

California Statewide Automated Welfare System (CalSAWS)

County Purchase SF-02-2025 San Francisco County – Request for Changes to the General Assistance/General Relief (“GA/GR”) Automated Solution Program

CalSAWS Consortium
San Francisco County Purchase SF-02-2025

I. Overview

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations (“M&O”) Extension) of the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the “Base Agreement”) between CalSAWS Consortium and Accenture LLP (“Accenture”), San Francisco County (“County”) has requested changes to the General Assistance/General Relief (“GA/GR”) Automated Solution County-specific program, as further described in this County order form (the “County Purchase”).

II. Scope:

The County identified a business need for Accenture to modify existing County-specific GA/GR Automated Solution program rules to align with the County’s updated policy. This County Purchase describes the one-time Regulatory and Administrative (“R&A”) Change Budget Services for Accenture to provide technical consulting support to design and build the requested changes to align with the County’s revised policies and business needs of the GA/GR Automated Solution program. The one-time R&A Change Budget Services include up to 570 hours to implement the following changes for the GA/GR Automated Solution program for the County:

1. Update code tables:
 - Using the updated in-kind income amounts provided by the County for type "Housing Earned" and sub-types "SSIP/CALM/PAES/ AGEX" and "GA/GR," update the Code Detail table in CalSAWS to reflect the new in-kind income amount applicable effective April 1, 2025.
 - Update/insert the in-kind income amounts for Assistance Unit sizes one (1) and two (2) in the code table.
 - End date the existing open-end-dated in-kind income records for the County as of March 31, 2025.
 - Insert new in-kind income records with updated amounts for the County effective April 1, 2025.
2. Update Batch Eligibility Determination and Benefits Calculation (“EDBC”) run:
 - Create the driving queries and run Batch EDBC for all active GA/GR programs with in-kind income of type "Housing Earned" and sub-types "SSIP/CALM/PAES/ AGEX" and "GA/GR" (amount provided by the participant or standard amount) cases for the benefit month May 2025.
 - Provide all standard Batch EDBC run reports after the Batch EDBC run for the benefit month May 2025.

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This County Purchase also includes R&A Change Budget Services of up to fifty-eight (58) hours for administration of the County Purchase order. This includes the management of the County Purchase work plan, coordination with CalSAWS teams and the County, tracking of the County Purchase progress, and providing status updates.

The scope of this County Purchase includes the following:

- One-Time R&A Change Budget Services

III. Assumptions

- The charges set forth in Section V below (the “Total Charges”) are based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by Accenture and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
- One-time R&A Change Budget Services will be worked and invoiced on a time and materials (“T&M”) basis up to a maximum of 628 hours. One-time R&A Change Budget Services are estimated to commence upon approval of this County Purchase and continue through the end of State Fiscal Year (“SFY”) 2024/25, May 31, 2025. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. The County will be invoiced for actual hours worked.
 - Up to 628 hours will be worked and invoiced in SFY 2024/25, estimated to commence upon approval of this County Purchase and continue through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25, a revision to this County Purchase would be required.
 - If the County requests hours for SFY 2025/26 prior to the expiration of the Base Agreement (currently July 31, 2025), a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
 - If the County requests a change to the offshore/onshore staffing mix, then a revision to this County Purchase would be required.
 - This estimate for one-time R&A Change Budget Services excludes hours to support activities that may be required to continue services beyond the expiration of the Base Agreement (currently July 31, 2025).
 - If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County Purchase beyond the expiration of the Base Agreement (currently July 31, 2025), the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.

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- Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
 - This County Purchase must be approved by May 9, 2025 in order for one-time R&A Change Budget Services of up to 628 hours to be worked and invoiced in SFY 2024/25, through May 31, 2025. If the County does not approve this County Purchase by May 9, 2025, the schedule for the delivery of the work outlined in this County Purchase will be impacted and the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement.
- Any requests for new correspondences would result in additional charges and would be provided via a separate County Purchase.
- The grant amounts and in-kind income amounts will be provided by the County to implement the changes in the CalSAWS System.
- Once in Production, the County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- The County will identify and provide the appropriate County staff to support Project activities throughout the term of this County Purchase.
- The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document (“APD”) or alternative form of authorized spending from the Office of Technology and Solutions Integration (“OTSI”) that supports this purchase by May 9, 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.

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IV. Schedule:

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

V. Total Charges:

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

Total County Purchase Charges	SFY 24/25	SFY 25/26	Total Charges
One-Time R&A Change Budget Services	\$98,556.44	\$0.00	\$98,556.44
Recurring R&A Change Budget Services	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$0.00	\$0.00	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
Total Charges	\$98,556.44	\$0.00	\$98,556.44

VI. References:

This purchase will be tracked via ServiceNow Request RITM0080442. This purchase will also be tracked via System Change Requests ("SCRs") CA-287218 and CA-288893 in Jira.

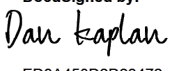
VII. Attachment 1 to the County Purchase SF-02-2025 - Pricing Schedules

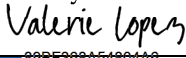
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COUNTY PURCHASE APPROVAL


Subject: County Purchase SF-02-2025

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


San Francisco County DocuSigned by:
By: 
ED8A450D2D23472...
Printed Name: Dan Kaplan
Title: Deputy Director
Date: 5/16/2025

Approved As to Form:
San Francisco DocuSigned by: County Counsel
By: 
89BF308A54804A0...
Printed Name: Valerie Lopez
Title: Deputy City Attorney
Date: 5/16/2025

Notice Address:
San Francisco Human Services Agency
P.O. Box 7988
San Francisco, CA 94120-7988

CalSAWS Consortium
By: 
Holly Murphy (Jun 10, 2025 19:52 PDT)
Printed Name: Holly Murphy
Title: Chief Administrative Officer
Date: 06/10/2025

Notice Address:
CalSAWS Consortium
11971 Foundation Place, 3rd Floor
Gold River, CA 95670

Accenture LLP
By: 
Lisa Salas (Jun 10, 2025 13:21 PDT)
Printed Name: Lisa Salas
Title: Managing Director
Date: 06/10/2025