



Infrastructure County Purchase

Fresno County
FR-01-2025 GWT

Fresno GenAI Call Center Summarization Basic
Support in English and Spanish

May 7, 2025

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/05/2025	1.0	Created Document	Anna Buenviaje
04/17/2025	2.0	CPO and Workbook updated and reviewed	Anna Buenviaje
04/17/2025	3.0	Sent to CPMO review	Gian Franco Curiel
04/21/2025	4.0	CPO delivered to Fresno County for review and approval	Gian Franco Curiel
04/23/2025	5.0	Addressed review questions from Fresno County and re-delivered	Gian Franco Curiel
05/07/2025	6.0	Added Estimated AWS Compute Costs Pages 11-12 per County Request; Re-delivered CPO to Fresno County	Gian Franco Curiel

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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") identified the business need 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 executed with County Purchase FR-01-2024 in March 2024 for Generative Artificial Intelligence ("GenAI") for post-call summarization in English. Following the initial implementation, the County executed County Purchase FR-04-2024 in December 2024 for GenAI for post-call summarization in Spanish.

This Gainwell County Purchase, FR-01-2025 GWT, transitions the recurring efforts from Accenture's FR-01-2025 scope to Gainwell starting August 1st, 2025.

The capitalized terms used within this document are defined below. 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 Gainwell during the term of this County Purchase.
- "GenAI Output" or "Solution Output" means the content that is generated or returned using 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.

2. SCOPE OF WORK

This County Purchase describes the recurring services to be provided by Gainwell to the County in continuing to support the GenAI post-call summarization solution in English and Spanish from August 1st, 2025, through May 31st, 2026.

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This County Purchase includes up to 196 hours per month for recurring support for monitoring the solution that affects 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 application support including defect resolution of existing functionalities of the GenAI Call Summary Assist Solution
- The 196 hours also include recurring support 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.

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 time and materials not to exceed the total cost of this county purchase. Estimate includes
 1. Up to 196 hours monthly to be worked and invoiced commencing August 1st, 2025, through the end of May 31st, 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.

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- 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. If 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 impacting this request beyond the current scope. Any additional services must be procured through other contractor agreements.
- b. Access credentials will be rotated by the County in accordance with the 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.
- e. The County will raise defect requests via the ServiceNow ticketing tool.
- f. The County will be responsible for designing and implementing queries and egress methods to use and extract the data from Amazon S3.
- 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 Support and Services will be worked and invoiced starting August 1st, 2025 and continue through the end of May 31st, 2026. These charges are based on an estimate of 196 hours of support per month.
 - If the County requests offshore/onshore staffing mix changes, then the request must be approved by Consortium Privacy and Security Officers

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and a revision to this County Purchase would be required.

- If the County causes delays that Gainwell reasonably understands may extend the schedule for the work outlined in this County Purchase beyond May 31st, 2026, the work shall be placed on hold until a new County Purchase is executed. Gainwell will be entitled to receive payment for full or partial work performed under this County Purchase.
- The Consortium, Gainwell, and County will monitor the hours for recurring Support and Services and discuss the addition of more hours with the County if necessary. Any additional hours required for recurring Support and 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.
- Gainwell 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 July 22, 2025 in order for the Support and Services to commence August 1st, 2025. If the County does not approve this County Purchase by July 22, 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.
- Gainwell 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

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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.

- The work described in this County Purchase will be performed virtually/remotely.
- 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 July 22, 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

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(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 FR-01-2025 GWT Staffing and Pricing Schedules – GenAI Call Summary Basic Support - Fresno.xlsx.
- No Technical Architecture changes will be made as part of the scope of this County Purchase.
- No Technical Architecture approval will be required.
- Gainwell 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.

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 by July 22, 2025, 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.

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Services are assumed to begin when the following are completed:

- County approves this County Purchase
- Provide approved APD or alternative from OTSI
- Consortium approves this County Purchase

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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.

Total Hardware/Software/Effort Costs	SFY 25/26 (Aug 2025-May 2026)	Total Charges
One-Time Charge - Support Services	\$0.00	\$0.00
Recurring Charges - Support Services	\$298,432.40	\$298,432.40
Hardware and Software Charges	\$0.00	\$0.00
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
Production Operations Charges	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00
Total Gainwell Support Services Charges	\$298,432.40	\$298,432.40
Sub-Total AWS Compute Resource Cost	\$10,421.25	\$10,421.25
Estimated AWS Compute Resource Cost	\$10,421.25	\$10,421.25
Total Potential County Cost	\$308,853.65	\$308,853.65

The total estimated AWS cost is approximately \$10,421.25 for the period of August 2025 through May 2026, and is detailed in the table below. These costs are further defined in FR-01-2025 GWT Staffing and Pricing Schedules – GenAI Call Summary Basic Support - Fresno.xlsx. Please reference all of the assumptions in Section 3 above as it relates to the estimated AWS cost and the parties responsible.

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Estimated AWS Compute Resource Costs	SFY 25/26 (Aug 2025-May 2026)	Total Charges
Estimated AWS Compute Resource Costs	\$10,421.25	\$10,421.25
Amazon Bedrock - Prod	\$2,000.00	\$2,000.00
Amazon Contact Lens - Prod	\$6,000.00	\$6,000.00
AWS: DynamoDB - Prod	\$82.00	\$82.00
AWS: Lambda - Prod	\$20.00	\$20.00
AWS: API Gateway - Prod	\$6.00	\$6.00
AWS: Kinesis - Prod	\$55.00	\$55.00
AWS: WAF & Shield - Prod	\$10.00	\$10.00
AWS: Secrets Manager - Prod	\$4.00	\$4.00
AWS: VPC - Prod	\$60.00	\$60.00
AWS: CloudWatch - Prod	\$26.00	\$26.00
Amazon Bedrock - Non Prod	\$400.00	\$400.00
Amazon Contact Lens - Non Prod	\$1,200.00	\$1,200.00
AWS: DynamoDB - Non Prod	\$16.00	\$16.00
AWS: Lambda - Non Prod	\$4.00	\$4.00
AWS: API Gateway - Non Prod	\$2.00	\$2.00
AWS: Kinesis - Non Prod	\$12.00	\$12.00
AWS: WAF & Shield - Non Prod	\$2.00	\$2.00
AWS: Secrets Manager - Non Prod	\$8.00	\$8.00
AWS: VPC - Non Prod	\$12.00	\$12.00
AWS: CloudWatch - Non Prod	\$6.00	\$6.00
Enterprise Support Charges	\$496.25	\$496.25
Total Estimated AWS Compute Resource Costs	\$10,421.25	\$10,421.25

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COUNTY PURCHASE APPROVAL

Subject: County Purchase – FR-01-2025 GWT

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 to the Board of Supervisors

Date: 6-24-2025

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: 5/19/2025

Notice Address:

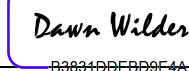
205 W. Pontiac Way
Building 2
Clovis, CA 93612

For Accounting Use Only

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

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Gainwell Technologies

By: 
B3831DDEBD9E4A1...
Printed Name: Dawn wilder
Title: Account Delivery Executive
Date: 7/17/2025

Notice Address:

Gainwell Technologies
11971 Foundation Place
3rd floor
Gold River, California

CalSAWS Consortium

By: 
89B392A67EF54EB...
Printed Name: Holly Murphy
Title: Chief Administrative Officer
Date: 7/17/2025

Notice Address:

CalSAWS Consortium
11971 Foundation Place
3rd floor
Gold River, California

1. Charges Summary

Total Hardware/Software/Effort Costs	SFY 25/26 (Aug 2025-May 2026)	Total Charges
One-Time Charge - Support Services	\$0.00	\$0.00
Recurring Charges - Support Services	\$298,432.40	\$298,432.40
Hardware and Software Charges	\$0.00	\$0.00
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
Production Operations Charges	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00
Total Gainwell Support Services Charges	\$298,432.40	\$298,432.40
Sub-Total AWS Compute Resource Cost	\$10,421.25	\$10,421.25
Estimated AWS Compute Resource Cost	\$10,421.25	\$10,421.25
Total Potential County Cost	\$308,853.65	\$308,853.65

Estimated AWS Compute Resource Costs	SFY 25/26 (Aug 2025-May 2026)	Total Charges
Estimated AWS Compute Resource Costs	\$10,421.25	\$10,421.25
Amazon Bedrock - Prod	\$2,000.00	\$2,000.00
Amazon Contact Lens - Prod	\$6,000.00	\$6,000.00
AWS: DynamoDB - Prod	\$82.00	\$82.00
AWS: Lambda - Prod	\$20.00	\$20.00
AWS: API Gateway - Prod	\$6.00	\$6.00
AWS: Kinesis - Prod	\$55.00	\$55.00
AWS: WAF & Shield - Prod	\$10.00	\$10.00
AWS: Secrets Manager - Prod	\$4.00	\$4.00
AWS: VPC - Prod	\$60.00	\$60.00
AWS: CloudWatch - Prod	\$26.00	\$26.00
Amazon Bedrock - Non Prod	\$400.00	\$400.00
Amazon Contact Lens - Non Prod	\$1,200.00	\$1,200.00
AWS: DynamoDB - Non Prod	\$16.00	\$16.00
AWS: Lambda - Non Prod	\$4.00	\$4.00
AWS: API Gateway - Non Prod	\$2.00	\$2.00
AWS: Kinesis - Non Prod	\$12.00	\$12.00
AWS: WAF & Shield - Non Prod	\$2.00	\$2.00
AWS: Secrets Manager - Non Prod	\$8.00	\$8.00
AWS: VPC - Non Prod	\$12.00	\$12.00
AWS: CloudWatch - Non Prod	\$6.00	\$6.00
Enterprise Support Charges	\$496.25	\$496.25
Total Estimated AWS Compute Resource Costs	\$10,421.25	\$10,421.25

* The County will reimburse the CalSAWS Project for all charges. The charges associated with this County Purchase should not impact the CalSAWS Project Budget.

** The Total County Purchase Charges do not include costs for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. An estimate of AWS compute resource and services costs is provided to the County for budget allocation purposes. The County will be responsible for reimbursing the Consortium for all AWS costs required to support the solution. The estimate for AWS compute resources costs are based on services for State Fiscal Year ("SFY") 2025/26.

2. Staff Loading SFY 25-26

ID	Key Task	Position <From Tab 13>	Hourly Rate <From Tab 13>	Offshore (Y/N) <From Tab 13>	SFY 25/26												Infrastructure Average Annual Hours	Total Infrastructure Year 1: Price
					1	2	3	4	5	6	7	8	9	10	11	12		
					Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26		
1.0	Project Management																	
1.1	Project Management																-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
	Project Management Subtotal				-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
1.2	Work Plan/Schedule Management																-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
	Work Plan/Schedule Management Subtotal				-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
1.3	PMO Support																-	\$ -
	Administration of County Purchase Order	Infrastructure Technical Project Manager	\$ 116.39	N		16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0		160.0	\$ 18,622
																	-	\$ -
																	-	\$ -
																	-	\$ -
	PMO Support Subtotal				-	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	-	160.0	\$ 18,622
1.4	Procurement																-	\$ -
																	-	\$ -
																	-	\$ -
																	-	\$ -
	Procurement Subtotal				-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
	Project Management Subtotal				-	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	16.0	-	160.0	\$ 18,622
10.0	Contact Center Production Operations																	
10.1	Contact Center Production Operations																	\$ -
	GenAI Call Summary Assist	Infrastructure Cloud Engineer	\$ 170.11	N		135.0	135.0	135.0	135.0	135.0	135.0	135.0	135.0	135.0	135.0		1,350.0	\$ 229,649
	GenAI Call Summary Assist	Infrastructure Business Analyst	\$ 111.47	N		45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0		450.0	\$ 50,162
																	-	\$ -
																	-	\$ -
																	-	\$ -
	Contact Center Production Operations Subtotal				-	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	-	1,800.0	\$ 279,810
	Contact Center Production Operations Subtotal				-	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	180.0	-	1,800.0	279,810.0
	Infrastructure Staff Loading Total				-	196.0	196.0	196.0	196.0	196.0	196.0	196.0	196.0	196.0	196.0	-	1,960.0	298,432.4
																	Ave Hourly Rate	\$152.26

3. AWS Estimates

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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



June 02, 2025

Mr. Christian Manzo
Financial Analyst
Department of Social Services
Crocker Bldg, 2nd Floor, Stop #117D
2135 Fresno Street, Fresno CA 93721

Re: Generative Artificial Intelligence – English and Spanish Post-Call Summarization FY 2025-26-Gainwell

Dear Mr. Manzo,

This approves your Fiscal Year (FY) 2024-25 request received May 23, 2025 to purchase 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.

Estimated one-time maintenance and operations costs in the amount of **\$308,854.00** 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 #) **10-25-14629** 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,


PATRICIA YANG
SAWS Project

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

