



Infrastructure County Purchase

Santa Clara County

SCL – 12-2024

Santa Clara County – Request for Purpose-Built,
Curated Data Set ("PBDs") Access in CalSAWS
Amazon Simple Storage Solution ("Amazon S3")
Location

March 21, 2025

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/09/2024	1.0	Created Document	Michael Johnson
12/10/2024	2.0	Sent to CPMO for review	Michael Johnson
12/12/2024	3.0	Updated with CPMO comments	Michael Johnson
12/13/2024	4.0	Sent to County for review	Michael Johnson
01/14/2025	5.0	Updated and sent to County for Review	Michael Johnson
1/15/2025	6.0	Addressed cosmetic changes and sent to County	Michael Johnson
3/21/2025	7.0	Updated with agreed upon verbiage	Michael Johnson

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REQUESTED SERVICES**1. OVERVIEW**

The County of Santa Clara, which is a member of the California Statewide Automated Welfare System ("CalSAWS") Consortium, has 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").

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. This County Purchase Order is subject to the CalSAWS Infrastructure Agreement including but not limited to Section 8.7.

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 240 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 fifteen (15) hours per month.

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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 60 hours to be worked and invoiced commencing February 1, 2025, through the end of SFY2024/25, May 31, 2025
 2. Up to 180 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.

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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.
- 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 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
- Consortium approves this County Purchase

Execution of County Purchase

The parties to this County Purchase agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "ELECTRONIC COPY OF A SIGNED CONTRACT" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "ELECTRONICALLY SIGNED CONTRACT" means a contract that is executed by

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applying an electronic signature using technology mutually approved by the County, CalSAWS Consortium, and Gainwell Technologies.

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 **\$35,253.60**, which can be found in the table below.

Phase	SFY24/25 Hours	SFY25/26 Hours	Activities
Ongoing Maintenance	60	180	Providing infrastructure support for AWS issues, configuration, Technical Operations, and Technical Architecture for changes that affect the PBDS - estimated up to fifteen (15) hours per month (estimated to commence February 1, 2025, and continue through May 31, 2026)
Hours	60	180	Total Hours - 240
Cost	\$8,813.40	\$26,440.20	Total Cost - \$35,253.60

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COUNTY PURCHASE APPROVAL

Subject: County Purchase – SCL-12-2024

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

County of Santa Clara

DocuSigned by:

By: James R. Williams
74FCE0CB78FA478...

Printed Name: James R. Williams, J.D.

Title: County Executive

Date: 4/7/2025

DocuSigned by:

By: Daniel Little
5363F6550BF6495...

Printed Name: Daniel Little

Title: Director, Social Services Agency

Date: 4/7/2025

Approved as to Form and Legality

DocuSigned by:

By: Aaron Voit
4581085511AF40F...

Printed Name: Aaron Voit

Title: Lead Deputy County Counsel

Date: 4/7/2025

Notice Address:

Santa Clara County
333 W Julian St
San Jose, CA 95110

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Gainwell Technologies

By: _____

Dawn Wilder

B3831DDEBD9E4A1...

Printed Name: Dawn Wilder

Title: Project Executive

Date: 8/8/2025

Notice Address:

Gainwell Technologies
11971 Foundation Place, 3rd Floor
Gold River, CA 95670

CalSAWS Consortium

By: _____

Holly Murphy

89B392A87EF54EB...

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 8/8/2025

Notice Address:

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

Staff Loading

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Schedule 13
Base Infrastructure Hourly Rate Card
California State Fiscal Year is July through June

#	Staff Position	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 95813-8014
(916) 263-3900



GAVIN NEWSOM.
GOVERNOR

August 05, 2025

Jyoti Gulati
Social Services Agency
County of Santa Clara
333 West Julian Street
San Jose, CA 95110-2335

RE: CalSAWS Purpose Built Data Sets (PBDS) for the County of Santa Clara FY25/26 - Project Continuation-Revision I

Dear Ms. Gulati:

This letter approves your Fiscal Year (FY) 2025-26 request received on August 04, 2025 to revise your original request received on March 14, 2025 to purchase IT Professional Services for the Santa Clara County Social Services Agency. I understand that this acquisition will be sole-sourced through Accenture/Gainwell in accordance with State and Federal procurement policies.

Estimated one-time maintenance and operations costs in the amount of **\$265,000.00** have not changed.

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 #) **43-25-14492** 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:

BCC5804B02F141C...

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>