

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase FR-01-2025 Fresno County – Extension of Support for Generative Artificial Intelligence (“GenAI”) for Post-Call Summarization in English and Spanish**

## **I. Overview:**

Fresno County ("County") executed County Purchase FR-01-2024 in March 2024 for Generative Artificial Intelligence ("GenAI") for post-call summarization in English and County Purchase FR-04-2024 in December 2024 for GenAI for post-call summarization of Spanish calls. Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations ("M&O") Extension) of the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the "Base Agreement") between CalSAWS Consortium and Accenture LLP ("Accenture"), this County Purchase, FR-01-2025, consists of an extension of recurring Regulatory and Administrative ("R&A") Change Budget Services commencing June 1, 2025 and continuing through the end of the Base Agreement (currently July 31, 2025).

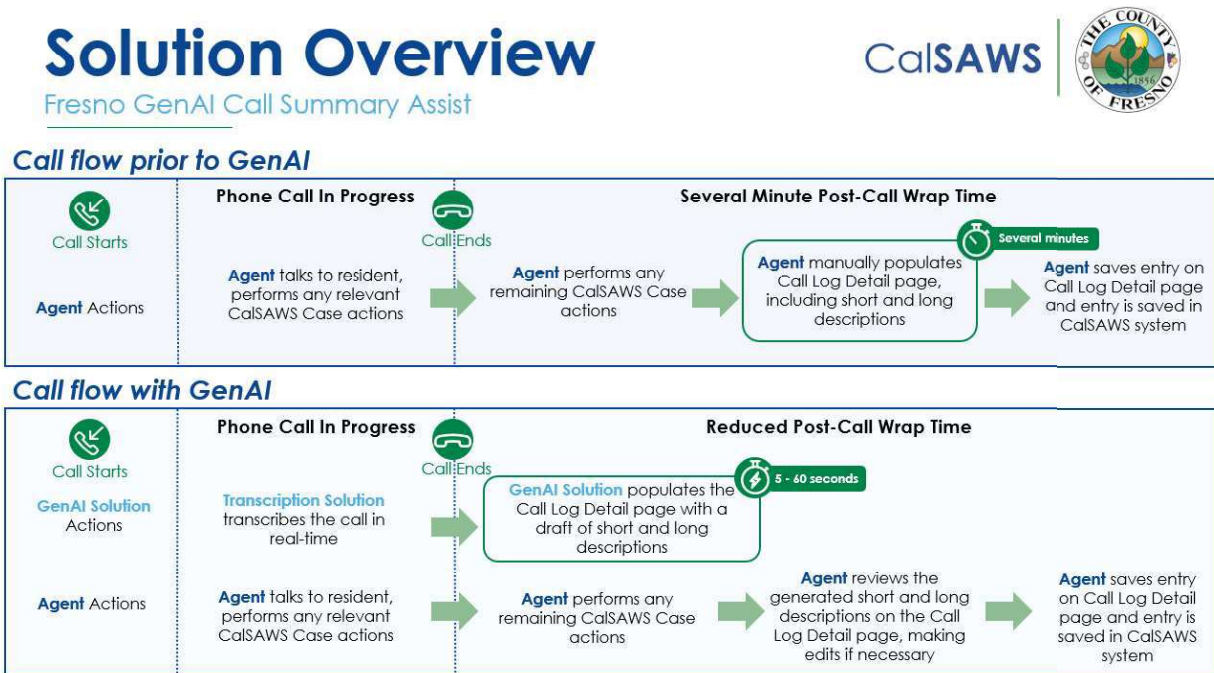
The capitalized terms used in this County Purchase and defined below shall have the meaning indicated in this County Purchase. Any other capitalized terms not defined in this County Purchase will have the meaning prescribed in the Base Agreement.

- "GenAI Product" means the Amazon Web Services ("AWS") Bedrock GenAI solution leveraged by the County and Accenture during the term of this County Purchase.
- "GenAI Output" or "Solution Output" means the content that is generated or returned through use of the GenAI Product during or as a result of this County Purchase, including in response to the queries or prompts that are submitted to the GenAI Product by the users.
- The "GenAI Artifacts" means all documentation and code created during the lifecycle of the solution.

## **II. Scope:**

The County identified a business need for Accenture to add an AWS GenAI solution to the Customer Service Center ("CSC") AWS architecture for GenAI-powered post-call summarization to help reduce after-call wrap time for agents/workers and standardize call notes across agents/workers. This was delivered in English as part of County Purchase FR-01-2024. Following the initial implementation, the solution was expanded to summarize calls in Spanish as part of County Purchase FR-04-2024. This County Purchase describes the recurring Regulatory and Administrative ("R&A") Change Budget Services for Accenture to continue to support the GenAI post-call summarization solution in English and Spanish.

## Solution Overview:



This County Purchase includes up to 545 hours per month for recurring R&A Change Budget Services for monitoring the solution, performance reporting as needed, and providing support for changes that affect the GenAI AWS solution as follows:

- Provide ongoing maintenance of GenAI environments, including upgrades and security vulnerabilities;
  - Includes Lambda runtime upgrades and Lambda vulnerability remediation;
- Provide infrastructure support for AWS issues related to the GenAI Call Summary Assist Solution, configuration, and Technical Operations support or changes that are required as part of the CalSAWS process or identified by the County or CalSAWS;
- Provide GenAI development support to make enhancements to support prompt improvements (enhancement releases will happen every other month);
- Provide ongoing reporting and tracking of issues with call summarization solution, including key performance indicators and any open issues and risks (report-out frequency will be every two (2) weeks);
- Provide functional support for reviewing evolving GenAI regulations and requirements and tracking changes that are required; and

- Provide functional support for ongoing offline (email) troubleshooting support, ongoing reviews of performance, and reporting/dashboards and monthly Leadership status updates.

This County Purchase also includes recurring R&A Change Budget Services of up to sixteen (16) hours per month for administration of the County Purchase order. This includes the management of the County Purchase work plan, coordination with CalSAWS teams and the County, tracking of the County Purchase progress, and providing status updates.

The scope of this County Purchase includes the following:

- Recurring R&A Change Budget Services

### **III. Assumptions:**

- The charges set forth in Section V below (the “Total Charges”) are based on the scope of work outlined in this County Purchase. Any changes in scope, including new or out-of-the-box AWS services, must be mutually agreed upon by Accenture, reviewed and approved by Consortium and the County in writing, and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
- In the event there are County dependencies that are unable to be met and require schedule and/or funding shift changes, the parties will mutually agree to revise the County Purchase.
- Recurring R&A Change Budget Services are included in this County Purchase for Accenture to assist the County with providing post-call summarization. Recurring R&A Change Budget Services will be worked and invoiced on a T&M basis and are estimated to commence June 1, 2025 and continue through the end of the Base Agreement (currently July 31, 2025). These charges are based on an estimate of 561 hours of support per month.
  - Up to 1,122 hours will be worked and invoiced in State Fiscal Year (“SFY”) 2025/26, estimated to commence June 1, 2025 and continue through the end of the Base Agreement (currently July 31, 2025).
    - If the County requests for more hours to be performed during SFY 2025/26 prior to the expiration of the Base Agreement, then a revision to this County Purchase will be required. If the County requires services beyond the expiration of the Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
  - If the County requests offshore/onshore staffing mix changes, then the request must be approved by Consortium Privacy and Security Officers and a revision to this County Purchase would be required.
  - If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County

- Purchase beyond the expiration of the Base Agreement, the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.
- The Consortium, Accenture, and County will monitor the hours for recurring R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for recurring R&A Change Budget Services will result in additional charges. These additional charges would be provided to the County in a separate County Purchase. If a CalSAWS change impacts this County Purchase so that the work effort needed to adapt the post-call summarization exceeds the budget in this County Purchase, a separate County Purchase will be required.
  - Accenture will work with the County and the Consortium staff to support project activities throughout the term of this County Purchase.
    - This County Purchase must be approved by May 16, 2025 in order for recurring R&A Change Budget Services to commence June 1, 2025. If the County does not approve this County Purchase by May 16, 2025, the schedule for the delivery for the work outlined in this County Purchase will be impacted and such support for the GenAI solution shall be placed on hold until this County Purchase is executed.
  - Accenture will bring qualified staff with written and oral proficiency in English and Spanish and experience in the solution who will perform the work described in this County Purchase, in accordance with the staffing plan provided.
  - The County will be responsible for assigning a County contact for security activities, such as access requests to the County's AWS account or security incidents.
  - Additional supported languages (other than English and Spanish) in addition to multilingual capabilities will be considered for future implementations and handled through separate County Purchases.
  - Access credentials will be rotated by County in accordance with Consortium Security Policy.
  - This County Purchase does not include any incremental charges for network infrastructure. If future changes to the CalSAWS System impact this County Purchase and would result in the need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase under a new CalSAWS agreement.
  - The work described in this County Purchase will be performed virtually/remotely.
  - The Privacy and Security Impact Assessment provided by the Accenture Security Lead to Consortium Security and Privacy Office for County Purchase FR-01-2024 will suffice for this engagement.

- No performance testing will be completed in this effort as performance testing was completed as part of County Purchase FR-01-2024.
- The Consortium will provision access to the CalSAWS Production environment(s) and Fresno Contact Center (“CC1”) environment prior to the start of the project.
- No focus groups will be conducted with County staff as part of this County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document (“APD”) or alternative form of authorized spending from the Office of Technology and Solutions Integration (“OTSI”) that supports this purchase by May 16, 2025 to proceed with this purchase. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

AWS Cost/Architecture-Related Assumptions:

- The Total County Purchase Charges do not include charges for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. An estimate of AWS compute resources and services costs is provided to the County for budget allocation purposes. The Consortium will be fully responsible for making such resources and services available for supporting the project, including the procurement and payment for such services from AWS. The County will be responsible for reimbursing the Consortium for all AWS charges required to support the solution. The estimate for AWS compute resources charges is based on services for SFY 2025/26.
- The County will be responsible for obtaining access to County datasets from the Consortium.
- The County will be responsible for the AWS costs associated with storage of the data from the GenAI post-call summarization. These costs will vary based on data volume.
- AWS cost estimates are subject to change based on actual utilization.
- AWS cost estimates account for services in three (3) AWS environments (one (1) Production, two (2) non-Production).
- In the event of an emergency and the solution is not working as expected in the Production environment, County workers will be informed via outages broadcasts of the outage and users will need to revert to manual entry of summaries until service is restored.
  - Call recordings will continue to be stored according to existing CSC procedures.
- AWS cost estimates are based on call volume estimates from County call data from September 2023 – January 2024 (~ eight (8) minutes of talk time per call, ~30,000 calls per month). Non-Production estimates were ~ten (10) percent of expected Production volumes.

- AWS Contact Lens will be used in the backend transcription component of the solution. The AWS Contact Lens console will not be configured for County use in this agreement, but it can be provisioned for County use after further Consortium reviews and configuration as part of a separate County Purchase.
- While the Total Charges for the scope include estimates for Services and/or AWS Charges required to implement this work, the AWS estimates are based on charges from vendors as of the current submission date. At the time of contracting, these rates or costs may change. It is assumed that the Consortium will procure the hardware and software required and will budget the applicable AWS Charges. AWS costs are defined in Attachment 1 to County Purchase FR-01-2025 – Pricing Schedules.
- No Technical Architecture changes will be made as part of the scope of this County Purchase.
- No Technical Architecture approval will be required.
- Accenture will use the existing AWS model through Amazon Bedrock as used for County Purchase FR-01-2024 which has already been provisioned for County AWS environments.

Solution-Related Assumptions:

- The County agrees that the Solution Output and any documents and reports that will be delivered by Accenture to the County as part of this County Purchase shall be used solely for the Scope.
- Accenture is responsible for adhering to the CalSAWS Artificial Intelligence (“AI”) policy. The Consortium will accept the AWS Solution terms and conditions.
- The Consortium/County shall be responsible for business validation of the following: (a) using the Solution Outputs; (b) deciding if the Outputs meet the requirements.
- Accenture Services pertaining to this solution will meet the business and technical requirements and will be subject to provisions defined in Exhibit X (CalSAWS M&O Extension) of the Base Agreement, including but not limited to:
  - 11.1 CalSAWS SYSTEM WARRANTY,
  - 11.2 WARRANTY WORK,
  - 11.3 CORRECTION OF DEFICIENCIES,
  - 11.4 WARRANTY WORK RESPONSE and the Deficiency Management Plan in the Project Control Document (“PCD”), and
  - 16.1 INDEMNIFICATION.
- The AWS software, including the “GenAI Product” and the “GenAI Output,” are excluded from the warranty and indemnification provisions.
- For clarity, for the purposes of this County Purchase, Section 22 PROPRIETARY CONSIDERATIONS of Exhibit X (CalSAWS M&O Extension) of the Base Agreement shall apply.

- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will not apply to this County Purchase.
- Key Performance Indicators (“KPIs”) (from AWS solution) will be reported out to the Consortium/County on a recurring basis, including: 1) the call summary generation time (expected within sixty (60) seconds of call end), 2) average after-call wrap time (expected reduction greater than one (1) minute compared to pre-launch baseline), and 3) agent acceptance/usage of the tool.
- No changes to the CalSAWS Call Log Detail Page will be made as part of the scope of this County Purchase.
- Testing of CalSAWS Call Log Detail page is not needed and therefore not included in the scope of this County Purchase.
- Existing design, development, and implementation documentation of the GenAI solution (GenAI Artifacts) will be used from County Purchase FR-01-2024 and FR-04-2024 engagements, including detailed data flow design, integration documentation, system design diagrams in draw.io format, security permission profile documentation, and meeting presentation materials.
- No new GenAI prompts will be created; existing GenAI prompts will be tuned as needed.
- No new monitoring alerts are needed; existing monitoring alerts will be used as developed in County Purchase FR-01-2024.
- No changes to ForgeRock integration will be made as part of the scope of this County Purchase.
- No application programming interface (“API”) changes will be made as part of the scope of this County Purchase.

**IV. Schedule:**

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

**V. Total Charges:**

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

<b>Total County Purchase Charges</b>	<b>SFY 25/26</b>	<b>Total Charges</b>
<b>One-Time R&amp;A Change Budget Services</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Recurring R&amp;A Change Budget Services</b>	<b>\$159,284.50</b>	<b>\$159,284.50</b>
<b>Hardware and Software Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>
Hardware Charges	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$159,284.50</b>	<b>\$159,284.50</b>

**VI. Attachment 1 to the County Purchase FR-01-2025 – Pricing Schedules**

COUNTY PURCHASE APPROVAL

**Subject:** County Purchase - FR-01-2025

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

**Fresno County**

By: 

Printed Name: Ernest Buddy Mendes

Title: Chairman to the Board of Supervisors

Date: 5-6-2025

**ATTEST:**

BERNICE E. SEIDEL

Clerk of the Board of Supervisors

County of Fresno, State of California

By:  Deputy

**Approved As to Form:**

Fresno County Counsel

By: 

Printed Name: Heather Kruthers

Title: Chief Deputy County Counsel

Date: 4/7/25

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**FOR ACCOUNTING USE ONLY**

Fund/Subclass: 0001/10000

Org: 56108550

Account: 7295

**CalSAWS Consortium**

By:   
Holly Murphy (May 22, 2025 15:43 PDT)

Printed Name: Holly Murphy

Title: CAO

Date: 05/22/2025

**Accenture LLP**

By:   
Lisa Salas (May 22, 2025 15:34 PDT)

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Title: Managing Director

Date: 05/22/2025

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