

# CalSAWS

## **CalSAWS ServiceNow Integration with County Helpdesk Tool - Contra Costa ServiceNow**

Contra Costa County

**CC-01-2025**

April 07, 2025

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/26/2024	1.0	Created Document	Matthew Lunsford
01/03/2025	2.0	Delivered to Consortium Review	Matthew Lunsford
01/06/2025	3.0	Comments Addressed	Matthew Lunsford
01/10/2025	4.0	Comments Addressed	Matthew Lunsford
01/22/2025	5.0	Document Approved	Matthew Lunsford
03/24/2025	6.0	New Requirements Added	Matthew Lunsford
04/07/2025	7.0	Wording change in Section 2	Matthew Lunsford

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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.

Contra Costa staff log in to CalSAWS ServiceNow and manually create a helpdesk case using the Report an Issue form. They may also log in as a fulfiller in in ServiceNow to create a case. The County would like to escalate tickets from their helpdesk tool to CalSAWS ServiceNow.

### 2. SCOPE OF WORK: REQUIREMENTS AND DESIGN

Contra Costa County ("County") would like to escalate tickets from their helpdesk tool to CalSAWS ServiceNow. Gainwell will develop and configure an integration between Contra Costa County's helpdesk tool and CalSAWS ServiceNow so they may escalate tickets from one tool to the other. This interface is bi-directional and will accept tickets from the current Contra Costa County helpdesk tool and will create a case/incident in CalSAWS ServiceNow. This interface will also allow work notes/comments to flow bi-directionally as well as the ticket status. The total hours for this effort will be 680 for a one-time Infrastructure Service Charge.

### 3. ASSUMPTIONS

The following assumptions apply to this County purchase:

#### 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

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parties involved and may result in additional charges. Any additional charges will be executed as a revision/amendment to this County Purchase.

- c. Invoicing will occur through the Consortium through standard procedures as time and materials not to exceed the total cost of this county purchase. Estimate includes:
  - 1. Up to 680 hours to be worked and invoiced commencing July 1, 2025, at the beginning of SFY2025/26, to September 31, 2025.
- 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 ServiceNow licensing and instances for Contra Costa County. The County will make such licenses and services available for supporting the project, including the procurement and payment for such services from ServiceNow.
- 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.
- h. Categories, priorities, and assignment groups will be reviewed during the design phase.

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#### 2. General Assumptions:

- a. Requirements will be completed for Consortium and Contra Costa County review and approval.
- b. Design Document will be completed for Consortium review and approval.
- c. User Stories will be completed and tested with this change.
- d. County users will participate in the testing of this change.
- e. Any additional reporting will need to be addressed during the design phase.
- f. The County will raise defect or enhancement requests via the ServiceNow ticketing tool.
- g. Contra Costa County is responsible for providing special user groups/roles and API endpoints needed for the integration.
- h. Contra Costa County is responsible for developing and updating the County's REST API to integrate with CalSAWS ServiceNow and CalSAWS is responsible for developing and updating the State's REST API to integrate with the County.

#### To begin this project, the County must:

- Approve this County Purchase
- 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 or alternative form of authorized spending from the Office of Technology and Solutions Integration ("OTSI"). 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 and provides the approved APD
- Consortium approves this County Purchase

#### 4. TOTAL ESTIMATED CHARGES

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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 **\$68,416.45**, which can be found in the table below.

Phase	SFY 25/26 Hours	Activities
Design	160	Design framework to transition tickets from Contra Costa County helpdesk tool to CalSAWS ServiceNow
Development	320	Build and configure components for integration
System Test & UAT	120	Complete integration testing and User Acceptance Testing
Deployment	20	Implement the integration in Production Environment
Project Management	60	Manage the schedule and cost of the change
Hours	680	<b>Total Hours - 680</b>

Total County Purchase Charges	SFY 25/26	Total Charges
One time Infrastructure Services	\$ 68,416.45	\$ 68,416.45
Recurring Infrastructure Services	\$ -	\$ -
Hardware and Software Charges	\$ -	\$ -
Hardware Maintenance and Support	\$ -	\$ -
Software Charges	\$ -	\$ -
Software Maintenance and Support Charges	\$ -	\$ -
Total Charges	\$ 68,416.45	\$ 68,416.45

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### COUNTY PURCHASE APPROVAL

**Subject:** CalSAWS ServiceNow Integration with County Helpdesk Tool - Contra Costa  
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The subject document is accepted as allowing Gainwell Technologies to proceed with the  
subject County Purchase.

**Contra Costa County**

By: 

Printed Name: \_\_\_\_\_

Title: (Director or Deputy Director)

Date: 7/14/25

**Notice Address:**

County of Contra Costa

40 Douglas Drive

Martinez, CA 94553

**Contra Costa County Counsel**

By: 

Printed Name: Michael George

Title: Deputy County Counsel

Date: 5/30/25

**Notice Address:**

< Department or Agency Name >

xxx

xx, CA xxxx



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### Gainwell Technologies

Signed by:  
By: Dawn Wilder  
B3831DDEBD9E4A1...

Printed Name: Dawn Wilder

Title: Account Delivery Executive

Date: 7/25/2025

#### Notice Address:

Gainwell Technologies  
11971 Foundations Place  
3rd floor  
Gold River, CA 95670

### CalSAWS Consortium

DocuSigned by:  
By: Holly Murphy  
89B392A87EF54EB...

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 7/25/2025

#### Notice Address:

CalSAWS Consortium  
11971 Foundations Place  
3rd floor  
Gold River, CA 95670



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Legislation Details (With Text)

**File #:** 25-2653      **Version:** 1      **Name:**

**Type:** Consent Item      **Status:** Passed

**File created:** 6/4/2025      **In control:** BOARD OF SUPERVISORS

**On agenda:** 7/8/2025      **Final action:** 7/8/2025

**Title:** APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute an agreement with CalSAWS Consortium and Gainwell Technologies LLC, in an amount not to exceed \$69,760 for services to create an interface to exchange help desk ticket information for the period July 1, 2025 through June 30, 2026. (100% State)

### Attachments:

Date	Ver.	Action By	Action	Result	Tally
7/8/2025	1	BOARD OF SUPERVISORS			

**To:** Board of Supervisors

**From:** Marla Stuart, Employment and Human Services Director

**Report Title:** Agreement 20-693-0 (Admin) Application Integration Between CalSAWS and Employment and Human Services Help Desk Ticketing System

☒ Recommendation of the County Administrator    ☐ Recommendation of Board Committee

### RECOMMENDATIONS:

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute an agreement with CalSAWS Consortium and Gainwell Technologies LLC, in an amount not to exceed \$69,760 for services to create an interface to exchange help desk ticket information for the period July 1, 2025 through June 30, 2026.

### FISCAL IMPACT:

100% State; all of which is budgeted in FY 25-26.

### BACKGROUND:

The Employment and Human Services Department (EHSD) is in the process of implementing a best-in-class Help Desk Ticketing System using ServiceNow. CalSAWS also uses ServiceNow for its ticketing system. The purpose of this agreement is to create an Application Programming Interface (API) between EHSD's ServiceNow and CalSAWS that will eliminate the current process that manually inputs ticket information into CalSAWS ServiceNow. The API will reduce the six minutes it now takes to enter a ticket to less than a minute. The expected outcome is improved efficiency and accuracy of case ticket information.

### CONSEQUENCE OF NEGATIVE ACTION:

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**File #: 25-2653, Version: 1**

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EHSD staff will continue the process of manually entering ticket information into the CalSAWS ServiceNow ticketing system with increased inefficiency and incorrect case ticket information.

**CHILDREN'S IMPACT STATEMENT:**

This agreement supports all five community outcomes established in the Children's Report Card: 1) "Children Ready for and Succeeding in School"; 2) "Children and Youth Healthy and Preparing for Productive Adulthood"; 3) "Families that are Economically Self Sufficient"; 4) Families that are Safe, Stable and Nurturing"; and 5) "Communities that are Safe and Provide a High Quality of Life for Children and Families," by supporting staff working directly with families and children.



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



GAVIN NEWSOM  
GOVERNOR

May 12, 2025

Bruce Milani  
Contra Costa County  
Employment & Human Services Department  
40 Douglas Drive  
Martinez, CA-94553

**RE: CalSAWS and Contra Costa County API for both ServiceNow Instances FY 2025-26**

Dear Mr. Bruce,

This letter approves your Fiscal Year (FY) 2024-25 request May 12, 2025 to purchase IT Services for the Contra Costa County Employment and Human Services Department. I understand that this acquisition will be sole-sourced through Gainwell Technologies in accordance with State and Federal procurement policies.

Estimated one-time maintenance and operations costs in the amount of **\$69,760.00** 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 #) **07-25-14573** 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](mailto:fiscal.systems@dss.ca.gov)

If you have other questions or concerns, please contact Sudakshina Biswas (916) 263-0478 or email [Sudakshina.Biswas@osi.ca.gov](mailto:Sudakshina.Biswas@osi.ca.gov)

Sincerely,

DocuSigned by:  
*Patrice Yang*  
8CC6804B02F141C

PATRICE YANG  
SAWS Project

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



Do Your Part to Help California Save Energy  
To learn more about saving energy, visit the OSI web site at <http://www.osi.ca.gov>