

# *California Statewide Automated Welfare System (CalSAWS)*

## **County Purchase SD-02-2023 San Diego County – Request for County Data Pipeline in CalSAWS Amazon Web Services ("AWS") Account – Revision 3**

**I. Overview:**

Pursuant to Section 4.6 of Exhibit X (Maintenance and Operations ("M&O") Extension) of the Amended Restated and Revised Leader Replacement System Agreement dated August 16, 2019 (the "Base Agreement") between CalSAWS Consortium and Accenture LLP ("Accenture"), San Diego County ("County") has requested access to the County's data within the purpose-built, curated data set ("PBDS") and ingested dataset that currently resides in a CalSAWS Amazon Simple Storage Solution ("Amazon S3") location, as further described in this County order form (the "County Purchase").

The scope of Revision 3 to this County Purchase is to update Section II (the "Scope"), Section III (the "Assumptions"), and Section V (the "Total Charges") to reflect the following changes:

- Correct the schedule for batch job execution support and refactoring support to commence July 1, 2023, and
- Extend the schedule for batch job execution support, refactoring support, and Application Architecture support to continue beyond July 31, 2025.

Revision 3 to this County Purchase is a net increase to the Total Charges.

**II. Scope:**

The County identified a business need for Accenture to provide access to the PBDS to help meet data and reporting goals after the County's migration to the CalSAWS System.

This County Purchase describes the Regulatory and Administrative ("R&A") Change Budget Services for Accenture to provide technical consulting support to build the related infrastructure for, provide access to, and support the County's use of CalSAWS purpose-built data within Amazon S3. The one-time charges include up to 7,570 hours to assist the County with the following:

- Vending a new Amazon Web Services ("AWS") account for the County within the CalSAWS main AWS account;
- Building and maintaining the infrastructure to support a copy of the County's data in Amazon S3;
- Configuring the County-specific batch jobs to partition and store the data;
- Creating and configuring Amazon Glue Crawlers to organize the data;
- Creating and configuring Amazon Athena Console to validate the data;
- Ingesting up to 500 curated tables from CalSAWS Amazon S3 into the County's AWS account;
- Providing serverless architecture to ingest PBDS data into the County's AWS account;
- Providing documentation as requested by the County, which may include system diagrams, presentation materials, or other documentation.

This County Purchase describes the recurring R&A Change Budget Services for Accenture staff to assist the County with providing batch job execution support as needed, refactoring support, infrastructure support, and Application Architecture support for CalSAWS changes that affect the PBDS as follows:

- As part of the CalSAWS release process, provide batch job execution support when updates to the CalSAWS System impact County-specific batch jobs configured as part of the scope of this County Purchase,
- Resolve and update CalSAWS jobs that filter down to County-specific jobs that may be affected by CalSAWS defects,
- Provide infrastructure support for AWS issues, configuration, or changes that are required as part of the CalSAWS process or identified by the County or CalSAWS,
- Factor in changes affecting the Data Lake Structure (including columns, partitions, etc.) and functionality changes for filtering CalSAWS PBDS by County, and
- Provide Application Architecture support for changes that affect the PBDS (such as architectural changes relating to Reports releases, version upgrades, or data growth).

The recurring R&A Change Budget Services are included in this County Purchase for Accenture staff to assist the County with the following:

- Providing batch job execution support as needed, estimated up to forty (40) hours per month, estimated to commence July 1, 2023 and continue through July 31, 2024;
- Providing batch job execution support as needed, estimated up to twenty (20) hours per month, estimated to commence August 1, 2024 and continue through the end of the Application Development Services Base Agreement (currently January 31, 2026);
- Providing refactoring support for changes that affect the PBDS, estimated up to twenty (20) hours per month, estimated to commence July 1, 2023 and continue through July 31, 2024;
- Providing refactoring support for changes that affect the PBDS, estimated up to forty (40) hours per month, estimated to commence August 1, 2024 and continue through the end of the Application Development Services Base Agreement (currently January 31, 2026);
- Providing infrastructure support for AWS issues, configuration, Technical Operations, and Technical Architecture support for changes that affect the PBDS, estimated up to twenty (20) hours per month, estimated to commence August 1, 2024 and continue through the end of the Technical Infrastructure Base Agreement (currently January 31, 2025);
- Providing Application Architecture support for changes that affect the PBDS (such as architectural changes relating to Reports releases, version upgrades, or data growth), estimated up to ten (10) hours per month, estimated to commence February 1, 2025 and continue through the end of the Application Development Services Base Agreement (currently January 31, 2026).

Recurring R&A Change Budget Services			
Category	Start Date	End Date	Monthly Hours
Batch Job Execution Support	July 1, 2023	July 31, 2024	40
Batch Job Execution Support	August 1, 2024	January 31, 2026	20
Refactoring Support	July 1, 2023	July 31, 2024	20
Refactoring Support	August 1, 2024	January 31, 2026	40
Infrastructure Support	August 1, 2024	January 31, 2025	20
Application Architecture Support	February 1, 2025	January 31, 2026	10

The scope of this County Purchase includes the following:

- Software Charges
  - (15) Qlik Sense - 1-Year Term Licensing with Annual Renewal
- Software Support Charges
  - (1) BICsuite Scheduling Support - 1-Year of Software Support with Annual Renewal
- One-Time R&A Change Budget Services
- Recurring R&A Change Budget Services

### III. Assumptions:

- The charges set forth in Section V below (the “Total Charges”) are based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by Accenture and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
- Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
- One-Time R&A Change Budget Services will be worked and invoiced on a time and materials (“T&M”) basis up to a maximum of 7,570 hours. Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. The County will be invoiced for actual hours worked.
  - Up to 1,410 hours will be worked and invoiced in State Fiscal Year (“SFY”) 2022/23, estimated to commence upon approval of this County Purchase and continue through the end of SFY 2022/23, May 31, 2023. If the County requests more hours for SFY 2022/23, a revision to this County Purchase would be required.
  - Up to 5,960 hours will be worked and invoiced in SFY 2023/24, estimated to commence June 1, 2023 and continue through the end of the SFY 2023/24, May 31, 2024. If the County requests more hours for SFY 2023/24, a revision to this County Purchase would be required.
  - Up to 200 hours will be worked and invoiced in SFY 2024/25, estimated to commence August 1, 2024 pending approval of this County Purchase. Such hours will be worked through the expiration of the Technical Infrastructure Services Base



- Agreement (currently January 31, 2025) and invoiced within SFY 2024/25, which continues through May 31, 2025. If the County requests more hours for SFY 2024/25 prior to the expiration of the Technical Infrastructure Services Base Agreement, a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Technical Infrastructure Services Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
- If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County Purchase beyond the expiration of the Technical Infrastructure Services Base Agreement (currently January 31, 2025), the work shall be placed on hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.
  - Accenture and County will monitor the hours for R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for R&A Change Budget Services would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
  - This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Technical Infrastructure Services Base Agreement (currently January 31, 2025).
  - Recurring R&A Change Budget Services will be worked and invoiced on a T&M basis, Invoices for such charges will be submitted to the Consortium monthly in arrears, and the Consortium will, in turn, invoice the County. The County will be invoiced for actual hours worked. These charges are based on an estimate of ninety (90) hours of support per month.
    - Recurring R&A Change Budget Services for infrastructure support for AWS issues, configuration, Technical Operations, and Technical Architecture support for changes that affect the PBDS are estimated to commence August 1, 2024 and continue through the expiration of the Technical Infrastructure Services Base Agreement (currently January 31, 2025).
      - Up to 120 hours will be worked and invoiced in SFY 2024/25, estimated to commence August 1, 2024 pending approval of this County Purchase. Such hours will be worked through the expiration of the Technical Infrastructure Services Base Agreement and invoiced within SFY 2024/25, which continues through May 31, 2025. If the County requests more hours for SFY 2024/25 prior to the expiration of the Technical Infrastructure Services Base Agreement, a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Technical Infrastructure Services Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
      - This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Technical Infrastructure Services Base Agreement (currently January 31, 2025).
    - Recurring R&A Change Budget Services for providing batch job execution support and refactoring support for changes that affect the PBDS are estimated to commence July 1, 2023 and continue through the expiration of the Application Development Services Base Agreement (currently January 31, 2026).

- Up to 541 hours will be worked and invoiced in SFY 2023/24, estimated to commence July 1, 2023 and continue through the end of SFY 2023/24, May 31, 2024. If the County requests more hours for SFY 2023/24, a revision to this County Purchase would be required.
- Up to 587 hours will be worked and invoiced in SFY 2024/25, estimated to commence June 1, 2024, pending approval of this County Purchase, and continue through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25, a revision to this County Purchase would be required.
- Up to 480 hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025 and continue through the expiration of the Application Development Services Base Agreement (currently January 31, 2026). If the County requests more hours for SFY 2025/26 prior to the expiration of the Application Development Services Base Agreement, a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Application Development Services Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
- This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Application Development Services Base Agreement.
- Recurring R&A Change Budget Services for providing Application Architecture support are estimated to commence February 1, 2025 and continue through the expiration of the Application Development Services Base Agreement (currently January 31, 2026).
  - Up to forty (40) hours will be worked and invoiced in SFY 2024/25, estimated to commence February 1, 2025 and continue through the end of SFY 2024/25, May 31, 2025. If the County requests more hours for SFY 2024/25, a revision to this County Purchase would be required.
  - Up to eighty (80) hours will be worked and invoiced in SFY 2025/26, estimated to commence June 1, 2025 and continue through the expiration of the Application Development Services Base Agreement (currently January 31, 2026). If the County requests more hours for SFY 2025/26 prior to the expiration of the Application Development Services Base Agreement, a revision to this County Purchase would be required. If the County requires services beyond the expiration of the Application Development Services Base Agreement, a new County Purchase will be required under a new CalSAWS agreement.
  - This estimate excludes hours to support activities that may be required to continue services beyond the expiration of the Application Development Services Base Agreement.
- If the County requests offshore/onshore staffing mix changes, then a revision to this County Purchase would be required.
- If the County causes delays that Accenture reasonably understands may extend the schedule for the work outlined in this County Purchase beyond the expiration of the Application Development Services Base Agreement, the work shall be placed on

- hold until a new County Purchase is executed under a new CalSAWS agreement. Accenture will be entitled to receive payment for full or partial work performed under this County Purchase.
- Accenture and County will monitor the hours for recurring R&A Change Budget Services and discuss the addition of more hours with the County if necessary. Any additional hours required for recurring R&A Change Budget Services would 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 PBDS exceeds the budget in this County Purchase, a separate County Purchase would be required.
- Accenture will work with the County to develop a schedule for this project upon approval of this County Purchase.
  - Revision 3 to County Purchase SD-02-2023 must be approved by July 31, 2025 in order for recurring R&A Change Budget Services for batch job execution support, refactoring support, and Application Architecture support to continue beyond July 31, 2025. If the County does not approve this County Purchase by July 31, 2025, the schedule for the delivery of the work outlined in this County Purchase will be impacted and such work for batch job execution support, refactoring support, and Application Architecture support may be placed on hold until this revision is executed.
- The data will be pushed into the County's Amazon S3 account via batch processing to take place after each daily batch run has completed in full.
- The licensing for Qlik Sense in this County Purchase includes fifteen (15) individual licenses. Only users with valid Qlik Sense licenses will be able to view dashboards or reports created or stored on the platform.
- The Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS M&O Extension) of the Base Agreement will not apply to this County Purchase.
- 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.
- Changes to access paths and methods will be reviewed and approved through Consortium Technical Change Advisory Board prior to implementation.
- Access credentials will be rotated by County in accordance with Consortium Security Policy.
- The County will be responsible for obtaining access to County datasets from the Consortium.
- It is assumed the County will have read/egress-only access to the County's AWS account.
  - The estimate is based upon the assumption that the County will have read/egress-only access. Changes to this scope may result in additional one-time and recurring R&A Change Budget Services and would require a revision to this County Purchase.
- The County will raise all defect or enhancement requests via the ServiceNow ticketing tool.
- The County will be responsible for the AWS costs associated with storage and egress of the data from the County's AWS account. These costs will vary based on data volume and egress.

- This County Purchase does not include any incremental charges for network infrastructure. If future changes to the CalSAWS System impact this County Purchase and would result in the need for additional network infrastructure charges, these additional charges would be provided to the County in a separate County Purchase.
- The County will be responsible for designing and implementing queries and egress methods to use and extract the data from the County's AWS account and associated databases.
- Testing of queries and performance will leverage existing CalSAWS test environments.
- The County will identify and provide the appropriate County staff to support project activities throughout the term of this County Purchase.
- All Qlik licenses are purchased with one (1)-year software agreements from the date of purchase (unless noted otherwise) with annual software renewals. Once the software agreements have expired, the County will be responsible for funding any software renewals via the execution of a new County Purchase under a new CalSAWS agreement.
- All BICsuite scheduling support is purchased with one (1)-year software support agreements from the date of purchase (unless noted otherwise) with annual software support renewals. Once the software support agreements have expired, the County will be responsible for funding any software support renewals via the execution of a new County Purchase under a new CalSAWS agreement.
- 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 August 29, 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.

**IV. Schedule:**

The charges associated with this County Purchase will be incurred during SFYs 2022/23, 2023/24, 2024/25, and 2025/26.

**V. Total Charges:**

The following table outlines the total charges for this County Purchase.

Total County Purchase Charges	SFY 22/23	SFY 23/24	SFY 24/25	SFY 25/26	Total Charges (Inclusive of Revision 3)	Total Charges (Revision 2 Approved)	Variance (Revision 3 to Revision 2)
<b>One-Time R&amp;A Change Budget Services</b>	\$196,211.70	\$798,520.50	\$30,786.00	\$0.00	\$1,025,518.20	\$1,025,518.20	\$0.00
<b>Recurring R&amp;A Change Budget Services</b>	\$0.00	\$74,944.40	\$111,873.12	\$83,308.00	\$270,125.52	\$134,458.20	\$135,667.32
<b>Hardware and Software Charges</b>	\$0.00	\$19,980.15	\$21,978.17	\$0.00	\$41,958.32	\$41,958.32	\$0.00
Hardware Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$11,858.85	\$13,044.74	\$0.00	\$24,903.59	\$24,903.59	\$0.00
Software Maintenance and Support Charges	\$0.00	\$8,121.30	\$8,933.43	\$0.00	\$17,054.73	\$17,054.73	\$0.00
<b>Production Operations Charges</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$196,211.70</b>	<b>\$893,445.05</b>	<b>\$164,637.29</b>	<b>\$83,308.00</b>	<b>\$1,337,602.04</b>	<b>\$1,201,934.72</b>	<b>\$135,667.32</b>

**VI. Attachment 1 to the County Purchase SD-02-2023 - Pricing Schedules - Revision 3**

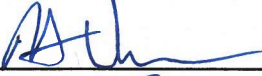


**COUNTY PURCHASE APPROVAL**

**Subject:** County Purchase - SD-02-2023 - Revision 3


The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

**San Diego County**

By:   
Printed Name: Rich Wynn  
Title: (Director)  
Date: 8-25-25

**Approved As to Form:**

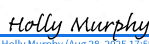
San Diego County Counsel

By:   
Printed Name: Kyle Sand  
Title: Sr. Deputy County Counsel  
Date: 8/22/2025

**Notice Address:**

1255 Imperial Avenue, Suite 446  
San Diego, CA 92101


**CalSAWS Consortium**

By:   
Holly Murphy (Aug 28, 2025 17:59:42 PDT)  
Printed Name: Holly Murphy  
Title: CAO  
Date: 08/28/2025

**Notice Address:**

CalSAWS Consortium  
11971 Foundation Place, 3<sup>rd</sup> Floor  
Gold River, CA 95670

**Accenture LLP**

By:   
Lisa Salas (Aug 27, 2025 15:01:26 PDT)  
Printed Name: Lisa Salas  
Title: Managing Director  
Date: 08/27/2025