



Infrastructure County Purchase

Riverside County

RV-01-2025

Second Circuit to CalSAWS for County VPN
Redundancy

May 13, 2025

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/14/2025	1.0	Created Document	Jason Bergquist
4/22/2025	2.0	Sent for Internal Review	Mark Grzeszczak
4/28/2025	3.0	Sent to CPMO for Review	Jason Bergquist
5/13/2025	4.0	Sent to County for Review	Jason Bergquist

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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.

On August 12, Riverside County experienced a significant service disruption affecting remote staff (connected via the County VPN) and employees using county workstations. This disruption impeded access to CalSAWS services and was traced to an outage involving ISP routers at Riverside County's Data Center (DC Site 33011 - 4060 County Circle Dr). As the central gateway for County remote users and non-CalSAWS managed sites, this data center also hosts critical services, including SFTP servers and EDR database servers utilized for ad hoc reporting.

To enhance resilience and reduce the risk of future disruptions, Riverside County- DPSS agrees with the following recommendation made for procurement:

Deploy a Second VPN Gateway:

Establish an additional VPN gateway at an alternate site with CalSAWS connectivity. This proactive step will adjust routing to enable load balancing and traffic distribution, thereby minimizing the impact of potential disruptions at the primary location.

This request will be a joint effort with Riverside County Information Technology (RCIT)- RCIT recommends the location of the secondary County VPN Gateway at the following address: 4080 Lemon Street, Riverside, CA 92501. The new circuit will need to be installed in the basement IT room.

2. SCOPE OF WORK: REQUIREMENTS AND DESIGN

The scope of this County Purchase includes the following:

Hardware (Monthly WAN) Charges

- Internet Services – Ethernet (Install)
 - Ethernet 200 x 200 Mbps (ICB Code: WH_CD)
 - IPv4 – IP Address – 4

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- Internet
- Internet Services – Ethernet (Install)
 - Ethernet 250 x 250 Mbps (ICB Code: FW_CD)
 - IPv4 – IP Address – 4
 - Internet
- MSx WAN Rental (Install) PQE Code: Not Specified
 - MSx WAN Optimum
 - VeloCloud Edge 620- NFW – Rental
 - MSx WAN – Optimum 1000M
 - MSR – Prof Installation
 - High Availability Support Fee
 - HSIA
 - 12-Port Gigabit Ethernet (10/100/1000) Switch Rental
 - Juniper EX2300-C-12T

Professional Services

- CalSAWS Technician – 20 hours
 - Assistance with the installation of the circuit at the County site: 4080 Lemon St, Riverside, CA 92501
 - Assistance with connection of circuit to firewall
 - Assistance with UPS installation

Network Design Diagram

- Gainwell provision of the updated Network Design Diagram, provided to the county via the SharePoint Web Portal.

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3. ASSUMPTIONS

- 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.
- Invoicing will occur through the Consortium through standard procedures as time and materials not to exceed the total cost of this county purchase.
- If the County requests more hours than those indicated above, a revision of this County Purchase would be required.
- 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.
- 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.
- This County Purchase does not include services for Gainwell to assist with business process transformation efforts, batch execution support, database administration, or refactoring support. These efforts must be procured through other contractor agreements.
- The charges set forth in Section 4 below (the "Total Estimated Charges") are an estimate and are subject to changes at the time of ordering. The final charges will be provided to the Consortium at the time of invoicing.
- This County Purchase does not include Administrative Charges for asset-tagging, inventory, transportation, and installation of the equipment, as this work will be completed by Gainwell staff during business hours. If the County requests a change to the scope of this County Purchase or requests such work be completed after business hours, then additional Administrative Charges would apply and would require a revision to this County Purchase.
- Gainwell staff will work with the County to develop a schedule for providing support following approval of this County purchase.
- If the County requests to change the address of the Second Circuit Site from 4080 Lemon St, Riverside, CA 92501 to another site during this project, additional

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CalSAWS Administrative Charges will apply and will be provided to the County as a revision to this County Purchase.

- If the County causes delays (such as not providing building access) with the enablement to the New Site that affects the installation of new circuits, additional Administrative and Production Operations Charges will apply and will be provided to the County as a revision to this County Purchase.
- The County will be responsible for recurring Production Operations Charges for WAN Administration for one (1) Secondary SD-WAN line, located at the Second Circuit Site that are intended to remain in place as the secondary circuit to provide redundant connectivity to CalSAWS.
 - Recurring Production Operations Charges for WAN Administration are estimated to commence after the County and all parties involved approve County Purchase RV-01-2025, upon turn-up of the circuit.
 - These recurring production Operations Charges for WAN Administration will be invoiced monthly in arrears to the Consortium, who will, in turn, invoice the County.
 - These WAN lines will remain in place to support the County Network redundancy.
 - Gainwell staff will work with the County to coordinate for circuit turn-up following approval of this County Purchase.
 - If the County requests a change to the scope or delivery of the circuits for this County Purchase, then additional Charges may apply and would require a revision to this County purchase.
 - If the County requests changes to the schedule, additional Charges would apply and would require a revision to this County Purchase.
 - It is assumed that ongoing Production Operations Charges for WAN Administration will be funded by the Consortium pending the availability of funds. If the Consortium is not able to provide funding for ongoing Production Operations Charges for WAN Administration, the County will

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be responsible for funding such charges via a revision to this County Purchase.

- Any changes in scope that occur during the creation of the implementation plan may result in additional CalSAWS Administrative Charges and will require a revision to this County Purchase.
- The County Reference Material will be updated to reflect the addition of this new circuit. All other Deliverables which have been already approved will not be updated.
- The addition of this new circuit will not impact the Level One Service Desk functions performed by the CalSAWS Project.
 - 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 20 hours to be worked and invoiced commencing June 1, 2025, through the end of SFY2025/26.
 - d. If the County requests more hours than those indicated above, a revision of this County Purchase would be required.

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 or alternative form of authorized spending from the Office of Technology and Solutions Integration

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("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
- Provide approved APD or alternative from OTSI
- 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.

Total County Purchase Charges	SFY 2024/25	SFY 2025/26	Total
Effort	\$0.00	\$1,636.10	\$1,636.10
Production Operations Charges	\$0.00	\$28,666.08	\$28,666.08
One Time Charges	\$0.00	\$510.00	\$510.00
Recurring Charges - Production Operations	\$0.00	\$28,156.08	\$28,156.08
Recurring Charges - Technical Infrastructure Services	\$0.00	\$0.00	\$0.00
Total Charges	\$0.00	\$30,302.18	\$30,302.18

References

This purchase is tracked via ServiceNow Request RITM0077112.

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COUNTY PURCHASE APPROVAL

Subject: Riverside County – Second Circuit to CalSAWS for County VPN Redundancy

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

Riverside County

By: Charity Douglas

Printed Name: Charity Douglas

Title: Director, Department of Public Social Services

Date: 06/12/2025

Riverside County Counsel

Approved as to Form

Minh C. Tran

County Counsel

By: Katherine Wilkins

Printed Name: Katherine Wilkins

Title: Deputy County Counsel IV

Date: 06/12/2025

Notice Address:

Riverside County DPSS Administration
4060 County Circle Drive
Riverside, CA 92503

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Gainwell Technologies

Signed by:
By: Dawn Wilder
B3831DDEBD9E4A1...

Printed Name: Dawn Wilder

Title: Account Delivery Executive

Date: 7/15/2025

Notice Address:

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

CalSAWS Consortium

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

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 7/17/2025

Notice Address:

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



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

July 10, 2025

Cuong Pham
Department of Public Social Services
County of Riverside
4060 County Circle Drive
Riverside, CA 92503

RE: SAWS Second Circuit to CalSAWS for County VPN Redundancy - FY2025-26

Dear Ms. Pham:

This letter approves your Fiscal Year (FY) 2025-26 request received July 09, 2025 to purchase Production Operation Charges and IT Services for the County of Riverside Department of Public Social Services. I understand that this acquisition will be sole-sourced through Gainwell Technologies LLC. in accordance with State and Federal procurement policies.

The estimated one-time M&O costs in the amount of **\$30,303.00** 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 #) **33-24-13363** 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 her at Sudakshina.Biswas@otsi.ca.gov

Sincerely,

DocuSigned by:

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.otsi.ca.gov>