)
TOTAL			672	672	672	672	168	168	168	168	4,892	4,118	5,162	8,391	3,360	25,923	\$ 611,500	\$ 514,750	\$ 645,225	\$ 1,048,875	\$ 420,000	\$ 3,240,350

Extension						
Bots Scaling	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges - Change Notice 31
R&A Change Budget Services Charges	\$ 837,375	\$ 802,875	\$ -	\$ -	\$ -	\$ 1,640,250
One-Time Services Charges	\$ 74,125	\$ -	\$ -	\$ -	\$ -	\$ 74,125
Recurring Services Charges	\$ 763,250	\$ 802,875	\$ -	\$ -	\$ -	\$ 1,566,125
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 837,375	\$ 802,875	\$ -	\$ -	\$ -	\$ 1,640,250

Total Charges - Amendment 31	Total Charges - Change Notice 25	Increase/ (Decrease)
\$ 1,754,500	\$ 1,754,500	\$ (114,250)
\$ 188,375	\$ 188,375	\$ (114,250)
\$ 1,566,125	\$ 1,566,125	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ 1,754,500	\$ 1,754,500	\$ (114,250)

Extension						
Bots Scaling	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges - Change Notice 31
Hourly Rate	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	
Hours	593.00	-	-	-	-	593.00
Subtotal - One-Time R&A Change Budget Services	\$ 74,125.00	\$ -				\$ 74,125.00
Hourly Rate	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	
Hours	6,106.00	6,423.00	-	-	-	12,529.00
Subtotal - Recurring R&A Change Budget Services	\$ 763,250.00	\$ 802,875.00	\$ -	\$ -	\$ -	\$ 1,566,125.00
Total Services Charges	\$ 837,375	\$ 802,875	\$ -	\$ -	\$ -	\$ 1,640,250

Total Charges - Amendment 31	Total Charges - Change Notice 25	Increase/ (Decrease)
1,507.00	1,507.00	(914.00)
\$ 188,375.00	\$ 188,375.00	\$ (114,250.00)
12,529.00	12,529.00	-
\$ 1,566,125.00	\$ 1,566,125.00	\$ -
\$ 1,754,500	\$ 1,754,500	\$ (114,250)

AM31	\$ 951,625	\$ 802,875	\$ -	\$ -	\$ -	\$ 1,754,500
Variance	\$ (114,250)	\$ -	\$ -	\$ -	\$ -	\$ (114,250)

Assumptions	
1	The scope of work, estimated effort, and assumptions for scaling San Bernardino County's existing bots solution for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3E. A maximum of 14,036 hours will be worked.
3	The bots solution for the CalSAWS System will be based on San Bernardino County's existing solution for the authentication bot and welcome bot.
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
5	Continued infrastructure support for Welcome & Authentication Bots after November 2023 will be funded under Contact Center Support. This does not include any new utterances or tuning of the voice bots. Additional utterances or tuning work will need to be funded through future M&E or a change order.

Correspondence Phase II	SFY 2022/23	SFY 2023/24	Total Charges
<b>R&amp;A Change Budget Services Charges</b>	<b>\$ 6,871,500</b>	<b>\$ -</b>	<b>\$ 6,871,500</b>
One-Time Services Charges	\$ 6,871,500	\$ -	\$ 6,871,500
Recurring Services Charges	\$ -	\$ -	\$ -
<b>Hardware and Software Charges</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
<b>Production Operations Charges</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
<b>Facilities Charges</b>	<b>\$ -</b>		<b>\$ -</b>
<b>Total Charges</b>	<b>\$ 6,871,500</b>	<b>\$ -</b>	<b>\$ 6,871,500</b>

Correspondence Phase II	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	\$125	\$125	\$125
Hours	54,972.00	-	54,972.00
<b>R&amp;A Change Budget Services Charges</b>	<b>\$ 6,871,500</b>	<b>\$ -</b>	<b>\$ 6,871,500</b>

**Assumptions**

1	The scope of work, estimated effort, and assumptions for enhancements related to correspondence for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	The Consortium Business Analysts will attach the English (as needed) and translations to SCRs as the translation analysis is complete.
3	Translations will be provided by the State.
4	Up to 4,900 NOA reason fragments will be translated into the original Be Vu languages. The estimates do not include the 8 additional languages.
5	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3F. A maximum number of 54,972 hours will be worked.
6	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

Extension

CDSS Reports Support		SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 1/2026)	Total Charges - Amendment 33	Total Charges - Change Notice 36	Increase/ (Decrease)
R&A Change Budget Services Charges		\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ 424,560	\$ 1,945,146	\$ 1,520,586	\$ 424,560
One-Time Services Charges		\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ 424,560	\$ 1,945,146	\$ 1,520,586	\$ 424,560
Recurring Services Charges		\$ -	\$ -				\$ -	\$ -	\$ -
Hardware and Software Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Facilities Charges		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges		\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ 424,560	\$ 1,945,146	\$ 1,520,586	\$ 424,560

Extension

CDSS Reports Support		SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 1/2026)	Total Charges - Amendment 33	Total Charges - Change Notice 36	Increase/ (Decrease)
Hourly Rate		\$174	\$174	\$174	\$174	\$174	\$174	\$174	
Hours		1,724.00	1,525.00	2,135.00	3,355.00	2,440.00	11,179.00	8,739.00	2,440.00
R&A Change Budget Services Charges		\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ 424,560	\$ 1,945,146	\$ 1,520,586	\$ 424,560

Change Notice 36	\$ 299,976	\$ 265,350	\$ 371,490	\$ 583,770	\$ -	\$ 1,520,586
Variance	\$ -	\$ -	\$ -	\$ -	\$ 424,560	\$ 424,560

Assumptions

1	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3G. A maximum number of 8,739 hours will be worked.
2	SFY 22/23 hours (305 x 7 months = 2,135 hrs) included under Section 8.2.4 R&A Change Budget Services (excluded here)
3	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
4	Assumptions are included in Attachment 11 to Amendment 31 (Statement of Work for CDSS Report Support)
5	

Extension

DHCS Support	SFY 2022/23	SFY 2023/24	SFY 2023/24	SFY 2024/25	SFY 2025/26	Total Charges - Amendment 33	Total Charges - CN 36	Increase/ (Decrease)
		(6/2023 - 10/2023)	(11/2023 - 5/2024)	(6/2024 - 4/2025)	(6/2025 - 1/2026)			
R&A Change Budget Services Charges	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ 200,448	\$ 1,044,522	\$ 844,074	\$ 200,448
One-Time Services Charges	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ 200,448	\$ 1,044,522	\$ 844,074	\$ 200,448
Recurring Services Charges	\$ -	\$ -				\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ 200,448	\$ 1,044,522	\$ 844,074	\$ 200,448

Extension

DHCS Support	SFY 2022/23	SFY 2023/24	SFY 2023/24	SFY 2024/25	SFY 2025/26	Total Charges - Amendment 33	Total Charges - CN 36	Increase/ (Decrease)
		(6/2023 - 10/2023)	(11/2023 - 5/2024)	(6/2024 - 4/2025)	(6/2025 - 1/2026)			
Hourly Rate	\$174	\$174	\$174	\$174	\$174	\$174	\$174	
Hours	1,539.00	720.00	1,008.00	1,584.00	1,152.00	6,003.00	4,851.00	1,152.00
R&A Change Budget Services Charges	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ 200,448	\$ 1,044,522	\$ 844,074	\$ 200,448

CN36	\$ 267,786	\$ 125,280	\$ 175,392	\$ 275,616	\$ -	\$ 844,074
Variance	\$ -	\$ -	\$ -	\$ -	\$ 200,448	\$ 200,448

Assumptions

1	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3H. A maximum number of 5,036 hours will be worked.
2	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
3	Assumptions are included in Attachment 12 to Amendment 31 (Statement of Work for DHCS Report Support)
4	
5	

Extension									
County Task Management Enhancements	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges	Total Charges - Change Notice 30	Total Charges - Change Notice 25	Increase/ (Decrease)
<b>R&amp;A Change Budget Services Charges</b>	\$ 634,839	\$ 365,400	\$ 511,560	\$ -	\$ -	\$ 1,511,799	\$ 1,525,806	\$ 1,525,806	\$ (14,007)
One-Time Services Charges	\$ 634,839	\$ 365,400	\$ 511,560	\$ -	\$ -	\$ 1,511,799	\$ 1,525,806	\$ 1,525,806	\$ (14,007)
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Hardware and Software Charges</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 91,200	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 91,200	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Production Operations Charges</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Facilities Charges</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Charges</b>	\$ 634,839	\$ 365,400	\$ 511,560	\$ -	\$ -	\$ 1,511,799	\$ 1,525,806	\$ 1,617,006	\$ (14,007)

Extension									
County Task Management Enhancements	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges	Total Charges	Total Charges - Change Notice 25	Increase/ (Decrease)
Hourly Rate	\$174	\$174	\$174	\$174	\$174	\$174	\$174	\$174	
Hours	3,729.00	2,100.00	2,940.00			8,769.00	8,769.00	8,769.00	-
<b>Services Charges</b>	\$ 648,846	\$ 365,400	\$ 511,560	\$ -	\$ -	\$ 1,525,806	\$ 1,525,806	\$ 1,525,806	\$ -

Change Notice 30:	\$ 648,846	\$ 365,400	\$ 511,560	\$ -	\$ -	\$ 1,525,806
Variance to Change Notice 31	\$ (14,007)	\$ -	\$ -	\$ -	\$ -	\$ (14,007)

#### Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to County Task Management Enhancements for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3I. A maximum of 8,769 hours will be worked.
3	Funding included in schedule 3I was previously for County Data Enhancements. With Amendment 31, funding will be utilized for use on County Task Management Enhancements and has been renamed to align with the use of funding.
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
5	

Extension					
BenefitsCal AT5 and STG3 Environments	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 01/2025)	Total Charges
<b>Services Charges</b>	\$ -	\$ 488,400	\$ 683,760	\$ 781,440	\$ 1,953,600
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ 488,400	\$ 683,760	\$ 781,440	\$ 1,953,600
<b>Hardware and Software Charges</b>	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Production Operations Charges</b>	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Charges</b>	\$ -	\$ 488,400	\$ 683,760	\$ 781,440	\$ 1,953,600

Extension					
BenefitsCal AT5 and STG3 Environments	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 01/2025)	Total Charges
Hourly Rate	\$0	\$148	\$148	\$148	\$ 148
Hours	-	3,300.00	4,620.00	5,280.00	13,200
<b>R&amp;A Change Budget Services Charges</b>	\$ -	\$ 488,400	\$ 683,760	\$ 781,440	\$ 1,953,600

Assumptions	
1	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3J. A maximum of 13,200 hours will be worked.
2	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work
3	SFY 22/23 hrs (1,320 x 2 months = 2,640 hrs) included under R&A bucket attached to Change Notice 25, Attachment 1 (excluded here)
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
5	Assumptions are included in Attachment 5 to Amendment 31 (Statement of Work for BenefitsCal AT5 and STG3 Environments)

[illegible]

Correspondence Additional Application Maintenance	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 4/2025)	Total Charges
R&A Change Budget Services Charges	\$ 1,094,754	\$ 1,532,528	\$ 4,874,716	\$ 7,501,998
One-Time Services Charges	\$ 1,094,754	\$ 1,532,528	\$ 4,874,716	\$ 7,501,998
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 1,094,754	\$ 1,532,528	\$ 4,874,716	\$ 7,501,998

Correspondence Additional Application Maintenance	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 4/2025)	Total Charges
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27
Application Development Hours	6,917	9,683	30,800	47,400
R&A Change Budget Services Charges	\$ 1,094,754	\$ 1,532,528	\$ 4,874,716	\$ 7,501,998

1,383.40

Assumptions4150

1	The scope of work, estimated effort, and assumptions for enhancements related to correspondence for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	The Consortium Business Analysts will attach the English translation (as needed) and translations to SCRs as the translation analysis is complete.
3	Translations will be provided by the State.
4	Application Development work for Correspondence is assumed to be worked at 70% offshore.
5	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3K. A maximum number of 47,400 hours will be worked.
6	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

CalWIN Functional Support County Prep and Post Go Live Support	SFY 2022/23	SFY 2023/24	SFY 2023/24	Total Charges
		(6/2023 - 10/2023)	(11/2023 - 12/2023)	
R&A Change Budget Services Charges	\$ -	\$ 1,447,992	\$ 709,800	\$ 2,157,792
One-Time Services Charges	\$ -	\$ 1,447,992	\$ 709,800	\$ 2,157,792
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -			\$ -
Total Charges	\$ -	\$ 1,447,992	\$ 709,800	\$ 2,157,792

CalWIN Functional Support County Prep and Post Go Live Support	SFY 2022/23	SFY 2023/24	SFY 2023/24	Total Charges
Hourly Rate	\$169	\$169	\$169	\$169
Hours	-	8,568.00	4,200.00	12,768.00
R&A Change Budget Services Charges	\$ -	\$ 1,447,992	\$ 709,800	\$ 2,157,792

Assumptions

1	Assumptions are included in Attachment 6 to Amendment 31 (Statement of Work for CalWIN Functional Support)
2	Funding for SFY 22/23 County Prep and Post Go Live Support included under Change Notice 25, Attachment 8
3	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

Total Functional Support Charges Inclusive of Change Notice 25 and Amendment 31								Pricing Included in Amendment 31 Only				Pricing Included in Change Notice 25, Attachment 8 (reference only)			
Milestone Number	Milestone Name	Milestone Due Date	Price	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total
1	Functional Support - Status Update #1	3/16/2022	\$204,490	\$204,490			\$204,490	\$0	\$0	\$0	\$0	\$204,490			\$204,490
2	Functional Support - Status Update #2	4/15/2022	\$170,352	\$170,352			\$170,352	\$0	\$0	\$0	\$0	\$170,352			\$170,352
3	Functional Support - Status Update #3	5/13/2022	\$170,352	\$170,352			\$170,352	\$0	\$0	\$0	\$0	\$170,352			\$170,352
4	Functional Support - Status Update #4	6/15/2022	\$276,822		\$276,822		\$276,822	\$0	\$0	\$0	\$0		\$276,822		\$276,822
5	Functional Support - Status Update #5	7/15/2022	\$276,822		\$276,822		\$276,822	\$0	\$0	\$0	\$0		\$276,822		\$276,822
6	Functional Support - Status Update #6	8/15/2022	\$276,822		\$276,822		\$276,822	\$0	\$0	\$0	\$0		\$276,822		\$276,822
7	Functional Support - Status Update #7	9/15/2022	\$302,848		\$302,848		\$302,848	\$0	\$0	\$0	\$0		\$302,848		\$302,848
8	Functional Support - Status Update #8	10/14/2022	\$342,394		\$342,394		\$342,394	\$0	\$0	\$0	\$0		\$342,394		\$342,394
9	Functional Support - Status Update #9	11/15/2022	\$348,985		\$348,985		\$348,985	\$0	\$0	\$0	\$0		\$348,985		\$348,985
10	Functional Support - Status Update #10	12/15/2022	\$245,388		\$245,388		\$245,388	\$0	\$0	\$0	\$0		\$245,388		\$245,388
11	Functional Support - Status Update #11	1/16/2023	\$245,388		\$245,388		\$245,388	\$0	\$0	\$0	\$0		\$245,388		\$245,388
12	Functional Support - Status Update #12	2/15/2023	\$245,388		\$245,388		\$245,388	\$0	\$0	\$0	\$0		\$245,388		\$245,388
13	Functional Support - Status Update #13	3/15/2023	\$245,388		\$245,388		\$245,388	\$0	\$0	\$0	\$0		\$245,388		\$245,388
14	Functional Support - Status Update #14	4/14/2023	\$1,239,108		\$1,239,108		\$1,239,108	\$0	\$0	\$0	\$0		\$1,239,108		\$1,239,108
15	Functional Support - Status Update #15	5/15/2023	\$244,036			\$244,036	\$244,036	\$0	\$0	\$0	\$0			\$244,036	\$244,036
16	Functional Support - Status Update #16	6/15/2023	\$212,545			\$212,545	\$212,545	\$0	\$0	\$0	\$0			\$212,545	\$212,545
17	Functional Support - Status Update #17	7/14/2023	\$212,546			\$212,546	\$212,546	\$0	\$0	\$0	\$0			\$212,546	\$212,546
18	Functional Support - Status Update #18	8/15/2023	\$1,064,306			\$1,064,306	\$1,064,306	\$0	\$0	\$851,760	\$851,760			\$212,546	\$212,546
19	Functional Support - Status Update #19	9/15/2023	\$578,656			\$578,656	\$578,656	\$0	\$0	\$425,880	\$425,880			\$152,776	\$152,776
20	Functional Support - Status Update #20	10/13/2023	\$323,128			\$323,128	\$323,128	\$0	\$0	\$170,352	\$170,352			\$152,776	\$152,776
21	Functional Support - Status Update #21	11/15/2023	\$482,664			\$482,664	\$482,664	\$0	\$0	\$482,664	\$482,664				\$0
22	Functional Support - Status Update #22	12/15/2023	\$227,136			\$227,136	\$227,136	\$0	\$0	\$227,136	\$227,136				\$0
Total			\$7,935,564	\$545,194	\$4,045,353	\$3,345,017	\$7,935,564	\$0	\$0	\$2,157,792	\$2,157,792	\$545,194	\$4,045,353	\$1,187,225	\$5,777,772
			x-check								TRUE				

Assumptions:

Staff Loading (One-time R&A Services)

			SFY 22/23													SFY 23/24																				
ID	Activity Description	Task Description	Staff Description	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	SFY22/23	SFY 23/24	Total Hours	SFY22/23	SFY 23/24	SFY22/23	SFY 23/24	SFY22/23	SFY 23/24					
				Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total Hours	Total Hours	Total Hours	Hourly Rate	Hourly Rate	Price	Price	Total Price						
1.0	Functional Support			-	-	-	-	-	-	-	-	-	-	-	-	1,680	2,520	840	2,520	1,008	2,856	1,344		12,768	12,768			-	\$	2,157,792	\$	2,157,792				
1.1		CalSAWS Application SMEs																			504	504		-	1,008	\$	169.00	\$	169.00	\$	-	\$	170,352	\$	170,352	
		County Prep and Post Go Live Support SFY 23/24														1,680	2,520	840	2,520	1,008	2,352	840		-	11,760	11,760	\$	169.00	\$	169.00	\$	-	\$	1,987,440	\$	1,987,440
		Total (Unrounded)		-	-	-	-	-	-	-	-	-	-	-	-	1,680	2,520	840	2,520	1,008	2,856	1,344		-	12,768	12,768			\$	-	\$	2,157,792	\$	2,157,792		
		Total (Rounded)																											\$	-	\$	2,157,792	\$	2,157,792		

Security - Endpoint Detection Response, Tech Arch, NIST Rev5 Uplift	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	AM33 Total Charges	CN38 Total Charges	increase /decrease
R&A Change Budget Services Charges	\$ 152,683	\$ 906,280	\$ 2,848,297	\$ -	\$ 3,907,260	\$ 4,310,397	\$ (403,137)
One-Time Services Charges	\$ 102,955	\$ 740,520	\$ 2,672,177	\$ -	\$ 3,515,652	\$ 3,918,789	\$ (403,137)
Recurring Services Charges	\$ 49,728	\$ 165,760	\$ 176,120	\$ -	\$ 391,608	\$ 391,608	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 152,683	\$ 906,280	\$ 2,848,297	\$ -	\$ 3,907,260	\$ 4,310,397	\$ (403,137)

Security - Endpoint Detection Response, Tech Arch, NIST Rev5 Uplift	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	AM33 Total Charges	AM33 Total Charges	increase /decrease
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158	\$158	\$0
One-Time Services - CA-247010 Placeholder - Upgrade CalSAWS application from JDK 11 to latest JDK version Hours- Onshore	171	-		-	171	2,025	(1,855)
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125	\$125	\$0
One-Time Services - CA-247010 Placeholder - Upgrade CalSAWS application from JDK 11 to latest JDK version Hours - Offshore	-	-		-	-	877	(877)
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158	\$158	\$0
One-Time Services - CA-257052 - Upgrade Spring framework and other libraries to support N-1 Hours - Onshore	-	584	-	-	584	584	-
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125	\$125	\$0
One-Time Services - CA-257052 - Upgrade Spring framework and other libraries to support N-1 Hours - Offshore	-	274	-	-	274	274	-
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158	\$158	\$0
One-Time Services - Endpoint Detection Response - Onshore	480	-	-	-	480	480	-
Hourly Rate	\$148.00	\$148.00	\$148.00	\$148.00	\$148	\$148	\$0
Recurring Services - Endpoint Detection Response Hours - M&O	336	1,120	1,190	-	2,646	2,646	-
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158	\$158	\$0
One-Time Services - NIST REV 5 Uplift Hours - Onshore	-	960	-	-	960	960	-
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158	\$158	\$0
One-Time Services - CA-257050 - ODM/EDBC as a service - Implementation - Phase 1 - Onshore	-	2,086	10,886	-	12,972	12,972	-
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125	\$125	\$0
One-Time Services - CA-257050 - ODM/EDBC as a service - Implementation - Phase 1 - Offshore	-	1,054	7,594	-	8,648	8,648	-
R&A Change Budget Services Charges	\$ 152,683	\$ 906,280	\$ 2,848,297	\$ -	\$ 3,907,260	\$ 4,310,397	\$ (403,137)

Tech Arch Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to Tech Arch for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
3	Several of these SCRs have Application Development team Dependencies so the duration shown will vary based on Application Development team capacity
4	Operations, Application Development and System Test hours are also included
5	Prototypes/Design/Modernization by effort represents Design only effort; Build/Test estimates added in aggregate as a budget placeholder but will need to be refined during Design
6	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
7	Start date of Jan 2024 for CA-247010 Placeholder - Upgrade CalSAWS application from JDK 11 to latest JDK version assumed weblogic vendor will have compatible version released as expected in Jan 2024. If weblogic vendor is delayed, work for this will likely push into a future SFY and a contract update will be needed.

EDR Assumptions

1	Assumptions are included in Attachment 7 to Amendment 31 (Statement of Work for Endpoint Detection Response)
2	Funding for SFY 22/23 Endpoint Detection Response included under Change Notice 25, Attachment 9
3	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
5	Assumption to term M&O for EDR Support at end of Jan 31, 2025 since that scope will be removed from Accenture scope and given to Consortium designated third-party vendor

NIST Uplift Assumptions	
1	Assumptions are included in Attachment 14 to Amendment 31 (Statement of Work for NIST Rev5 Uplift)
2	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
3	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
4	Funding for SFY 22/23 NIST Uplift included under Change Notice 25, Attachment 9

This work was partially cancelled in AM33

### Staff Loading (One-time Services)

[illegible]

Category			Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Total Hours SFY 2023/24	Total Hours SFY 2024/25	Total Hours SFY 2025/26	Total Charges SFY 2023/24	Total Charges SFY 2024/25	Total Charges SFY 2025/26	Total Charges																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Maintenance and Operations (M&O)	Resource Category	Hourly Rate																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														

CalSAWS HA and DR API Gateway to DR East	SFY 2022/23	SFY 2023/24	Total Charges
R&A Change Budget Services Charges	\$ -	\$ 289,951	\$ 289,951
One-Time Services Charges	\$ -	\$ 289,951	\$ 289,951
Recurring Services Charges	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -
Total Charges	\$ -	\$ 289,951	\$ 289,951

CalSAWS HA and DR API Gateway to DR East	SFY 2022/23	SFY 2023/24	Total Charges
Hourly Rate	-	\$ 158.27	\$ 158.27
Hours	-	1,832	1,832
R&A Change Budget Services Charges	\$ -	\$ 289,951	\$ 289,951

Assumptions

	The scope of work, estimated effort, and assumptions for enhancements related to HA and DR API Gateway to DR East for the CalSAWS System will be documented in System Change Requests (SCRs).
1	SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3N. A maximum of 1,832 hours will be worked.
3	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

Staff Loading (One-time Services)

		SFY 23/24																															
ID	Activity Description	Task Description	Staff Description	52 Jun-23	53 Jul-23	54 Aug-23	55 Sep-23	56 Oct-23	57 Nov-23	58 Dec-23	59 Jan-24	60 Feb-24	61 Mar-24	62 Apr-24	63 May-24	SFY23/24 Total Hours	SFY 24/25 Total Hours	Total Hours Total Hours	SFY23/24 Hourly Rate	SFY 24/25 Hourly Rate	SFY23/24 Price	SFY 24/25 Price	Total Price										
1.0	CalSAWS HA and DR API Gateway to DR East			80	160	160	160	320	320	337	160	135	-	-	-	1,832	-	1,832			\$ 289,951	\$ -	\$ 289,951										
1.1		Design																															
		Application Development		40	-	-	-	-	-	-	-	-	-	-	-	40	-	40	\$158.27	\$158.27	\$ 6,331	\$ -	\$ 6,331										
		Tech Ops		40	-	-	-	-	-	-	-	-	-	-	-	40	-	40	\$158.27	\$158.27	\$ 6,331	\$ -	\$ 6,331										
1.2		Build																															
		Tech Arch/Performance		-	51	51	51	131	131	83	25	17	-	-	-	540	-	540	\$158.27	\$158.27	\$ 85,466	\$ -	\$ 85,466										
		Tech Ops		-	52	52	52	132	132	197	25	18	-	-	-	660	-	660	\$158.27	\$158.27	\$ 104,458	\$ -	\$ 104,458										
		AppDev		-	57	57	57	57	57	57	27	18	-	-	-	387	-	387	\$158.27	\$158.27	\$ 61,250	\$ -	\$ 61,250										
1.3		Test																															
		Application Development		-	-	-	-	-	-	-	83	82	-	-	-	165	-	165	\$158.27	\$158.27	\$ 26,115	\$ -	\$ 26,115										
	Total (Unrounded)			80	160	160	160	320	320	337	160	135	-	-	-	1,832	-	1,832			289,951	-	289,951										
	Total (Rounded)																				\$ 289,951	\$ -	\$ 289,951										

Data Growth - Archiving Phase 1 & 2	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges
R&A Change Budget Services Charges	\$ 1,478,755	\$ 743,628	\$ 642,320	\$ 18,944	\$ 2,883,647
One-Time Services Charges	\$ 1,478,755	\$ 366,228	\$ -	\$ -	\$ 1,844,983
Recurring Services Charges	\$ -	\$ 377,400	\$ 642,320	\$ 18,944	\$ 1,038,664
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 1,478,755	\$ 743,628	\$ 642,320	\$ 18,944	\$ 2,883,647

Data Growth - Archiving Phase 1 & 2	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 7/2025)	Total Charges
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158.27
One-Time Services - Archive Phase 1 Hours - Onshore	1,333	1,256	-	-	2,589
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125.00
One-Time Services - Archive Phase 1 Hours - Offshore	1,278	828	-	-	2,106
Hourly Rate	\$148.00	\$148.00	\$148.00	\$148.00	\$148.00
Recurring Services - Archive Phase 1 Hours - M&O	-	1,074	2,144	64	3,282
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158.27
One-Time Services - Archive Phase 2 Hours - Onshore	5,430	404	-	-	5,834
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125.00
One-Time Services - Archive Phase 2 Hours - Offshore	1,989	-	-	-	1,989
Hourly Rate	\$148.00	\$148.00	\$148.00	\$148.00	\$148.00
Recurring Services - Archive Phase 2 Hours - M&O	-	1,476	2,196	64	3,736
R&A Change Budget Services Charges	\$ 1,478,755	\$ 743,628	\$ 642,320	\$ 18,944	\$ 2,883,647

Assumptions

1	Assumptions are included in Attachment 8 to Amendment 31 (Statement of Work for Data Growth - Archiving Phase 1 & 2)
2	Funding for SFY 22/23 Archive Phase 2 and Archive Phase 1 are included under Change Notice 25, Attachment 5
3	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

Staff Loading (One-time Services)

SFY 23/24																
ID	Activity Description	Task Description	Staff Description	51	52	53	54	55	56	57	58	SFY 23/24	Total Hours	SFY 23/24	SFY 23/24	
				May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total Hours	Total Hours	Hourly Rate	Price	Total Price
2.0	Data Growth - Archiving Phase 1														-	-
															\$ -	\$ -
		Design														
		AppDev	Onshore						16			16	16	\$158.27	\$ 2,532.32	\$ 2,532.32
		AppDev	Offshore						18			18	18	\$125.00	\$ 2,250.00	\$ 2,250.00
		Tech Arch	Onshore									-	-	\$158.27	\$ -	\$ -
		Performance	Onshore									-	-	\$158.27	\$ -	\$ -
		ForgeRock	Onshore									-	-	\$158.27	\$ -	\$ -
		Tech Ops	Onshore									-	-	\$158.27	\$ -	\$ -
												-	-		\$ -	\$ -
		Build										-	-		\$ -	\$ -
		AppDev/M&E	Onshore						160	160		320	320	\$158.27	\$ 50,646.40	\$ 50,646.40
		AppDev	Offshore						540	360		900	900	\$125.00	\$ 112,500.00	\$ 112,500.00
		Tech Arch	Onshore						240	160	16	416	416	\$158.27	\$ 65,840.32	\$ 65,840.32
		Performance	Onshore						80	40		120	120	\$158.27	\$ 18,992.40	\$ 18,992.40
		ForgeRock	Onshore						20	20		40	40	\$158.27	\$ 6,330.80	\$ 6,330.80
		DBA	Onshore						126	126		252	252	\$158.27	\$ 39,884.04	\$ 39,884.04
		Tech Ops	Onshore						360	280	180	820	820	\$158.27	\$ 129,781.40	\$ 129,781.40
												-	-		\$ -	\$ -
		Test										-	-		\$ -	\$ -
		AppDev	Onshore						160	160		320	320	\$158.27	\$ 50,646.40	\$ 50,646.40
		AppDev	Offshore						720	468		1,188	1,188	\$125.00	\$ 148,500.00	\$ 148,500.00
												-	-		\$ -	\$ -
		Management										-	-		\$ -	\$ -
		App/M&E	Onshore						86	34		120	120	\$158.27	\$ 18,992.40	\$ 18,992.40
		Tech Arch/Performance	Onshore						40	40		80	80	\$158.27	\$ 12,661.60	\$ 12,661.60
		ForgeRock	Onshore						5			5	5	\$158.27	\$ 791.35	\$ 791.35
		Tech Ops	Onshore						40	40		80	80	\$158.27	\$ 12,661.60	\$ 12,661.60
	Data Growth - Archiving Phase 2															
2.1		Design													\$ -	\$ -
		AppDev	Onshore		64	48	40	10				162	162	\$158.27	\$ 25,639.74	\$ 25,639.74
		Tech Arch	Onshore		120	80						200	200	\$158.27	\$ 31,654.00	\$ 31,654.00
		Performance	Onshore		40	25						65	65	\$158.27	\$ 10,287.55	\$ 10,287.55
		ForgeRock	Onshore		15							15	15	\$158.27	\$ 2,374.05	\$ 2,374.05
		Tech Ops	Onshore		40	40						80	80	\$158.27	\$ 12,661.60	\$ 12,661.60
												-	-		\$ -	\$ -
2.2		Build										-	-		\$ -	\$ -
		AppDev	Onshore		32	144	320	123	64			683	683	\$158.27	\$ 108,098.41	\$ 108,098.41
		AppDev	Offshore		36	360	452	200	108			1,156	1,156	\$125.00	\$ 144,500.00	\$ 144,500.00
		Tech Arch	Onshore		160	160	80	80	140			620	620	\$158.27	\$ 98,127.40	\$ 98,127.40
		Tech Arch	Offshore			80	80	80	80			320	320	\$125.00	\$ 40,000.00	\$ 40,000.00
		Performance	Onshore			60	60	60	60			240	240	\$158.27	\$ 37,984.80	\$ 37,984.80
		ForgeRock	Onshore		40	40	40	14				134	134	\$158.27	\$ 21,208.18	\$ 21,208.18
		DBA	Onshore		84	84	84	84	84	84	80	584	584	\$158.27	\$ 92,429.68	\$ 92,429.68
		Tech Ops	Onshore		460	440	420	360	280	200		2,160	2,160	\$158.27	\$ 341,863.20	\$ 341,863.20
												-	-		\$ -	\$ -
2.3		Test										-	-		\$ -	\$ -
		AppDev	Onshore			64	64	112	64			304	304	\$158.27	\$ 48,114.08	\$ 48,114.08
		AppDev	Offshore			54	54	306	99			513	513	\$125.00	\$ 64,125.00	\$ 64,125.00
												-	-		\$ -	\$ -
2.4		Management										-	-		\$ -	\$ -
		AppDev	Onshore		26	28	26	26	21			127	127	\$158.27	\$ 20,100.29	\$ 20,100.29
		Tech Arch/Performance	Onshore		40	40	40	40	40			200	200	\$158.27	\$ 31,654.00	\$ 31,654.00
		ForgeRock	Onshore		5	5	5	5				20	20	\$158.27	\$ 3,165.40	\$ 3,165.40
		Tech Ops	Onshore		40	40	40	40	40	40		240	240	\$158.27	\$ 37,984.80	\$ 37,984.80
	Total (Unrounded)			-	1,202	1,792	1,805	1,540	3,691	2,212	276	12,518	12,518		1,844,983	1,844,983
	Total (Rounded)														\$ 1,844,983	\$ 1,844,983

Category		Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Total Hours SFY 2023/24	Total Hours SFY 2024/25	Total Hours SFY 2025/26	Total Charges SFY 2023/24	Total Charges SFY 2024/25	Total Charges SFY 2025/26	Total Charges							
Maintenance and Operations (M&O)	Resource Category	Hourly Rate																										0	0	0	\$	-	\$	-	\$	-	\$	-			
Data Growth - Archiving Phase 1																												40	0	0	\$	5,920	\$	-	\$	-	\$	5,920			
Tech Arch	Onshore	\$ 148.00								20	20																		40	0	0	\$	5,920	\$	-	\$	-	\$	5,920		
ForgeRock	Onshore	\$ 148.00								8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	32	96	16	\$	4,736	\$	14,208	\$	2,368	\$	21,312			
DBA	Onshore	\$ 148.00								72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	288	576	0	\$	42,624	\$	85,248	\$	127,872	\$	173,744			
AppDev (Level 3 support)	Onshore	\$ 148.00								50	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	122	208	48	\$	18,056	\$	42,624	\$	7,104	\$	67,784		
Tech Ops	Onshore	\$ 148.00								148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	24	24	24	360	1,152	0	\$	87,456	\$	175,392	\$	264,848		
Data Growth - Archiving Phase 2																												80	0	0	\$	11,840	\$	-	\$	-	\$	11,840			
Tech Arch	Onshore	\$ 148.00							40	40																			80	0	0	\$	11,840	\$	-	\$	-	\$	11,840		
ForgeRock	Onshore	\$ 148.00							8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	40	96	16	\$	5,920	\$	14,208	\$	2,368	\$	22,496			
Tech Ops	Onshore	\$ 148.00							148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	148	740	1,154	0	\$	109,520	\$	175,232	\$	-	\$	284,752			
DBA	Onshore	\$ 148.00							72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	72	216	576	0	\$	31,968	\$	85,248	\$	116,216	\$	117,216				
AppDev (Level 3 Support)	Onshore	\$ 148.00							100	100	100	50	50	50	24	24	24	24	24	24	24	24	24	24	24	24	24	24	400	340	48	\$	89,200	\$	50,320	\$	118,624	\$	150,144		
TOTAL			0	0	0	0	0	0	296	894	600	630	630	630	630	664	664	664	664	664	64	64	64	64	64	64	64	24	24	24	360	1,152	48	\$	377,490	\$	642,320	\$	18,944	\$	1,638,644

Data Growth - Task Management	SFY 2022/23	SFY 2023/24	SFY 2024/25	Amendment 33 Total Charges
Services Charges	\$ -	\$ 11,395	\$ -	\$ 11,395
One-Time Services Charges	\$ -	\$ 11,395	\$ -	\$ 11,395
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ -	\$ 11,395	\$ -	\$ 11,395

Data Growth - Task Management	SFY 2022/23	SFY 2023/24	SFY 2024/25	Amendment 33 Total Charges
Hourly Rate	\$0	\$158.27	\$0	\$ 158.27
One-Time Services - Design/Prototype - Decoupling Task Management (Design Only) Hours - Onshore	-	72.00	-	72.00
Hourly Rate	-	\$ -	\$ 158.27	\$ 158.27
One-Time Services - Build Decoupling Task Management Hours - Onshore	-	\$ -	-	-
R&A Change Budget Services Charges	\$ -	\$ 11,395	\$ -	\$ 11,395

Amendment 32 Total Charges	Variance
\$ 971,778	\$ (960,382)
\$ 971,778	\$ (960,382)
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ 971,778	\$ (960,382)
Amendment 32 Total Charges	Variance
\$ 158.27	\$ -
160.00	(88.00)
\$ 158.27	\$ -
\$ 5,980.00	(5,980.00)
\$ 971,778	\$ (960,382)

11395.44

Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to Data Growth - Task Management for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
3	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
4	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3P. A maximum of 6,140 hours will be worked.

This work was partially cancelled in AM33

Staff Loading (One-time Services)

				SFY 23/24				SFY 24/25																				
ID	Activity Description	Task Description	Staff Description	49	50	51	52	53	54	55	56								SFY 23/24	SFY 24/25	Total Hours	SFY 23/24	SFY 24/25	SFY 23/24	SFY 24/25	SFY 23/24	SFY 24/25	
				Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Total Hours	Total Hours	Total Hours	Hourly Rate	Hourly Rate	Price	Price	Total Price		
1.0	Data Growth - Task Management			-	-	-	72	-	-	-	-	-	-	-	-	-	-	-	72	-	72			\$ 11,395	\$ -	\$ 11,395		
1.1		CA-259301 - Design - Decouple Task Management (Placeholder)	Onshore Staff				72.0												72	-	72	\$158.27	\$158.27	\$ 11,395	\$ -	\$ 11,395		
1.2		CA-259302 - Build - Decouple Task Management (Placeholder)	Onshore Staff																-	-	-	\$158.27	\$158.27	\$ -	\$ -	\$ -		
	Total (Unrounded)			-	-	-	72	-	-	-	-	-	-	-	-	-	-	-	72	-	72		317		317	11,395	-	11,395
	Total (Rounded)																						\$ 11,395	\$ -	\$ 11,395			

This work was partially cancelled in AM33

Data Growth - Test Data Slicer, Scrubber Capability	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 10/2025)	Amendment THIRTY THREE Total Charges
R&A Change Budget Services Charges	\$ -	\$ 565,416	\$ 2,516	\$ 62,604	\$ 630,536
One-Time Services Charges	\$ -	\$ 565,416			\$ 565,416
Recurring Services Charges	\$ -	\$ -	\$ 2,516	\$ 62,604	\$ 65,120
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Charges (Purchased)	\$ -	\$ -	\$ -		\$ -
Hardware Support Charges	\$ -	\$ -	\$ -		\$ -
Software Charges	\$ -	\$ -	\$ -		\$ -
Software Support Charges	\$ -	\$ -	\$ -		\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -		\$ -
Recurring Charges	\$ -	\$ -	\$ -		\$ -
Facilities Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ -	\$ 565,416	\$ 2,516	\$ 62,604	\$ 630,536

Amendment THIRTY TWO Total Charges	Variance
\$ 630,536	\$ -
\$ 565,416	\$ -
\$ 65,120	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ 630,536	\$ -

\$ -

Data Growth - Test Data Slicer, Scrubber Capability	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/25 (6/2024 - 5/2025)	SFY 2025/26 (6/2025 - 10/2025)	Amendment THIRTY THREE Total Charges
Hourly Rate	\$158.27	\$158.27	\$158.27	\$158.27	\$158.27
One-Time Services - Test Data Slicer, Scrubber Capability - Onshore	-	1,985		-	1,985
Hourly Rate	\$125.00	\$125.00	\$125.00	\$125.00	\$125.00
One-Time Services - Test Data Slicer, Scrubber Capability - Offshore	-	2,010		-	2,010
Hourly Rate	\$148.00	\$148.00	\$148.00	\$148.00	\$148.00
Recurring Services - Test Data Slicer, Scrubber Capability M&O - Onshore	-	-	17.00	423.00	440
R&A Change Budget Services Charges	\$ -	\$ 565,416	\$ 2,516	\$ 62,604	\$ 630,536

Amendment THIRTY TWO Total Charges	Variance
\$158.27	\$0.00
1,985	-
\$125.00	\$0.00
2,010	-
\$148.00	\$0.00
440	-
\$ 630,536	\$ -

AM32	\$ -	\$ 565,415.95	\$ 58,016.00	\$ 7,104.00	\$ 630,535.95
Variance - to Amendment 32	\$ -	\$ -	\$ (55,500.00)	\$ 55,500.00	\$ -

Assumptions

1	Assumptions are included in Attachment 9 to Amendment 31 (Statement of Work for Test Data Slicer/Scrubber Capability)
2	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
3	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
4	Last Test Data Slicer run will be October 2025, any runs starting November 2025 will be estimated and arranged by new vendor.

Staff Loading (One-time Services)

SFY 23/24										SFY 23/24 Total Hours	Total Hours	SFY 23/24 Hourly Rate	SFY 23/24 Price	Total Price
ID	Activity Description	Task Description	Staff Description	52 Dec-23	53 Jan-24	54 Feb-24	55 Mar-24	56 Apr-24	7 May-24					
1.0	Data Growth - Test Data Slicer, Scrubber Capability			50	430	1,155	1,170	790		3,995	3,995		\$ 565,416	\$ 565,416
1.1		Design												
		AppDev	Onshore	25	30	15				70	70	\$ 158.27	\$ 11,079	\$ 11,079
		AppDev	Offshore	25	60	50				135	135	\$ 125.00	\$ 16,875	\$ 16,875
1.2		Build								-	-		\$ -	\$ -
		AppDev	Onshore		80	220	300	110	75	785	785	\$ 158.27	\$ 124,242	\$ 124,242
		AppDev	Offshore		160	550	480	150	75	1,415	1,415	\$ 125.00	\$ 176,875	\$ 176,875
		Tech Arch	Onshore		20	70	90	20	20	220	220	\$ 158.27	\$ 34,819	\$ 34,819
		TechOps	Onshore		20	70	90	20	20	220	220	\$ 158.27	\$ 34,819	\$ 34,819
		DBA	Onshore		20	80	90	20	20	230	230	\$ 158.27	\$ 36,402	\$ 36,402
1.3		Test								-	-		\$ -	\$ -
		AppDev	Onshore		10	30	40	150	60	290	290	\$ 158.27	\$ 45,898	\$ 45,898
		AppDev	Offshore		10	30	40	280	90	450	450	\$ 125.00	\$ 56,250	\$ 56,250
										-	-		\$ -	\$ -
		Management								-	-		\$ -	\$ -
1.4		AppDev	Onshore		10	30	30	30	30	130	130	\$ 158.27	\$ 20,575	\$ 20,575
		Tech Arch	Onshore		4	4	4	4	4	20	20	\$ 158.27	\$ 3,165	\$ 3,165
		TechOps	Onshore		4	4	4	4	4	20	20	\$ 158.27	\$ 3,165	\$ 3,165
		DBA	Offshore		2	2	2	2	2	10	10	\$ 125.00	\$ 1,250	\$ 1,250
	Total (Unrounded)			50	430	1,155	1,170	790	400	3,995	3,995		565,416	565,416
	Total (Rounded)												\$ 565,416	\$ 565,416

Category			Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Total Hours SFY 2022/23	Total Hours SFY 2024/25	Total Hours SFY 2025/26	Total Charges SFY 2024/25	Total Charges SFY 2025/26	Total Charges	
Maintenance and Operations (M&O)	Resource Category	Hourly Rate																									
Data Growth - Test Data Slicer/Scrubber Capability Application Development (Level 3 Support)																											
	Onshore	\$ 148.00									17					253				170		0	17	423	\$ 2,516	\$ 62,604	\$ 65,120
TOTAL			0	0	0	0	0	0	0	0	17	0	0	0	0	253	0	0	170	0	0	-	17	423	\$ 2,516	\$ 62,604	\$ 65,120

CalSAWS Imaging Hyland Enhancements	SFY 2022/23	SFY 2023/24	SFY 2024/25	Total Charges
Services Charges	\$ -	\$ 74,387	\$ -	\$ 74,387
One-Time Charges	\$ -	\$ 74,387	\$ -	\$ 74,387
Recurring Charges	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -	\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ -	\$ 74,387	\$ -	\$ 74,387

CalSAWS Imaging Hyland Enhancements	SFY 2022/23	SFY 2023/24	SFY 2024/25	Total Charges
Hourly Rate	\$0	\$158.27	\$0	\$158
Hours	-	470	-	470
R&A Change Budget Services Charges	\$ -	\$ 74,387	\$ -	\$ 74,387

Assumptions

1	The scope of work, estimated effort, and assumptions for enhancements related to Imaging Hyland Enhancements for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
2	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3R. Imaging Hyland Enhancements. A maximum of 470 hours will be worked.
3	Software Charges were excluded from Schedule 3R. Imaging Hyland Enhancements
4	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.

Staff Loading (One-time Services)

ID	Activity Description	Task Description	Staff Description	SFY 23/24												SFY23/24	SFY 24/25	Total Hours	SFY23/24	SFY 24/25	SFY23/24	SFY 24/25	SFY23/24	SFY 24/25	Total Price
				52	53	54	55	56	57	58	59	60	61	62	63	Total Hours	Total Hours	Total Hours	Hourly Rate	Hourly Rate	Price	Price	Price	Price	Total Price
1.0	Imaging Hyland Enhancements			Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	470	-	470			\$	74,387	\$	-	\$ 74,387
1.1		Imaging																							
			Staff		60	60	60	-	-	-	-	-	-	-	-	180	-	180	\$158.27	\$158.27	\$	28,489	\$	-	\$ 28,489
1.2		Technical Architecture																							
			Staff		155	95	40						-	-	-	290	-	290	\$158.27	\$158.27	\$	45,898	\$	-	\$ 45,898
													-	-	-	-	-	-	\$158.27	\$158.27	\$	-	\$	-	\$ -
	Total (Unrounded)			-	215	155	100	-	-	-	-	-	-	-	-	470	-	470				74,387	-		74,387
	Total (Rounded)																				\$	74,387	\$	-	\$ 74,387

BIC Scheduler Version Upgrade	SFY 2022/23	SFY 2023/24	SFY 2024/25	Total Charges
<b>Services Charges</b>	\$ -	\$ 253,722	\$ -	\$ 253,722
One-Time Services Charges	\$ -	\$ 253,722	\$ -	\$ 253,722
Recurring Services Charges	\$ -	\$ -	\$ -	\$ -
<b>Hardware and Software Charges</b>	\$ -	\$ -	\$ -	\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -
<b>Production Operations Charges</b>	\$ -	\$ -	\$ -	\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -
<b>Total Charges</b>	\$ -	\$ 253,722	\$ -	\$ 253,722

BIC Scheduler Version Upgrade	SFY 2022/23	SFY 2023/24	SFY 2024/25	Total Charges
Hourly Rate	\$0	\$158.27		\$ 158.27
One-Time Services - Hours - Onshore	-	1224	-	1224
Hourly Rate	\$0	\$125.00		\$ 125.00
One-Time Services - Hours - Offshore	-	480	-	480
<b>R&amp;A Change Budget Services Charges</b>	\$ -	\$ 253,722	\$ -	\$ 253,722

**Assumptions**

1	Assume upgrading from BIC Scheduler version 2.9 to 2.1x
2	Plan to run 3 different calendars (reg daily, main payroll, and 10-day) twice (one pre-upgrade and once-post upgrade) to test the upgraded version
3	Plan to validate job dependencies and parent/child relationships as part of the technical upgrade
4	Support needed from Tech Ops for execution of upgrade scripts
5	Support needed from AppDev, DBAs to support test batch runs
6	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
7	This estimate does not include hours for recoding or tuning jobs to work with the newer BIC scheduler version. At this time, it is not known if the new future BIC scheduler feature set will include changes to logic or features
8	Assume there are no additional BIC vendor costs and are not included in the estimate
9	Assume connectivity and file exchange/FTP with interface parnters/Counties will not be impacted and is not included in the estimate
10	Schedule is based on the assumption BIC vendor releases a new version by August 2023. If there is a delay to this release, work on this effort will need to be shifted to a later date and potentially a later SFY.
11	This estimate includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
12	The scope of work, estimated effort, and assumptions for enhancements related to BIC Scheduler Version Upgrade for the CalSAWS System will be documented in System Change Requests (SCRs). SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable.
13	If the Offshore/onshore staffing mix changes, Accenture may exercise and follow the change order process.
14	R&A Change Budget Services Charges will be worked and invoiced on a Time and Materials basis at the above rates, up to the Total Charges specified above in this Schedule 3S. A maximum of 1,704 hours will be worked.

Staff Loading (One-time Services)

				SFY 23/24								
ID	Activity Description	Task Description	Staff Description	52	53	54	55	SFY 23/24	Total Hours	SFY 23/24	SFY 23/24	
				Feb-24	Mar-24	Apr-24	May-24	Total Hours	Total Hours	Hourly Rate	Price	Total Price
1.0	BIC Scheduler Version Upgrade			152	464	624	464	1,704	1,704		\$ 190,414	\$ 190,414
1.1		Batch Operations Support	Onshore	80	80	160	80	400	400	158	\$ 63,308	\$ 63,308
		Batch Operations Support	Offshore		160	160	160	480	480	125	\$ 60,000	\$ 60,000
		Tech Operations Support	Onshore	40	80	160	80	360	360	158	\$ 56,977	\$ 56,977
		Database Admin Support	Onshore	8	24	24	24	80	80	158	\$ 12,662	\$ 12,662
		Application Development Support	Onshore	24	120	120	120	384	384	158	\$ 60,776	\$ 60,776
	Total (Unrounded)			152	464	624	464	1,704	1,704	758	253,722	253,722
	Total (Rounded)										\$ 253,722	\$ 253,722

Monthly Second Cut DB Environment					
Total Charges	SFY 2023/24	SFY 2024/25	SFY 2025/26	SFY 2026/27	Total Charges
Services Charges	\$ 54,102	\$ 47,360	\$ -	\$ -	\$ 101,462
One-Time Charges	\$ 12,662	\$ -	\$ -	\$ -	\$ 12,662
Recurring Charges	\$ 41,440	\$ 47,360	\$ -	\$ -	\$ 88,800
Hardware and Software Charges	\$ -	\$ -	\$ -		\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -		\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 54,102	\$ 47,360	\$ -	\$ -	\$ 101,462

Assumptions

1	Assumptions are included in Attachment 4 to Change Notice 35 (Monthly Second Cut DB Environment SOW)
2	The scope of work, estimated effort, and assumptions for Monthly Second Cut DB Environment will also be documented in System Change Requests (SCRs): CA-269290, CA-282200. SCRs will be implemented in the CalSAWS System in accordance with the development lifecycle and the release management process, as documented in the M&E Services Plan Deliverable
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Staff Loading (One-time Services)

				SFY 23/24				SFY 23/24	SFY 23/24	SFY 23/24	
ID	Activity Description	Task Description	Staff Description	Nov-23	Dec-23	Jan-24	Feb-24	Total Hours	Hourly Rate	Price	Total Price
1.0				40	40	-	-	80		\$ -	\$ -
1.1		Reports	Onshore	40	40			80	\$ 158.27	\$ 12,662	\$ 12,662
								-		\$ -	\$ -
								-		\$ -	\$ -
								-		\$ -	\$ -
								-		\$ -	\$ -
	Total			40	40	-	-	80	\$ 158.27	\$ 12,662	\$ 12,662

Category																										Total Hours SFY 2023/24	Total Charges SFY 2023/24	Total Hours SFY 2024/25	Total Charges SFY 2024/25	Total Charges
	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25						
Maintenance and Operations (M&O)	Resource Category	Hourly Rate																												
Production Monthly Second Database Cut																														
Database Admin Support	Onshore	\$ 148.00					40	40	40	40	40	40	40	40	40	40	40	40	40	40						280	\$ 41,440	320	\$ 47,360	\$ 88,800
TOTAL		0	0	0	0	0	40	40	40	40	40	40	40	40	40	40	40	40	40	40	0	0	0	0	280	\$ 41,440	320	\$ 47,360	\$ 88,800	

Enablement Effort and Procurement for DHCS/CDSS via CDT					
Total Charges	SFY 2023/24	SFY 2024/25	SFY 2025/26	SFY 2026/27	Total Charges
Services Charges	\$ 140,600	\$ -	\$ -	\$ -	\$ 140,600
One-Time Charges	\$ 140,600	\$ -	\$ -	\$ -	\$ 140,600
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -		\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -		\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 140,600	\$ -	\$ -	\$ -	\$ 140,600

Assumptions

1	Assumptions are included in Attachment 10 to Change Notice 30 (Enablement Effort and Procurement for DHCS/CDSS via CDT SOW)
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Staff Loading (One-time Services)

				SFY 23/24												SFY 23/24	SFY 23/24	SFY 23/24	
ID	Activity Description	Task Description	Staff Description	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total Hours	Hourly Rate	Price	Total Price
1.0								214	73	298	170	80	70	45		950		\$ 140,600	\$ 140,600
1.1		Low Level Design	Onshore					130								130	\$ 148.00	\$ 19,240	\$ 19,240
1.2		Goldcamp - Build & Deploy	Onshore					64	63	63						190	\$ 148.00	\$ 28,120	\$ 28,120
1.3		Goldcamp - State Parner Testing	Onshore							120	65					185	\$ 148.00	\$ 27,380	\$ 27,380
1.4		DHCS - Enablement and Testing	Onshore					20	10	10						40	\$ 148.00	\$ 5,920	\$ 5,920
1.5		CDSS - Enablement and Testing	Onshore							10	10	10				30	\$ 148.00	\$ 4,440	\$ 4,440
1.6		Vacaville - Build & Deploy	Onshore							95	95					190	\$ 148.00	\$ 28,120	\$ 28,120
1.7		Vacaville - State Parner Testing	Onshore									70	70	45		185	\$ 148.00	\$ 27,380	\$ 27,380
	Total			-	-	-	-	214	73	298	170	80	70	45	-	950		\$ 140,600	\$ 140,600

Redesign CalSAWS Purge Components					
Total Charges	SFY 2023/24	SFY 2024/25	SFY 2025/26	SFY 2026/27	Total Charges
Services Charges	\$ -	\$502,103	\$ -	\$ -	\$ 502,103
One-Time Charges	\$ -	\$ 502,103	\$ -	\$ -	\$ 502,103
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -	\$ -		\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -		\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ -	\$502,103	\$ -	\$ -	\$ 502,103

Assumptions

1	Additional assumptions are included in Attachment 3 to Amendment 32 (Statement of Work for Redesign CalSAWS Purge Components )
2	This estimate tab includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.
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**Staff Loading (One-time Services)**

[illegible]

Security and Upgrades					
Total Charges	SFY 2023/24	SFY 2024/25	SFY 2025/26	SFY 2026/27	Amendment 33 Total Charges
Services Charges	\$ 227,491	\$ 12,406,924	\$ -	\$ -	\$ 12,634,415
One-Time Charges	\$ 227,491	\$ 12,324,044	\$ -	\$ -	\$ 12,551,535
Recurring Charges	\$ -	\$ 82,880	\$ -	\$ -	\$ 82,880
Hardware and Software Charges	\$ -	\$ -	\$ -		\$ -
Hardware Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Software Support Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Production Operations Charges	\$ -	\$ -	\$ -		\$ -
One-Time Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Recurring Charges	\$ -	\$ -	\$ -	\$ -	\$ -
Total Charges	\$ 227,491	\$ 12,406,924	\$ -	\$ -	\$ 12,634,415

CN38 Total Charges	Variance
\$ 14,345,722	\$ (1,711,307)
\$ 14,262,842	\$ (1,711,307)
\$ 82,880	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ 14,345,722	\$ (1,711,307)

Assumptions for all items below:

This estimate tab includes service charges only. It does not include HW/SW or AWS Costs required to implement this work.

Zero Trust Architecture

CSAC-46: ZTA - Strong Authentication for internal APIs

Assumptions

- This effort will be combined with CalSAWS baseline release to avoid duplicate testing scope and also ensure longer functional regression test cycle.

Security

CSAC-31 Analyze and implement application changes to support phasing out third party cookies (Starting Mid 2024)

At the request of the CONSORTIUM the Work under CSAC-31 was partially cancelled in Amendment 33. The pricing defined in schedule 3W and 3W\_2a was updated accordingly.

Assumptions

- This effort will be combined with CalSAWS baseline release to avoid duplicate testing scope and also ensure longer functional regression test cycle.

CSAC-26 Enhanced E-mail Message Examination

Assumptions

- Requires software to be purchased by July 2024 to complete work on schedule (prep work will start in June 2024)

ISA-20 Migrate Production accounts to TFC managed account

Assumptions

- Interface Partner Support to perform connectivity and basic functional test

CSAC-05 Replace Physical Equinix hosted BigIP F5 with NextGen hardware

Assumptions

- The defined scope of work is limited to addressing specific identified gaps or required feature enhancements.

- In the absence of well defined requirements or a requirement traceability matrix our scope remains vulnerable to expansion, especially with the emergence of new standards, updates, or requests from consortium or internal teams, potentially leading to scope creep during this project.

- Any additional effort or costs resulting from this potential scope creep are not included in the current effort and would necessitate a separate contract change for undertaking.

- Due to delivery timelines taking almost 3+ months, Accenture would procure the replacement devices to prepare for the Design / Build / Test and Migration of the devices which will be contracted separately at a later date.

- Accenture would have limited scope which includes conducting a product evaluation, Capacity Assessment and developing a High level feature map.

- 2 vendors are being evaluated for providing a Next Generation Firewall (NGFW) product

- Palo Alto

- Cisco

Estimating a evaluation of about 50 hours per product (incl documentation and lab feature evaluation).

If any other vendors are to be included that will result in additional work effort not included

- This needs to be procured and shipped to the warehouse intended for use across both Equinix DC (LA and San Jose)
- Fusion Routing (Cisco) (4 Devices)
- NG Firewall (Cisco / Palo Alto / AWS) (4 Devices)
- BigIP F5 is the central Load Balancer through which all traffic from County Sites, Project Office, State DC propage.

**CSAC- 10 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) & Network Prod Account (US-West and US-East)**

**Assumptions**

- The defined scope of work is limited to addressing specific identified gaps or required feature enhancements.
- In the absence of well defined requirements or a requirement traceability matrix our scope remains vulnerable to expansion, especially with the emergence of new standards, updates, or requests from consortium or internal teams, potentially leading to scope creep during this project.
- Any additional effort or costs resulting from this potential scope creep are not included in the current effort and would necessitate a separate contract change for undertaking
- Access to AWS Network Prod Account and Partner Exchange is not permitted to offshore and this work will be undertaken by the onshore team. Testing can be conducted by offshore.
- Offshore team will be engaged for communication and notifications which need to be sent.

**NIST Rev 5**

**WIAM-18: Identity - Password Authentication**

**Assumptions**

- ForgeRock and Azure will be the target applications that these modifications will apply.
- Custom user interface development work will be required for ForgeRock interoperability with new password requirements.
- ForgeRock will use a static password file to look for common passwords being used.

**CSAC-36: Upgrade AppSec Scanning Capabilities with all in one tool for dependency checking, SAST, DAST, MAST, IAST, SCA, and CI/CD capabilities**

**Assumptions**

- Developer workstations IDEs will be integrated with Snyk or similar vendor for instant feedback to developers while creating code
- Snyk or similar vendor will be integrated with JIRA for defect creation if supported
- Snyk or similar vendor will be integrated with Jenkins with security stage gates looking at vulnerability severity if supported
- Snyk cloud or similar vendor will be utilized for services
- Snyk cloud does not currently have FEDRAMP certification
- Personally Identifiable Information (PII) will not be stored in the Snyk cloud or similar vendor environment
- On top of the current Dynamic and Static Application Security Testing (DAST/SAST) schedule completed for major releases, each minor release will be analyzed with DAST/SAST scans
- Implementation of Snyk SAST/SCA or similar vendor will be utilized for application code scanning

**DMDP-23: AWS Macie**

**Assumptions**

- Macie to be enabled on all AWS accounts using a controlled deployment cycle (i.e.. development, testing, production)
- Macie Automated Sensitive Data Discovery will be utilized for identifying PII within AWS S3 buckets. Automated scanning discovery provides data discovery daily by utilizing data sampling techniques of each bucket
- Macie Sensitive Data Discovery jobs will be utilized to deep dive into buckets which are not currently tagged for Personally Identifiable Information (PII)
- Administrative account will be needed using the membership invitations method to allow central management of Macie findings
- Up to 4 custom identifiers will be created
- Macie Automated Sensitive Data Discovery will use the Credentials and Personally Identifiable Information (PII) managed data identifier

**IA-12 Identity Proofing**

At the request of the CONSORTIUM the Work under IA-12 was partially cancelled in Amendment 33. The pricing defined in schedule 3W and 3W\_2a was updated accordingly.

**Assumptions**

- ForgeRock Integration with Identity Proofing solution for BenefitsCal application only
- Selected Identity Proofing solution must be compatible with ForgeRock Identity Cloud Third-Party Identity Proofing services that provide out of the box integration into ForgeRock. (i.e.. ID.me, Socure, Entrust) If selected solution is not on the list of out of the box vendors, additional hours will be needed to adjust for integration.
- Start time is dependent on identity proofing vendor selection/procurement by BenefitsCal Vendor. If this is delayed beyond June 2024, a contract amendment will be required to update schedule and total hours.

**DMDP-21: Microsoft Purview Risk and Compliance**

**Assumptions**

- The scope of the project includes the identified Purview features that are available under the Office 365 G5 license SKU

- The definition of the data classification policy is collaborative between Accenture and Consortium stakeholders, with an authoritative representative approving and communicating the final decisions.
- The timeline assumes subject matter experts and stakeholders will be available for workshops.
- The design and build effort is focused on the CalSAWS O365 Tenant
- The Office 365 G5 license SKU would replace the Office 365 G3 with current add-ons as G5 includes Phone Std, Audio Conf for most, Defender for Office 365 (CSAC-26), PowerBI for all, Intune, Audit Premium and several other features.
  - The increase is approximately \$5-7 dollars/month/user.
- The acquisition of Visual Studio Enterprise Subscription is the most cost effective method to acquire and configure a persistent test and dev environment for Azure/Office 365.
- To meet Data Discovery and Classification requirements, processes align with controls including NIST 800-53 Rev5: PM-21, PT-2, PT-3, SI-18, PM-5(1), PM-25, SI-12(3), and PT-7.
- For Privacy and Risk Management, NIST 800-53 Rev5: RA-8, RA-7, and AT-3(5) to reduce vulnerabilities and enhance privacy risk response
- Incorporating Privacy controls and engineering principles in Incident Response processes NIST 800-53 Rev5 IR-2(3), IR-8(1), and CA-7(4) and other controls PE-8(3), SA-8(33), SI-18(4), and SI-19
- Information Management and Retention requirements (NIST 800-53 Rev5: SI-12(1) and SI-12(2)) are met, limiting personally identifiable information elements and minimizing such information in testing, training, and research.
- Aligning to (NIST 800-53 Rev5: PT-1) for procedures to ensure proper PII processing and transparency.
- Finer segmentation of data from NIST 800-53 Rev5 SC-7(24) are implemented, ensuring protection of personally identifiable information.
- M&O includes configuration changes, operation of the tooling, and reviewing alerts.

**(Dependent on SSP / Scope / Organization Defined Parameters NIST)**

**Assumptions**

- Team evaluation of effort is based on 100 hour increments ( low = 100, 500 = high). Low constitutes basic process re-design, minimal training and Org change roll-out of updated procedures. High implies more than 2 Teams/groups impacted by the new requirements, require substantial cross-team coordination of end-to-end process workflows, decision and job aides, detailed RACI and templatized input-and-outputs cross-team hand-over
- Duration and output assumes commencement of effort in June 2024 and that the onboarded team will enhance identified processes to align with NIST 800-53 Rev 5 requirements (which can include producing of evidence artifacts supporting the controls identified in the Justification section above, including, but not limited to, security and privacy training materials (AT-2), control assessment plans (CA-2), security and privacy configuration testing CM-3, etc.) and will continue up until December 31, 2024, up to 3,360 hours on a fixed capacity basis. The fixed capacity team will coordinate with Consortium PMO to confirm the documentation requiring updates prior to starting the work. Regular checkpoints will be established to ensure alignment on the scope of documentation updates and quality of deliverables.

**Non-Implementation / Process Change and roll-out**

**Assumptions**

- Team evaluation of effort is based on 100 hour increments ( low = 100, 500 = high). Low constitutes basic process re-design, minimal training and Org change roll-out of updated procedures. High implies more than 2 Teams/groups impacted by the new requirements, require substantial cross-team coordination of end-to-end process workflows, decision and job aides, detailed RACI and templatized input-and-outputs cross-team hand-over
- Duration and output assumes commencement of effort in June 2024 and that the onboarded team will continue to make progress to review and align OWDs (i.e. 12.0 Security Management Plan, and supporting OWDs, such as Access Control for RDS, Application Security Vulnerability Ticketing Procedure, AWS GuardDuty Response Guide, etc.) with the new NIST 800-53 Rev 5 requirements and will continue up until December 31, 2024, up to 5,100 hours on a fixed capacity basis. The fixed capacity team will coordinate with Consortium PMO to confirm the documentation requiring updates prior to starting the work. Regular checkpoints will be established to ensure alignment on the scope of documentation updates and quality of deliverables.

**NIST 800-53 Rev. 5 Technical Project Manager**

**Assumptions**

- Project plans will be created for NIST 800-53 Rev5 efforts and managed by the Technical Project Manager
- Reporting every two weeks on status of NIST 800-53 Rev5 efforts

**TLM-11: NIST Rev 5 - Enablement of Split Tunneling & Replacement of VPN AnyConnect client with alternate product**  
**- Zscaler / AWS Verified Access / Perimeter21 / Cisco Duo**

**Assumptions**

- The defined scope of work is limited to addressing specific identified gaps or required feature enhancements.
- In the absence of well defined requirements or a requirement traceability matrix our scope remains vulnerable to expansion, especially with the emergence of new standards, updates, or requests from Consortium or internal teams, potentially leading to scope creep during this project.
- Any additional effort or costs resulting from this potential scope creep are not included in the current effort and would necessitate a separate contract change for undertaking.
- Due to sunseting of the Zscaler pilot (Security Issue 008) , the previous solution cannot be repurposed entirely. Inclusion of Internet security post enabling of Split tunneling will require design & build effort that will have to be re-assessed and executed again (Depending on the product in concern)

- To ensure consistency with other Next Generation Firewalls and solutions being adopted the following vendors will be considered.
- ZScaler
- Palo Alto
- AWS
- Zero Trust Architect /SME used for Design & Build. A deep knowledge of CalSAWS network landscape and prior experience in deploying Zero Trust Products. Administrative knowledge of user profiling, data profiling needed
- Based on "Organizational defined Safeguards" and "Data Classification" there may be additional scope that may be identified which will have to be evaluated for feasibility
- Assumes that CalSAWS project staff will comprise of no more than 2000 users with laptops comprising of managed and unmanaged
- Defining data classification and user profiles as part of the design phase is essential and conditional for the implementation moving forward.
- Product evaluation will take Zero Trust Architecture (ZTA) and NGFW vendors selected for other IAPDU topics into account to ensure a singular management and monitoring plane for these solutions

**Upgrades**

**TLM-19 Upgrade Nodejs Lambdas to version 20 (Covers API Developer Portal, Authorizer lambda, Operational and other lambdas)**

**Assumptions**

- The new major compatible version will be released as planned in May 2024
- For any technical compatibility issues, the applications will continue to be on current existing version
- TLM-16, TLM-17 and TLM-19 will be grouped together to save duplicate testing effort
- This effort will be combined with CalSAWS baseline release to avoid duplicate testing scope and also ensure longer functional regression test cycle.

**TLM-20 Upgrade JAVA Lambdas to latest version (Contact Center)**

**Assumptions**

- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.

**TLM-67 CA-269035 - Migrate Spectrum UAM Loqate to Global Addressing Module (GAM)**

At the request of the CONSORTIUM the Work under TLM-67 was partially cancelled in Amendment 33. The pricing defined in schedule 3W and 3W\_2a was updated accordingly.

**Assumptions**

- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.

**TLM-16 Texting - Upgrade Nodejs Lambdas to version 20**

**Assumptions**

- The new major compatible version will be released as planned in May 2024. If this is delayed beyond May 2024, a contract amendment will be required to update schedule and total hours.
- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.
- This change will be delivered as part of Baseline release which will helps natural regression testing of this effort along with baseline release which helps lower the test estimates
- TLM-16, TLM-17 and TLM-19 will be grouped together to save duplicate testing effort

**TLM-17 Child Care Portal - Upgrade Nodejs Lambdas to version 20**

**Assumptions**

- The new major compatible version will be released as planned in May 2024. If this is delayed beyond May 2024, a contract amendment will be required to update schedule and total hours.
- TLM-16, TLM-17 and TLM-19 will be grouped together to save duplicate testing effort
- This change will be delivered as part of Baseline release which will helps natural regression testing of this effort along with baseline release which helps lower the test estimates

**TLM-18 Contact Center - Upgrade Nodejs Lambdas to versions 22+**

**Assumptions**

- The new major compatible version will be released as planned in May 2024. If this is delayed beyond May 2024, a contract amendment will be required to update schedule and total hours.
- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, estimate for schedule and release dates will need to be adjusted.

**TLM-21 Upgrade Spring Version to latest version in CalSAWS Core**

At the request of the CONSORTIUM the Work under TLM-21 was partially cancelled in Amendment 33. The pricing defined in schedule 3W and 3W\_2a was updated accordingly.

**Assumptions**

- TLM-21 and TLM-22 will be grouped together to save duplicate testing effort
- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.

**TLM-22 Upgrade Spring and SpringBoot Version to latest version in CalSAWS SpringBoot APIs**

**Assumptions**

- TLM-21 and TLM-22 will be grouped together to save duplicate testing effort
- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.

**TLM-23 Upgrade CalSAWS libraries to be N-1 compliant**

**Assumptions**

- Assumes no technical compatibility issues. If identified during any phase, after new software version is released, the estimate for schedule and release dates will need to be adjusted.

**TLM - 68: Upgrade ODM (Operational Decision Manager) Rules Engine to version 8.12**

**Assumptions**

- The new ODM version will support embedded rules engine approach
- Upgrade of ODM rules engine, mostly requires changes to each and every ruleset. There are 3000+ rules in CalSAWS, these estimates covers those changes and testing.
  
- These hours are to upgrade the ODM version, build and development, functional regression testing and Performance testing to support the upgrade

**TLM-06 - OS Upgrade - Cisco Routers/Switches/Firewalls**

**Assumptions**

- The defined scope of work is limited to addressing specific identified gaps or required feature enhancements.
  
- In the absence of well defined requirements or a requirement traceability matrix our scope remains vulnerable to expansion, especially with the emergence of new standards, updates, or requests from consortium or internal teams, potentially leading to scope creep during this project.
  
- Any additional effort or costs resulting from this potential scope creep are not included in the current effort and would necessitate a separate contract change for undertaking.
- Dependency on the vendor releasing the Firewall upgrades from ASA to FTD and TPX Velocloud upgrade to 5.2 by Aug2024
- Dependency on operating systems being released by the vendor in the next 3 months for evaluation and assessment. If no stable releases are made available by July 2024, any remaining outstanding effort will be recalculated and will not be completed.
- Dependency on IM-41 to build test lab to test rollout prior to go-live
- While this change enables the platform for several new features and capabilities, scope of this change is specific to the upgrade and not new feature enablement
- Major upgrades referenced here are not related to existing compliant infrastructure (not EOL/EOS ) and are not part of M&O

**TLM-07- Replace TPX SD-WAN (Routers & Virtual Firewall) and TPX Adtran EOL Switches with new models from TPX**

**Assumptions**

- The defined scope of work is limited to addressing specific identified gaps or required feature enhancements.
  
- In the absence of well defined requirements or a requirement traceability matrix our scope remains vulnerable to expansion, especially with the emergence of new standards, updates, or requests from consortium or internal teams, potentially leading to scope creep during this project.
  
- Any additional effort or costs resulting from this potential scope creep are not included in the current effort and would necessitate a separate contract change for undertaking.
- TPX equipment is rental and CalSAWS will not bear the cost of the hardware.
- TPX provides Adtran as part of WAN as a service, this hardware replacement effort will be borne by TPX.
- Effort documented in this project TLM-07 covers Project Planning and Coordination, Communication with Counties and Testing with TPX
- TPX to provide mounting kits for the new hardware and will ensure redundancy.
- TPX will ensure new hardware compliance with TPX hardening policies. CalSAWS policies (NIST & CIS) will be conveyed as requirements
- Changes will have to be performed across all 150+ sites (Data Center, Project, Managed County Sites, POP County Sites)
- Dependency on hardware procurement, supply chain management and direction under TPX management will determine timeline

**TLM-03 - Major Upgrade - Analytics stack (EMR Upgrade, Python Upgrade and Qlik and Nprinting Upgrade)**

**Assumptions**

- The exact versions are subject to change based on timing and landscape at time of upgrade, testing results in lower environments, and security or vulnerability patch releases.

**TLM-34 Upgrade to Win11**

**Assumptions**

- For Project Laptops: the design phase will include process development to define Azure join process for newly deployed Project devices, perpetual test tenant, and upgrade in place for existing devices.
- WorkSpace migration to Windows 11 will incorporate the rearchitecture to bring your own license for Windows. There is a cost-savings moving to this architecture over the current Win10 served by Windows 2016 sever. Quantity reflects current offshore usage and fluctuates with roll-on/roll offs.

Risk introduction - Managed County workstation upgrades to Windows 11 are outside the scope of this project. Managed County workstations may need to run on Windows 10 after Microsoft support ends. Microsoft will stop support on Oct. 14, 2025 and will no longer provide security updates for the product (<https://learn.microsoft.com/en-us/lifecycle/products/windows-10-enterprise-and-education>). Any additional support would be the responsibility of the Consortium beyond that date. Approximately 25-50% of machines will require replacement to have compatible hardware and the leadtime for imaging each model (where necessary) in each county, and will require coordination for a machine to build and test the image. Additionally, if replacement hardware deployment is a project dependency, there are further coordination activities.

**TLM-36 -Upgrade Project Windows Servers to 2022**  
**Assumptions**  
- The project servers will be brought to the latest released version of Windows Server. This update will require some schema updates and other core changes. Standardizing on a single version will also reduce variance in TVM and CIS reporting and troubleshooting.

**TLM-05 ForgeRock - Major version upgrade**  
**At the request of the CONSORTIUM the Work under TLM-05 was cancelled in Amendment 33. The pricing defined in schedule 3W and 3W\_2a was updated accordingly.**  
**Assumptions**  
- Assumes the next major version is released prior to September 2024. If the major version is not released by this time, an amendment will be required to push the work out beyond the schedule identified in the sheet 3W\_2a. Staff Loading for TLM-05.  
- The work for the major upgrade will be done under M&E staffing - M&O staffing will not be changing  
- Current AWS Architecture charges will remain the same for FY24/25 and FY25/26.

**TLM-30 RHEL OS**  
**Assumptions**  
- There is another major version 10 release expected by Red Hat in 2025 but that is not included in this RHEL upgrade. This request is only for fiscal year 24-25 to upgrade RHEL to Version 8.8.

**TLM-31 DevSecOps Tools Upgrades**  
**Assumptions - DevSecOps Tools Upgrades - Until Dec -2024**  
- JIRA/BB/Jenkins/Agitar/SonarQube/Artifactory  
- SonarQube - 18 month major upgrade  
- Jenkins - Quarterly LTS upgrades  
- JIRA - Major Version Upgrade until Dec - 2024  
- Bitbucket - Major Upgrade until Dec - 2024  
- Must go through the SDLC /release cycle

**TLM-39 Lobby Management Modernization**  
**Assumptions**  
- We currently only support English and Spanish. The application will be developed to use a language parameter to determine the language to be displayed for the end user. There will be an additional translation cost of around \$500 for each other language added to the Lobby Application.  
- Kiosk will be able to display the Angular Application.  
- The current screen commands and modularity of the flow will remain the same.  
- System Test (ST) estimate was provided by App Dev based on the CalSAWS estimator and accounts for regression testing Lobby Management (Kiosk/Tablet 2.0) + Lobby Management: Expansion of available languages + Modern Device Management

**TLM-40 Lobby Monitor Updates**  
**Assumptions**  
- Angular will support current functionality with new versions.  
- System Testing (ST) estimates were provided by App Dev based on the CalSAWS estimator.

**DB Optimization**  
**DMDP-01 (Partitioning - next phases + DB compression)**  
**Assumptions**  
- This effort includes the cost to design and implement the change.  
- This change will be validated as part of a baseline release, to reduce dedicated testing effort.  
- AppDev estimates are based on the assumptions below:  
    - Online, B&I, Fiscal, CalHEERS, BenefitsCAL team will perform regression testing on identified services and specific screens.  
    - File exchanges and partner interactions/meeting will be handled by BatchOps.  
    - Online & batch performance is out-of-scope for AppDev.  
    - This line item will be added as part of a baseline release so it can automatically test majority of the functionality.  
- System Testing (ST) estimate assumes this change will be part of a baseline release and therefore some of the springboot APIs will be naturally regression tested as part validating other SCRs/Defects in the release. Therefore, ST estimates are lower to only focus on spring boot APIs that would not be covered as part of natural baseline release testing and to account for any defect testing.

Activity Description			SFY 23/24												SFY 24/25												SFY 25/26												SFY 26/27												SFY 27/28												SFY 28/29												SFY 29/30												SFY 30/31												SFY 31/32												SFY 32/33												SFY 33/34												SFY 34/35												SFY 35/36												SFY 36/37												SFY 37/38												SFY 38/39												SFY 39/40												SFY 40/41												SFY 41/42												SFY 42/43												SFY 43/44												SFY 44/45												SFY 45/46												SFY 46/47												SFY 47/48												SFY 48/49												SFY 49/50												SFY 50/51												SFY 51/52												SFY 52/53												SFY 53/54												SFY 54/55												SFY 55/56												SFY 56/57												SFY 57/58												SFY 58/59												SFY 59/60												SFY 60/61												SFY 61/62												SFY 62/63												SFY 63/64												SFY 64/65												SFY 65/66												SFY 66/67												SFY 67/68												SFY 68/69												SFY 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S	68.724.00	S	(61.276.70)
S	183.392.00	S	(183.392.00)
S	183.392.00	S	(183.392.00)

Total Price in AM32	VARCACC
\$ -	\$ -
\$ 28.471	\$ (19.604.23)
\$ -	\$ -
\$ -	\$ -
€ 54.836	€ (74.836.00)
\$ 77.800	\$ (77.800.00)
\$ -	\$ -
\$ 59.728	\$ (59.728.77)
€ 54.836	€ (74.836.00)
\$ -	\$ -

Total Price in		Variance	
AM52			
5	-	5	-
5	22,127.00	5	1,527.00
5	-	5	-
5	-	5	-
5	-	5	-
5	53,178.72	5	(53,178.72)
5	18,352.00	5	9,216.00
5	27,500.00	5	(20,120.11)
5	-	5	-
5	-	5	-
5	46,140.00	5	(2,000.00)
5	47,500.00	5	(47,500.00)
5	-	5	-
5	-	5	-
5	36,926.70	5	(16,726.00)
5	-	5	-
5	-	5	-

Total price in AM32	variance
\$ -	\$ -
\$ 2,548.88	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ 22,187.88	\$ (1,582.79)
\$ 14,800.00	\$ (2,445.00)
\$ 20,000.00	\$ (1,375.00)
\$ -	\$ -
\$ -	\$ -
\$ 20,488.00	\$ (20,575.39)
\$ 12,000.00	\$ (5,000.00)
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -
\$ -	\$ -



Staff Loading (One-time Services & Maintenance and Operations)

SFY 24/25																	SFY 25/26					
ID	Activity Description	Task Description	Staff Description	40	41	42	43	44	45	46	47	48	49	50	51	52	Total Hours	SFY 24/25	SFY 25/26	SFY 24/25	SFY 25/26	
				Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total Hours	Hourly Rate	Hourly Rate	Price	Price	Total Price
1.1	Zero Trust Architecture	CSAC-46: ZTA - Strong Authentication for internal APIs																				
		M&O															-			\$	-	\$
		Tech	Onshore								20						20	\$ 148.00	\$ 148.00	\$ 2,960.00	\$ -	\$ 2,960.00
		Tech	Offshore								20						20	\$ 148.00	\$ 148.00	\$ 2,960.00	\$ -	\$ 2,960.00
1.3	NIST Rev 5	DMDP-23: AWS MACIE															-			\$	-	\$
		M&O															-			\$	-	\$
		Tech	Onshore						40	40	40						120	\$ 148.00	\$ 148.00	\$ 17,760.00	\$ -	\$ 17,760.00
1.5	NIST Rev 5	DMDP-21: Microsoft Purview Data Security															-			\$	-	\$
		M&O															-			\$	-	\$
		Tech	Onshore							160	160						320	\$ 148.00	\$ 148.00	\$ 47,360.00	\$ -	\$ 47,360.00
																	-			\$	-	\$
3.2	Security	CSAC-26 Enhanced E-mail Message Examination																				
		M&O															-			\$	-	\$
		Tech Support	Onshore							40	40						80	\$ 148.00	\$ 148.00	\$ 11,840	\$ -	\$ 11,840.00
																	-			\$	-	\$
	Total (Unrounded)			-	-	-	-	-	40	240	280	-	-	-	-	-	560			82,880	-	\$ 82,880.00
	Total (Rounded)																		\$ 82,880	\$ -	\$ 82,880.00	

Schedule 4  
CalSAWS Maintenance and Operations - Production Operations Charges

						Extension						
Production Operations Line Item	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	SFY 2023/24 (7 Months)	SFY 2024/2025 (8/12 Months)	SFY 2025/2026 (2 Months)	Total Charges - Change Notice 41	Total Charges - Change Notice 38	Increase / (Decrease)	
WAN Administration Charges	\$ -	\$ -	\$ 2,571,444	\$ 3,806,971	\$ 1,900,348	\$ 2,796,054	\$ 3,448,340	\$ -	\$ 14,523,158	\$ 14,523,158	\$ -	
WAN Administration - North - Central Facilities and County Sites (39 Counties)	\$ -	\$ -	\$ 2,596,018	\$ 3,867,913	\$ 1,260,815	\$ 1,995,790	\$ 2,592,740	\$ -	\$ 12,313,275	\$ 12,313,275	\$ -	
WAN Administration - CalSAWS - Electronic Signature (58 Counties)	\$ -	\$ -	\$ 42,640	\$ 63,960	\$ -	\$ -	\$ -	\$ -	\$ 106,600	\$ 106,600	\$ -	
WAN Administration - CalSAWS - Text Message Notifications (58 Counties)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
WAN Administration - South - Central Facilities and County Sites (Los Angeles County)	\$ -	\$ -	\$ 236,767	\$ 355,150	\$ 89,661	\$ -	\$ -	\$ -	\$ 681,577	\$ 681,577	\$ -	
WAN Administration - CalWIN - Central Print Facility and County Sites (18 Counties)	\$ -	\$ -	\$ 17,707	\$ 385,315	\$ 304,018	\$ 418,564	\$ 493,028	\$ -	\$ 1,618,632	\$ 1,618,632	\$ -	
WAN Administration - CalSAWS Cloud Exchange (58 Counties)	\$ -	\$ -	\$ 272,412	\$ 408,618	\$ 245,855	\$ 317,250	\$ 362,572	\$ -	\$ 1,606,706	\$ 1,606,706	\$ -	
WAN Changes	\$ -	\$ -	\$ (594,099)	\$ (1,273,984)	\$ -	\$ 64,451	\$ -	\$ -	\$ (1,803,632)	\$ (1,803,632)	\$ -	
Production Operations Charges	\$ -	\$ -	\$ 2,469,953	\$ 3,069,648	\$ 1,738,853	\$ 2,564,162	\$ 3,093,435	\$ 142,173	\$ 13,078,223	\$ 13,078,223	\$ 0	
Production Operations - CalSAWS - Service Desk Operations Support (58 Counties)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,572	\$ 30,637	\$ -	\$ 90,928	\$ 90,928	\$ -	
Production Operations - North - Managed Workstations (39 Counties)	\$ -	\$ -	\$ 566,001	\$ 784,497	\$ 361,885	\$ 506,638	\$ 479,514	\$ -	\$ 2,698,535	\$ 2,698,535	\$ -	
Production Operations - North - Managed Windows 10 Image (39 Counties)	\$ -	\$ -	\$ 239,903	\$ 359,854	\$ 180,681	\$ 252,954	\$ 239,411	\$ -	\$ 1,272,803	\$ 1,272,803	\$ -	
Production Operations - North - Managed Scanner Maintenance (39 Counties)	\$ -	\$ -	\$ 262,100	\$ 391,858	\$ 164,394	\$ 230,151	\$ 262,065	\$ -	\$ 1,310,568	\$ 1,310,568	\$ -	
Production Operations - North - Managed Contact Center Operations Support (39 Counties) - Continuing Cases	\$ -	\$ -	\$ 381,203	\$ 547,045	\$ 247,875	\$ 347,025	\$ 606,761	\$ -	\$ 2,129,909	\$ 2,231,036	\$ (101,127)	
Production Operations - North - Managed Contact Center Operations Support (39 Counties) - Medi-Cal Referral Calls/Regional Contact Centers	\$ -	\$ -	\$ 102,830	\$ 171,776	\$ 99,207	\$ 138,890	\$ 242,844	\$ -	\$ 755,549	\$ 796,023	\$ (40,474)	
Production Operations - Managed Contact Center Operations Support (58 Counties) - BenefitsCal			\$ -	\$ -	\$ -	\$ 2,001	\$ 3,431	\$ -	\$ 5,432	\$ 6,004	\$ (572)	
Production Operations - North - Managed Contact Center Operations Transition Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 142,173	\$ 142,173	\$ -	\$ 142,173	
Production Operations - North - Managed Lobby Management Operations Support (39 Counties)	\$ -	\$ -	\$ 519,439	\$ 777,328	\$ 441,554	\$ 618,176	\$ 641,800	\$ -	\$ 2,998,296	\$ 2,998,296	\$ -	
Production Operations - CalWIN - Managed Lobby Management Operations Support (18 Counties)			\$ -	\$ -	\$ 214,538	\$ 436,755	\$ 586,970	\$ -	\$ 1,238,263	\$ 1,238,263	\$ -	
WAN Overage			\$ 398,478	\$ 37,290	\$ -	\$ -	\$ -	\$ -	\$ 435,768	\$ 435,768	\$ -	
Central Print Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Central Print - North - 39 Counties	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Central Print - South - Los Angeles County	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Central Print - CalWIN - 18 Counties	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total CalSAWS Production Operations Charges	\$ -	\$ -	\$ 5,041,398	\$ 6,876,619	\$ 3,639,201	\$ 5,360,216	\$ 6,541,775	\$ 142,173	\$ 27,601,381	\$ 27,601,381	\$ 0	

Production Operations Line Item	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024		FFY 2025	FFY 2026	Total Charges - Change Notice 41	Total Charges - Change Notice 38	Increase / (Decrease)
WAN Administration Charges	\$ -	\$ -	\$ 3,800,338	\$ 3,727,114	\$ 4,878,655		\$ 2,117,051		\$ 14,523,158	\$ 14,523,158	\$ -
Production Operations Charges	\$ -	\$ -	\$ 3,231,087	\$ 3,341,790	\$ 4,161,651		\$ 2,343,696		\$ 13,078,223	\$ 13,078,223	\$ -
Central Print Charges	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -
Total CalSAWS Production Operations Charges	\$ -	\$ -	\$ 7,031,424	\$ 7,068,904	\$ 9,040,307	\$ -	\$ 4,460,747	\$ -	\$ 27,601,381	\$ 27,601,381	\$ -
CN38	\$ -	\$ -	\$ 7,031,424	\$ 7,068,904	\$ 9,040,307	\$ -	\$ 4,460,747	\$ -	\$ 27,601,381		
Var:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -		
SFY-FFY Check										\$ -	

Assumptions

1	The CONTRACTOR shall conduct an overall cost impact assessment at the end of the Design Phase during the CalACES Migration and CalSAWS Migration for any increase in mailing costs and print costs (e.g. form or NOA). Additional costs will be provided for inclusion in the CalACES/CalSAWS Project budgets as necessary. (DDID 1402 - CalSAWS SOR)
2	Assumption removed via Amendment No. 28. The proposed rates for Central Print are: •\$0.09 per impression •\$0.036 per Business Reply Mail envelope •\$0.18 per full page flat mail envelope •\$0.10 per half page flat mail envelope •\$0.031 per #9 inbound envelope •\$0.035 per #10 inbound envelope •\$0.47 per flat mail insertion •\$0.04 per voter registration card (VRC) insertion •\$0.03 per pre-metering (per RE packet)  The above proposed rates are based on C-IV envelopes. Modifications to the existing custom envelopes may result in changes to the above mentioned rates.
3	Print Costs related to CalWIN counties are excluded.
4	There are no postage costs included for any of the 58 Counties. Each County will be responsible for filling its presort postage accounts. The LRS Agreement will be amended to remove any postage requirements and postage related terms and conditions.
5	Per Exhibit U Migration DDI, SOR - DDID 1775, "The CONTRACTOR shall update the technical architecture to support consolidation of the bundling jobs and bar codes (Stuffing, Intelligent mail, Imaging and Tracking) for one central print vendor." Contractor Assumption from Exhibit U, "A single central print vendor is identified and is in place to handle the print jobs. This estimate and assumption may change when we receive further information about printing and print vendor. • The consolidated CalSAWS Imaging solution and requirements are pending the outcome of the Functional Design Sessions. Once the requirements are finalized this requirement will be revisited to determine if there are any impacts to the scope, estimate or migration timeline."

	Each line item above lists costs for the impacted counties. Costs have not been included for the counties that are not listed. There may be a future amendment to add additional counties should they opt in or pending functional design sessions outputs (e.g. Imaging) when new requirements are provided.
	Production Operations charges related to Managed Workstations is based on a total of 10,444 Managed workstations deployed in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed workstations deployed by the 39 Counties in excess of the 10,444 workstations would be funded separately (via the County Purchase process).
	Production Operations charges related to Managed Windows 10 workstation images is based on a total of 10,444 workstations with Windows 10 deployed in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed workstations deployed by the 39 Counties in excess of the 10,444 workstations would be funded separately (via the County Purchase process).
	Production Operations charges related to Managed Scanner Maintenance is based on a total of 2,864 Managed scanners that are currently in production across the 39 Counties. It is assumed that ongoing Production Operations charges required for additional Managed scanners deployed by the 39 Counties in excess of the 2,864 scanners would be funded separately (via the County Purchase process).
	Production Operations charges related to Managed Lobby Management Operations support is based on a total of 340 Managed devices that are currently in production across the 39 Counties and CalWIN Counties. It is assumed that ongoing Production Operations charges required for additional Managed devices deployed by the 39 Counties and CalWIN Counties in excess of the 340 Managed devices would be funded separately (via the County Purchase process).
	Production Operations charges related to Service Desk Operations Support is based on a total of 18 Service Desk staff during State Fiscal Years 2018/19 and 2019/20, and a total of 25 Service Desk staff during State Fiscal Year 2020/21 through January 31, 2025.
	Please refer to the M&O SOW for additional assumptions regarding Production Operations.
	Assumption removed via Amendment No. 28. <del>The price for Central Print is based on a single vendor – specifically, DXC – for providing Central Print services for the CalSAWS System.</del>
	The Parties agreed that Accenture will sign contracts with TPX for upgrading the existing WAN services at the county sites by increasing bandwidth, changing ISP carriers and upgrading TPX provided SD-WAN equipment. TPX services minimum term is 12 months from each county site activation. Should the TPX contract extend beyond Accenture completion of Accenture's obligation for WAN administration under the CalSAWS M&O Extension Consortium would be still obligated to pay all fees for TPX services for the minimum term.

Schedule 5  
CalSAWS Maintenance and Operations - Hardware and Software Charges

Extension										Amendment 32 - Total Charges	Increase/ (Decrease)
Hardware and Software Line Items	SFY 2018/19	SFY 2019/20	SFY 2020/21	SFY 2021/22 (10/2021 - 5/2022)	SFY 2022/23	SFY 2023/24 (6/2023 - 10/2023)	SFY 2023/24 (11/2023 - 5/2024)	SFY 2024/2025 (6/2024 - 2/2025)	CN 38 - Total Charges		
Hardware and Software											
Hardware	\$ -	\$ -	\$ -	\$ 2,475,706	\$ 2,059,244	\$ 635,451	\$ 3,170,413	\$ 68,293	\$ 8,409,106	\$ 8,409,106	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ 2,475,706	\$ 2,059,244	\$ 635,451	\$ 3,170,413	\$ 68,293	\$ 8,409,106	\$ 8,409,106	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hardware Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Software	\$ -	\$ -	\$ -	\$ 30,549,623	\$ 59,340,078	\$ 7,273,045	\$ 43,910,622	\$ 12,476,143	\$ 153,549,511	\$ 155,138,841	\$ (1,589,330)
Schedule 1 - CalSAWS M&O Project (Base)				\$ 30,159,137	\$ 58,918,243	\$ 7,273,045	\$ 43,488,786	\$ 12,476,143	\$ 152,315,354	\$ 153,904,684	\$ (1,589,330)
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Penetration				\$ 390,486	\$ 421,835	\$ -	\$ 421,836	\$ -	\$ 1,234,157	\$ 1,234,157	\$ -
Software Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -	\$ -	\$ 1,236,694	\$ -	\$ -	\$ -	\$ 1,236,694	\$ 1,236,694	\$ -
Budget Reallocation out of WAN Administration - Hardware/Software					\$ 1,236,694				\$ 1,236,694	\$ 1,236,694	\$ -
									\$ -	\$ -	\$ -
Total CalSAWS Hardware and Software Charges	\$ -	\$ -	\$ -	\$ 33,025,329	\$ 62,636,016	\$ 7,908,496	\$ 47,081,035	\$ 12,544,436	\$ 163,195,311	\$ 164,784,641.82	\$ (1,589,330.43)

AM32 Total CalSAWS Hardware and Software Charges \$ - \$ - \$ - \$ 33,025,329 \$ 62,636,016 \$ 7,908,496 \$ 47,081,035 \$ 14,133,766 \$ 164,784,642  
Variance: \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ (1,589,330) \$ (1,589,330)

Assumptions	
1	All Hardware will be purchased outright. No Hardware will be leased.
2	The Consortium will own all Hardware and Software. It is assumed that the Consortium will purchase all Hardware and Software from Proquire LLC, Contractor's affiliate.
3	Hardware and Software items are purchased with one-year manufactuer's support agreements from the date of purchase. Annual renewals of such support agreements are included in the Hardware and Software Charges through State Fiscal Year 2023/24.
4	Hardware and Software Pricing for Schedule 13 - CalSAWS Imaging Project, Schedule 14 - CalSAWS Analytics Cloud Enablement Project, Schedule 15 - CalSAWS Customer Service Center Project are combined under the pricing for Schedule 1 - CalSAWS M&O Project (Base).
5	The detailed information regarding CalSAWS Hardware and Software is captured in the living document "CalSAWS M&O Schedule Baseline" maintained on the CalSAWS SharePoint. The budget for Hardware and Software required for delivering scope of CalSAWS M&O Project is reflected in Schedule 5 of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations ("M&O") Project) to Exhibit X.

Extension										Amendment 32 - Total Charges	Increase/ (Decrease)
Hardware and Software Line Items	FFY 2019	FFY 2020	FFY 2021	FFY 2022 (9/2021 to 8/2022)	FFY 2023 (9/2022 to 8/2023)	FFY 2024 (9/2023- 1/2024)	FFY 2024 (2/2024-8/2024)	FFY 2025 (9/2024 to 7/2025)	Change Notice 38 - Total Charges		
Hardware and Software											
Hardware	\$ -	\$ -	\$ -	\$ 4,424,605	\$ 687,825	\$ 188,903	\$ 3,055,500	\$ 52,273	\$ 8,409,106	\$ 8,409,106	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ 4,424,605	\$ 687,825	\$ 188,903	\$ 3,055,500	\$ 52,273	\$ 8,409,106	\$ 8,409,106	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Hardware Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Software	\$ -	\$ -	\$ -	\$ 36,399,954	\$ 58,281,894	\$ 6,728,318	\$ 42,422,336	\$ 9,717,009	\$ 153,549,511	\$ 155,138,841	\$ (1,589,330)
Schedule 1 - CalSAWS M&O Project (Base)				\$ 36,009,468	\$ 57,860,059	\$ 6,728,318	\$ 42,000,500	\$ 9,717,009	\$ 152,315,354	\$ 153,904,684	\$ (1,589,330)
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -			\$ -	\$ -	\$ -

Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Third Party Penetration				\$ 390,486	\$ 421,835		\$ 421,836			\$ 1,234,157	\$ 1,234,157	\$ -	\$ -
Software Support	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 1 - CalSAWS M&O Project (Base)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Schedule 13 - CalSAWS Imaging Project				\$ -	\$ -	\$ -				\$ -	\$ -	\$ -	\$ -
Schedule 14 - CalSAWS Analytics Cloud Enablement Project				\$ -	\$ -	\$ -				\$ -	\$ -	\$ -	\$ -
Schedule 15 - CalSAWS Customer Service Center Project				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -	\$ -	\$ 1,236,694	\$ -	\$ -	\$ -	\$ -	\$ 1,236,694	\$ 1,236,694	\$ -	\$ -
Budget Reallocation out of WAN Administration - Hardware/Software				\$ -	\$ 1,236,694	\$ -	\$ -	\$ -	\$ -	\$ 1,236,694	\$ 1,236,694	\$ -	\$ -
										\$ -	\$ -	\$ -	\$ -
Total CalSAWS Hardware and Software Charges	\$ -	\$ -	\$ -	\$ 40,824,559	\$ 60,206,413	\$ 6,917,221	\$ 45,477,836	\$ 9,769,283	\$ 163,195,311	\$ 164,784,641.82	\$ (1,589,330.43)		

AM32 Total CalSAWS Hardware and Software Charges

\$ - \$ - \$ - \$ - \$ 40,824,559 \$ 60,206,413 \$ 6,917,221 \$ 45,477,836 \$ 11,358,613 \$ 164,784,642

Variance:

\$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ (1,589,330) \$ (1,589,330)

\$ -

Schedule 6  
CalSAWS Maintenance and Operations - Facilities Charges

Facility Line Items	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24 (5 Months)	Extension		Amendment 31 - Total Charges	Amendment 30 - Total Charges	Increase/ (Decrease)
						SFY 2023/24 (7 Months)	SFY 2024/25 (8 Months)			
Central Facilities										
North - Project Office/Application Development Facility (Suites 150 and 175 - Base) <sup>1</sup>	\$ -	\$ -	\$ 1,151,574	\$ 1,760,032	\$ 747,106	\$ -	\$ -	\$ 3,658,712	\$ 3,658,712	\$ -
North - Central Repair Warehouse (Rancho Cordova, CA)	\$ -	\$ -	\$ 123,507	\$ 187,429	\$ 79,188	\$ 110,863	\$ 128,473	\$ 629,461	\$ 581,283	\$ 48,178
North - Service Desk Facilities (Roseville, CA)	\$ -	\$ -	\$ 75,424	\$ 114,460	\$ -	\$ -	\$ -	\$ 189,884	\$ 354,981	\$ (165,097)
South - Project Office (Suite 300, Norwalk, CA) <sup>2</sup>	\$ -	\$ -	\$ 2,498,734	\$ 3,880,514	\$ 1,649,610	\$ -	\$ -	\$ 8,028,858	\$ 8,028,858	\$ -
										\$ -
										\$ -
Total CalSAWS Facilities Charges	\$ -	\$ -	\$ 3,849,239	\$ 5,942,435	\$ 2,475,904	\$ 110,863	\$ 128,473	\$ 12,506,915	\$ 12,623,834	\$ (116,920)

Facility Line Items	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	FFY 2024	FFY 2025	Amendment 31 - Total Charges	Amendment 30 - Total Charges	Increase/ (Decrease)
Central Facilities	\$ -	\$ -	\$ 5,334,848	\$ 5,942,369	\$ 990,362	\$ 133,175	\$ 106,161	\$ 12,506,914	\$ 12,623,834	\$ (116,920)
Total CalSAWS Facilities Charges	\$ -	\$ -	\$ 5,334,848	\$ 5,942,369	\$ 990,362	\$ 133,175	\$ 106,161	\$ 12,506,914	\$ 12,623,834	\$ (116,920)

Assumptions

1	Facilities charges broken down as 53% for Lease of the Facility and 47% for operating expenses
2	Facilities charges broken down as 32% for Lease of the Facility and 68% for operating expenses
3	Central Repair Warehouse ends in January 2025
4	Service Desk Facilities ends in May 31, 2023
5	

AM 30

SFY 2024/25 (5 Months)
\$ -
\$ 80,296
\$ 49,036
\$ -
\$ 129,331

Delete post review

FFY 2025
\$ 77,598
\$ 77,598

\$ 16,059.17  
\$ 9,807.11

**Schedule 7**  
**CalSAWS Maintenance and Operations - Hourly Rate Card**

Description	Hourly Rate
CalSAWS M&E (October 2021 through October 2023)	\$ 158.27
CalSAWS M&O (October 2021 through October 2023)	\$ 148.00

			C-IV Monthly App Maint/M&E					
Month	LRS Rate	C-IV Rate	LRS Monthly M&E Hours	Hours (Additional)	Total LRS M&E Price	Total C-IV App Maint/M&E Price	Avg Hourly Rate	
Oct-21	\$ 121	\$ 187	8,000	7,075	\$ 968,000	\$ 1,323,025	\$	151.98
Nov-21	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Dec-21	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Jan-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Feb-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Mar-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Apr-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
May-22	\$ 125	\$ 187	8,000	7,075	\$ 1,000,000	\$ 1,323,025	\$	154.10
Jun-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$	156.91
Jul-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$	156.91
Aug-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$	156.91
Sep-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$	156.91
Oct-22	\$ 125	\$ 193	8,000	7,075	\$ 1,000,000	\$ 1,365,475	\$	156.91
Nov-22	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Dec-22	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Jan-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Feb-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Mar-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Apr-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
May-23	\$ 132	\$ 193	8,000	7,075	\$ 1,056,000	\$ 1,365,475	\$	160.63
Jun-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$	163.44
Jul-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$	163.44
Aug-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$	163.44
Sep-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$	163.44
Oct-23	\$ 132	\$ 199	8,000	7,075	\$ 1,056,000	\$ 1,407,925	\$	163.44
			<b>200,000</b>	<b>176,875</b>	<b>\$ 25,640,000</b>	<b>\$ 34,009,525</b>	<b>\$</b>	<b>158.27</b>
CalSAWS M&E Rate from Oct 2021 to Oct 2023			<b>\$ 158.27</b>					

**Schedule 8**

**CalSAWS Maintenance and Operations - Change Order Hourly Rate Card**

[illegible]