



Infrastructure County Purchase

Fresno County

FR – 12-2024

Fresno County – Request for Purpose-Built,
Curated Data Set (“PBDS”) Access in CalSAWS
Amazon Simple Storage Solution (“Amazon S3”)
Location

December 5, 2024

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/3/2024	1.0	Created Document	Michael Johnson
12/4/2024	2.0	Sent to CPMO for review	Michael Johnson
12/5/2024	3.0	Incorporated Feedback	Michael Johnson

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REQUESTED SERVICES

1. OVERVIEW

Pursuant to Section 8.7 of the CalSAWS Infrastructure Agreement between the CalSAWS Consortium and Gainwell Technologies LLC ("Gainwell") effective October 01, 2024, Consortium shall also have the right to order and purchase Work that is in connection with the CalSAWS System and which will be used by Consortium Members, by executing and delivering an order form that is agreed to in writing by Contractor and Consortium and executed by the applicable Consortium Member. In the event of a conflict or inconsistency between the terms and conditions of an order and this Agreement, the terms and conditions of this Agreement shall control to the extent of the conflict or inconsistency.

Fresno County ("County") has requested access to the County's data within the purpose-built, curated data set ("PBDS") that currently resides in a CalSAWS Amazon Simple Storage Solution ("Amazon S3") location, which requires recurring infrastructure support as further described in this County order form (the "County Purchase").

2. SCOPE OF WORK: ONGOING OPERATIONS

The County identified a business need for access to the PBDS to help meet data and reporting goals after the County's migration to the CalSAWS System. This County Purchase includes up to 320 hours for recurring services for Gainwell staff to assist the County with technical architecture and operational support that affect the PBDS as follows:

- Providing infrastructure support for AWS issues, configuration, technical operations, and technical architecture for changes that affect the PBDS - estimated up to twenty (20) hours per month.

3. ASSUMPTIONS

1. Financial Assumptions:

- a. The charges in Section 4 below, "Total Estimated Charges," are estimates and are subject to change. The estimates include taxes if appropriate.
- b. The Total Charges below reflect the scope of work outlined within this County Purchase. Any changes in scope must be mutually agreed upon by the parties involved and may result in additional charges. The additional charges will be executed as a revision/amendment to this County Purchase.
- c. Invoicing will occur through the Consortium through standard procedures as

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time and materials not to exceed the total cost of this county purchase.
Estimate includes

1. Up to 80 hours to be worked and invoiced commencing February 1, 2025, through the end of SFY2024/25, May 31, 2025
 2. Up to 240 hours to be worked and invoiced in SFY2025/26 commencing June 1, 2025, and continue through May 31, 2026
- d. If the County requests more hours than those indicated above, a revision of this County Purchase would be required.
 - e. Gainwell and the County will monitor the hours and discuss the addition of more hours with the County if necessary. Any additional hours required, or the addition of future fiscal years would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
 - f. The Total Charges for this County Purchase do not include charges for AWS compute resources and services, including but not limited to storage and egress of the data from the PBDS required for ongoing operations under this County Purchase. The Consortium will make 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 AWS charges required to support the solution.
 - g. This County Purchase does not include any incremental charges for network infrastructure. In the event that there is a need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase.

2. General Assumptions:

- a. This County Purchase does not include services for Gainwell to assist with business process transformation efforts, batch execution support, database administration, or refactoring support for changes that affect the PBDS which must be procured through other contractor agreements.
- b. Access credentials will be rotated by the County in accordance with Consortium Security Policy.
- c. The County will be responsible for obtaining access to County datasets from the Consortium.
- d. The County's access to the Amazon S3 is read/egress only.

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- e. Relational Database will be accessible via Wide Area Network ("WAN") Network Address Translation ("NATed") through Firewall ("F5") at exchange.
- f. The County will raise defect or enhancement requests via the ServiceNow ticketing tool.
- g. The County will be responsible for designing and implementing queries and egress methods to use and extract the data from Amazon S3.

To begin this project, the County must:

Approve this County Purchase and provide the corresponding approved Advance Planning Document (APD) from the Office of Technology and Solutions Integration (OTSI) that supports this purchase to proceed with this County Purchase. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

Services are assumed to begin when the following are completed:

- County approves this County Purchase
- Consortium approves this County Purchase

4. TOTAL ESTIMATED CHARGES

Total estimated charges are shown below. These are estimates based on information available as of the date of submission of this County Purchase document.

The total amount of this county purchase for is **\$48,530.40**, which can be found in the table below.

Phase	SFY24/25 Hours	SFY25/26 Hours	Activities
Ongoing Maintenance	80	240	Providing infrastructure support for AWS issues, configuration, Technical Operations, and Technical Architecture for changes that affect the PBDS - estimated up to twenty (20) hours per month (estimated to commence February 1, 2025, and continue through May 31, 2026)
Hours	80	240	Total Hours - 320
Cost	\$12,132.60	\$36,397.80	Total Cost - \$48,530.40

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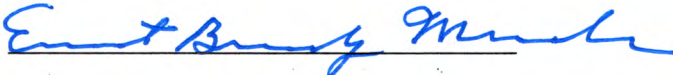
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COUNTY PURCHASE APPROVAL

Subject: County Purchase – FR-02-2024

The subject document is accepted as allowing Gainwell Technologies to proceed with the subject County Purchase.

Fresno County

By: 

Printed Name: Ernest Buddy Mendes

Title: Chairman of the Board of Supervisors

Date: 1-28-2025

ATTEST:

BERNICE E. SEIDEL


Clerk of the Board of Supervisors

County of Fresno, State of California

By:  Deputy

Fresno County Counsel

Approved as to Form

By: 

Printed Name: Heather Kruthers

Title: Chief Deputy County Counsel

Date: 12/23/24

Notice Address:

205 W. Pontiac Way
Building 2
Clovis, CA 93612

FOR ACCOUNTING USE ONLY:

Fund/Subclass: 0001/10000
Org: 56108550
Account: 7295

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CalSAWS Consortium

Signed by:
By: Holly Murphy
09B992A07EF54ED...

Printed Name: Holly Murphy

Title: CalSAWS Chief Administrative Officer

Date: 2/4/2025

Notice Address:

CalSAWS Consortium
620 Roseville Parkway
Roseville, CA 95747

Gainwell Technologies

Signed by:
By: Dawn Wilder
5E50489CE06C491...

Printed Name: Dawn wilder

Title: Account General Manager

Date: 1/31/2025

Notice Address:

Gainwell Technologies
620 Roseville Parkway
Roseville, CA 95747

Pricing Schedules

1- Schedule 8: County Purchase Staff Loading: February 2025-July 2025

[illegible]

1- Schedule 13: Base Infrastructure Hourly Rate Card

#	Staff Position	SFY 2024/25 through SFY 2030/31 Hourly Rate	Offshore (Y/N)
1	Infrastructure Project Manager - Key	\$ 168.98	N
2	Infrastructure Project Management Office (PMO) Lead	\$ 144.13	N
3	Infrastructure Delivery Integration Manager	\$ 90.28	N
4	Infrastructure Transition Manager	\$ 115.03	N
5	Infrastructure Operations Manager	\$ 223.23	N
6	Infrastructure Security Manager	\$ 215.15	N
7	Infrastructure Operations Service Desk Lead	\$ 146.34	N
8	Infrastructure AWS Manager	\$ 223.23	N
9	Infrastructure System Administrator	\$ 111.13	N
10	Infrastructure System Administrator - Offshore	\$ 31.06	Y
11	Infrastructure Service Manager	\$ 89.14	N
12	Infrastructure Enterprise Architect	\$ 142.19	N
13	Infrastructure Data Scientist	\$ 180.56	N
14	Infrastructure Business Analyst	\$ 108.75	N
15	Infrastructure Developer	\$ 111.50	N
16	Infrastructure Engineer	\$ 117.62	N
17	Infrastructure Tools Manager	\$ 172.56	N
18	Infrastructure Tools Administrator	\$ 96.32	N
19	Infrastructure Operations Excellence Leader	\$ 146.34	N
20	Infrastructure ServiceNow Manager	\$ 144.42	N
21	Infrastructure Network Operations Administrator	\$ 105.26	N
22	Infrastructure Network Operations Administrator - Offshore	\$ 29.73	Y
23	Infrastructure Technical Project Manager	\$ 113.55	N
24	Infrastructure Quality Assurance Manager	\$ 115.03	N
25	Infrastructure QA Advisor	\$ 110.41	N
26	Infrastructure Remote Maintenance Technician	\$ 58.35	N
27	Infrastructure Service Desk Analyst	\$ 60.08	N
28	Infrastructure Incident Manager	\$ 108.75	N
29	Infrastructure Associate Business Analyst	\$ 89.55	N
30	Infrastructure Depot Technician	\$ 58.35	N
31	Infrastructure Tester	\$ 104.26	N
32	Infrastructure Project Scheduler	\$ 115.03	N
33	Infrastructure Cultural Transformation Lead	\$ 90.24	N
34	Infrastructure Account Business Office Leader	\$ 122.24	N
35	Infrastructure Communications Specialist	\$ 92.60	N
36	Infrastructure Program Manager	\$ 113.55	N
37	Infrastructure Business Continuity Lead	\$ 108.75	N
38	Infrastructure Business-Technical Analyst	\$ 157.58	N
39	Infrastructure Cloud Architect	\$ 236.36	N
40	Infrastructure Cloud Engineer	\$ 165.96	N
41	Infrastructure Cloud Engineer - Offshore	\$ 38.38	Y
42	Infrastructure Cloud Network Engineer	\$ 187.88	N
43	Infrastructure DBA	\$ 146.97	N
44	Infrastructure DBA - Offshore	\$ 38.38	N
45	Infrastructure DevOps Engineer	\$ 175.51	N
46	Infrastructure Middleware Engineer	\$ 155.56	N
47	Infrastructure Middleware Engineer - Offshore	\$ 40.40	Y
48	Infrastructure Operations Project Manager	\$ 180.30	N
49	Infrastructure Security Analyst	\$ 150.51	N
50	Infrastructure Security Engineer	\$ 200.00	N
51	Infrastructure Service Delivery Manager	\$ 175.76	N
52	Infrastructure Network Operator - Offshore	\$ 21.31	Y
53	Infrastructure Security Operator - Offshore	\$ 21.31	Y
54	Infrastructure Reporting - Offshore	\$ 21.31	Y
55	Infrastructure Transition Lead	\$ 193.94	N
56	Imaging Manager	\$ 177.50	N
57	Imaging Supervisor	\$ 109.13	N
58	Imaging Support Application Analyst	\$ 102.16	N
59	Imaging Support Analyst -Triage 1	\$ 92.46	N
60	Imaging Support Analyst -2	\$ 92.46	N
61	Imaging Analyst -Production Support	\$ 92.46	N
62	Imaging Analyst Lead - Contact Center	\$ 131.03	N
63	Imaging Analyst - Contact Center	\$ 102.16	N
64	Infrastructure Business-Technical Analyst - Offshore	\$ 35.36	Y
65	Infrastructure Cloud Network Engineer - Offshore	\$ 49.19	Y
66	Infrastructure DevOps Engineer - Offshore	\$ 49.19	Y
67	Infrastructure Project Manager - Offshore	\$ 49.19	Y
68	Infrastructure Security Analyst - Offshore	\$ 42.83	Y
69	Infrastructure Onshore NOC	\$ 103.03	N
70	Infrastructure Onshore SOC	\$ 122.22	N
71	Infrastructure Onshore Reporting	\$ 153.54	N



California Health and Human Services Agency
Office of Technology & Solutions Integration
Statewide Automated Welfare System (SAWS) Project
2495 Natomas Park Drive, Suite 515
Sacramento, California 95833
(916) 263-3900



December 26, 2024

Ms. Letha Hood
Financial Analyst
Department of Social Services
Crocker Bldg, 2nd Floor, Stop #117D
2135 Fresno Street, Fresno CA 93721

Re: APD - CalSAWS Data and Report Tool Infrastructure

Dear Ms. Hood,

This approves your Fiscal Year (FY) 2024-25 request received December 18, 2024 to purchase software and IT Support and Services for the Fresno County Department of Social Service. I understand that this acquisition will be sole-sourced through Gainwell in accordance with State and Federal procurement policies.

FY 2024-25	FY 2025-26	Total
\$12,132.60	\$36,397.80	\$48,531.00

Estimated one-time maintenance and operations costs in the amount of **\$48,531.00** are approved.

This approval is contingent upon the availability of state and federal funds. For claiming purposes, *this approval is for M&O costs only. **These costs are not eligible to be claimed as developmental costs***. Account # (APD Project #) **10-24-13419** has been assigned as a project identification number for your claiming within the County Expense Claim Reporting Information System (CECRIS), internal tracking, and audit purposes. Please now utilize this project number when claiming M&O costs in CECRIS. If you have questions regarding the claiming of costs, please e-mail them to fiscal.systems@dss.ca.gov

If you have other questions or concerns, please contact Sudakshina Biswas at (916) 263-0478 or email at Sudakshina.Biswas@otsi.ca.gov

Sincerely,

DocuSigned by:

PATRICE YANG
SAWS Project

cc: Analyst, County Expense Claim, CDSS
Analyst, Policy Bureau, CDSS

