

CalSAWS



Deloitte M&E County Purchase

ME-LA-03-2025

Los Angeles County

Payment Verification System Income Information Automation

September 16, 2025

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ME-LA-03-2025 – Los Angeles County – Payment Verification System Income Information Automation

1 OVERVIEW

Pursuant to Section 8 of CalSAWS Maintenance & Enhancements (M&E) Agreement effective February 1, 2025 (the “Agreement”) between CalSAWS Consortium and Deloitte Consulting LLP (“Deloitte”), Los Angeles County (“County”) has requested to implement Payment Verification System (PVS) income information automation, as further described in this County order form (the “County Purchase”).

2 SCOPE

The County identified a business need for Deloitte to implement certain process improvements for the CalFresh Error Rate. This County Purchase describes the M&E One-Time Services for Deloitte to provide technical consulting support to help design and build the requested changes to align with the County’s current policies and business needs of the CalFresh program as mentioned in the JIRA SCR, CA-284174. The scope of this project is divided between Federal, CDSS CalFresh, and Los Angeles (LA) County. The scope of this County Purchase will complement a separate change order for the federal and CDSS scope. M&E One-Time Services, representing LA County’s share of Phase 1 of this effort, include up to 836 hours to assist the County with the following scope/requirements:

Table 1: Scope

NUMBER	DESCRIPTION
1	Update the Payment Verification System (PVS) income into CalSAWS every month on the 5 th day, or the next business day if the 5 th falls on a weekend or holiday and update the income into the corresponding CalSAWS screens/fields such as: <ul style="list-style-type: none">a. The Income List page (if unknown to the system); andb. The Income Detail page; andc. The Other Program Assistance List Page (if unknown to the system); andd. The Other Program Assistance Detail page.
2	Upon receipt of the Payment Verification System data file, create a batch process to assist with the Payment Verification System automation. The Payment Verification System automation will be designed to update the information contained on the data file with the individual’s records with Social Security Administration (SSA) and Employment Development Department (EDD) income and participant data.

The implementation of additional scope of work/requirements detailed in JIRA SCR - CA-284174 - will be documented as part of a change order outside this CPO.

This is a County Purchase of 836 hours, of those hours, 30 hours are allocated 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

The assumptions for this County Purchase are as follows:

Table 2: Assumptions

NUMBER	DESCRIPTION
1	The charges set forth in Section 5 below (the "Total Charges") are not to be exceeded based on the scope of work outlined in this County Purchase. Any changes in scope must be mutually agreed upon by Deloitte and the County in writing and may result in additional charges. These additional charges will be executed as a revision to this County Purchase.
2	M&E One-Time Services will be worked and invoiced on a time and materials ("T&M") basis up to a maximum of 836 hours estimated to commence upon approval of this County Purchase. 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.
3	Deloitte will work with the County to develop a schedule for this project upon approval of this County Purchase. This County Purchase must be approved by September 30, 2025, for the M&E One-Time Services of up to 836 hours to be worked with Release 26.05 and invoiced by the end of SFY 25/26.
4	Once in Production, the County will raise defects via the ServiceNow ticketing tool or enhancement requests via the CalSAWS Enhancement Request ("CER") process.
5	The County will identify and provide the appropriate County staff to support Project activities throughout the term of this County Purchase.
6	If the County causes delays (such as not approving this County Purchase) that affect the schedule, the schedule for delivery of the work will be impacted.
7	For clarity, if any changes in scope are identified specifically during the creation of the implementation plan, such changes may result in additional M&E One-Time Services and will require a revision of this County Purchase.

NUMBER	DESCRIPTION
8	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 September 30, 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.
9	Current mandatory and voluntary mid-period functionality must remain unchanged.
10	Automation shall occur with approved/active cases only.
11	There will be no new income types and categories added.
12	There is no other report impacted by this change because there are no new data points added to the system.
13	There is no new NOA.
14	There will be no change to the Income and Eligibility Verification System (IEVS) Payment Verification System (PVS) file layout.
15	CalSAWS must continue to apply the following logic: <ul style="list-style-type: none"> a. ARCO, SAR, SARA, and SARN rules; b. Mid-Period rules; c. Overpayment/Over issuance rules when the system recognizes the income should have been reported mid-period; at RE, or at SAR 7; d. 10-day NOA requirement rule.
16	This new automated process applies only to the Income and Eligibility Verification System (IEVS) Payment Verification System (PVS).
17	All required data points, as determined during the design phase will be provided by Interface partner to create the Income record or the Other Program Assistance Detail (SSI/SSP income).
18	This automation is for all CalFresh cases except TCF and TNB, including CF only (not attached to any program), GRCF, CWCF, MCCF, CAPICF, RCACF, and CW, RCA, CAPI, MC, FC, AAP, and GR and other cash programs that are not attached to CalFresh.
16	The expected benefits and outcome resulting from the scope of this County Purchase Order are dependent upon related scope to be completed as part of a separate change order funded by federal and State (CDSS) partners.

4 SCHEDULE

The charges associated with this County Purchase will be incurred during SFY 2025/26.

5 TOTAL COST

The following table outlines the Time & Material (T&M) charges for this County Purchase.

Table 3: LA County Cost

Total M&E One-Time Services Charges	SFY 2025/26	Total Charges
M&E One-Time Services Charge	\$119,700.00	\$119,700.00
Recurring M&E One-Time Services Charge	\$0.00	\$0.00
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 Charges	\$119,700.00	\$119,700.00

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

6 REFERENCES

This County Purchase will be tracked via ServiceNow.

7 APPENDIX A

7.1 Summary of Cost


Attachment 1 to Deloitte M&E County Purchase - ME-LA-03-2025 - Los Angeles County - PVS Automation_Pricing Schedule.

COUNTY PURCHASE APPROVAL

Subject: Deloitte M&E County Purchase - ME-LA-03-2025 - Los Angeles County – PVS
Automation Pricing Schedule

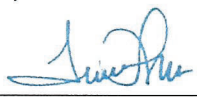
The subject document is accepted as allowing Deloitte Consulting LLP to proceed with the subject County Purchase.

Los Angeles County DPSS

By: 
Printed Name: Jackie Contreras, Ph.D.
Title: Director
Date: 9/30/25

Approved As to Form:

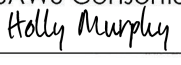
Los Angeles County Counsel

By: 
Printed Name: Truc Moore
Title: Principal Deputy County Counsel
Date: 9/16/2025

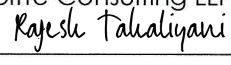
Notice Address:

12860 Crossroads Parkway South
City of Industry, CA 91746

CalSAWS Consortium

By: 
Printed Name: Holly Murphy
Title: CalSAWS Chief Administrative Officer
Date: 15-Oct-2025 | 12:55:15 PM PDT

Deloitte Consulting LLP

By: 
Printed Name: Rajesh Tahaliyani
Title: Project Manager
Date: 15-Oct-2025 | 12:06:01 PM EDT

Notice Address:

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



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

October 06, 2025

Claudia Angel
Department of Public Social Services
County of Los Angeles
12820 Crossroads Parkway South-West Ammex
City of Industry, CA 91746-3411

RE: PVS Automation FY 2025-26

Dear Ms. Angel,

This letter approves your Fiscal Year (FY) 2025-26 request received September 24, 2025 to purchase IT Professional Services for the Los Angeles County Department of Public Social Services (DPSS). I understand that this acquisition will be competitively procured in accordance with state and federal guidelines.

Estimated one-time maintenance and operations costs in the amount of **\$120,000.00** 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 #) **19B-25-14890** 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 or Sudakshina.Biswas@otsi.ca.gov

Sincerely,


PATRICE YANG
SAWS Project

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

