



# **Infrastructure County Purchase**

Santa Clara County  
CL-03-2025 GWT

Santa Clara – Request for a Replacement Kiosk  
Door

July 23, 2025

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/07/2025	1.0	Created Document	Mary Ricketts
07/11/2025	2.0	Updated and sent to internal review	Mary Ricketts
07/14/2025	3.0	Sent to CPMO for review	Mary Ricketts
07/23/2025	4.0	Addressed CPMO comments	Mary Ricketts
07/23/2025	5.0	Sent to County for review	Mary Ricketts
09/17/2025	5.1	<p>Reviewed with CPMO and accepted Santa Clara's track changes:</p> <ul style="list-style-type: none"> <li>• Page 4, paragraph 2. Addition of CalSAWS Infrastructure Agreement language</li> <li>• Page 6, Execution of County Purchase, eSignature disclaimer</li> <li>• Page 7, updates to County of Santa Clara signature template</li> </ul>	Mary Ricketts

**CalSAWS – Infrastructure**

**County Purchase – CL-03-2025**

---

**TABLE OF CONTENTS**

**REQUESTED SERVICES .....4**

**1. OVERVIEW .....4**

**2. SCOPE OF WORK: .....4**

**3. ASSUMPTIONS .....5**

**4. TOTAL ESTIMATED CHARGES .....6**

**COUNTY PURCHASE APPROVAL .....7**

## CalSAWS – Infrastructure

### County Purchase – CL-03-2025

---

#### 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.

The County of Santa Clara, which is a member of the California Statewide Automated Welfare System ("CalSAWS") Consortium, has requested a replacement for a damaged kiosk door and lock which requires infrastructure support. Pursuant to p. 45, Section 8.7 of the CalSAWS Infrastructure Agreement between CalSAWS Consortium and Gainwell Technologies LLC, executed on September 27, 2024, in support of County-specific correspondence needs, Counties may request, and Gainwell may perform, Services agreed upon through the CalSAWS County Purchase process. This County Purchase Order is subject to CalSAWS Infrastructure Agreement including but not limited to Section 8.7.

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.

Santa Clara County had a break in at a county location and requested a replacement for a damaged kiosk door and lock which requires infrastructure support as further described in this County Purchase Order.

## 2. SCOPE OF WORK:

The County identified a business need for a replacement kiosk door and lock. The scope of this County Purchase includes the following:

Repair Parts & Installation:

- Replacement Kiosk Door and Lock – Kiosk Serial Number: 219679
- Delivery to the county location and installation of the replacement door

## **CalSAWS – Infrastructure**

### **County Purchase – CL-03-2025**

---

#### **3. ASSUMPTIONS**

##### **1. Financial Assumptions:**

- a. The charges in Section 4 (Total Estimated Charges) below are estimates and are subject to change, not to exceed the kiosk part estimate. The estimate includes tax and shipping, if applicable.
- 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 standard procedures as time and materials not to exceed the total cost of this county purchase.
- d. If the County requests additional parts, a revision of this County Purchase will be required.

##### **2. General Assumptions:**

- a. The County will raise defect or enhancement requests via the ServiceNow ticketing tool.
- b. This County Purchase provides Services for the Gainwell Technical Infrastructure only; M&E Services are not part of this County Purchase.

#### **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) that supports this purchase by August 19, 2025. Otherwise, the estimates provided in this County Purchase may not be valid, can potentially impact dependent timelines, 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

CalSAWS – Infrastructure

County Purchase – CL-03-2025

---

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

4. TOTAL ESTIMATED CHARGES

Total estimated charges are \$1,964.83 and are shown in the table 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	SFY 26/27	Total Charges
One-Time Charge - Support Services	\$0.00	\$0.00	\$0.00
Recurring Charges - Support Services	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$1,964.83	\$0.00	\$1,964.83
Hardware Charges	\$1,964.83	\$0.00	\$1,964.83
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Production Operations Charges	\$0.00	\$0.00	\$0.00
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
Effort Costs	\$0.00	\$0.00	\$0.00
Effort Costs	\$0.00	\$0.00	\$0.00
Total Charges	\$1,964.83	\$0.00	\$1,964.83

## CalSAWS – Infrastructure

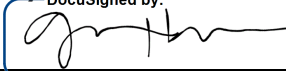
### County Purchase – CL-03-2025

#### COUNTY PURCHASE APPROVAL

**Subject: County Purchase – CL-03-2025**

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

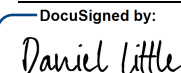
**County of Santa Clara**

By:   
24ED93D3C9664E9...

Printed Name: Greta Hansen

Title: Chief Operating Officer

Date: 9/30/2025


By:   
5363F6550BF8495...

Printed Name: Daniel Little

Title: Director, Social Services Agency

Date: 9/30/2025

Approved as to Form and Legality

By:   
79CED43583F144D...

Printed Name: Ekta Dharia

Title: Deputy County Counsel

Date: 9/29/2025

**Notice Address:**

Santa Clara County  
P.O. Box 11018  
San Jose, CA 95103

CalSAWS – Infrastructure

County Purchase – CL-03-2025

---

Gainwell Technologies

Signed by:  
By: *Dawn Wilder*  
B3831DD9BD9E4A1...

Printed Name: Dawn Wilder

Title: Project Executive

Date: 9/30/2025

**Notice Address:**

Gainwell Technologies  
11971 Foundations Place  
3rd floor  
Gold River, California 95670

CalSAWS Consortium

Docusigned by:  
By: *Holly Murphy*  
89B392A87EF54EB...

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 10/11/2025

**Notice Address:**

CalSAWS Consortium  
11971 Foundations Place  
3rd floor  
Gold River, California 95670



## **Table of Contents**

### **Inventory of Detailed Worksheets:**

- 1 Charges Summary
- 2 Staff Loading
- 3 Hardware and Software (HW & SW) Charges
- 4 Production Operations
- 5 AWS Estimates
- 13 Hourly Rate Card

**1. Charges Summary**

<b>Total Hardware/Software/Effort Costs</b>	<b>SFY 25/26</b>	<b>SFY 26/27</b>	<b>Total Charges</b>
<b>One-Time Charge - Support Services</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Recurring Charges - Support Services</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Hardware and Software Charges</b>	<b>\$1,964.83</b>	<b>\$0.00</b>	<b>\$1,964.83</b>
Hardware Charges	\$1,964.83	\$0.00	\$1,964.83
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
<b>Production Operations Charges</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
One Time Charges	\$0.00	\$0.00	\$0.00
Recurring Charges	\$0.00	\$0.00	\$0.00
<b>Effort Costs</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
Effort Costs	\$0.00	\$0.00	\$0.00
<b>Total Charges</b>	<b>\$1,964.83</b>	<b>\$0.00</b>	<b>\$1,964.83</b>



Category	Quantity	Unit Charge	Monthly Charge	SFY 24/25 (6/2024 - 5/2025)	SFY 25/26 (6/2025 - 5/2026)	Total Charges
				2	12	
Productions Operations - One Time Operations Charges				\$0.00	\$0.00	\$0.00
N/A	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Productions Operations - Recurring Operations Charges				\$0.00	\$0.00	\$0.00
						\$0.00
N/A	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL				\$0.00	\$0.00	\$0.00



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

#	Staff Position	SFY 2025/26 Hourly Rate	Offshore (Y/N)
1	Infrastructure Project Manager - Key	\$ 173.20	N
2	Infrastructure Project Management Office (PMO) Lead	\$ 147.73	N
3	Infrastructure Delivery Integration Manager	\$ 92.54	N
4	Infrastructure Transition Manager	\$ 117.91	N
5	Infrastructure Operations Manager	\$ 228.81	N
6	Infrastructure Security Manager	\$ 220.53	N
7	Infrastructure Operations Service Desk Lead	\$ 150.00	N
8	Infrastructure AWS Manager	\$ 228.81	N
9	Infrastructure System Administrator	\$ 113.91	N
10	Infrastructure System Administrator - Offshore	\$ 31.84	Y
11	Infrastructure Service Manager	\$ 91.37	N
12	Infrastructure Enterprise Architect	\$ 145.74	N
13	Infrastructure Data Scientist	\$ 185.07	N
14	Infrastructure Business Analyst	\$ 111.47	N
15	Infrastructure Developer	\$ 114.29	N
16	Infrastructure Engineer	\$ 120.56	N
17	Infrastructure Tools Manager	\$ 176.87	N
18	Infrastructure Tools Administrator	\$ 98.73	N
19	Infrastructure Operations Excellence Leader	\$ 150.00	N
20	Infrastructure ServiceNow Manager	\$ 148.03	N
21	Infrastructure Network Operations Administrator	\$ 107.89	N
22	Infrastructure Network Operations Administrator - Offshore	\$ 30.47	Y
23	Infrastructure Technical Project Manager	\$ 116.39	N
24	Infrastructure Quality Assurance Manager	\$ 117.91	N
25	Infrastructure QA Advisor	\$ 113.17	N
26	Infrastructure Remote Maintenance Technician	\$ 59.81	N
27	Infrastructure Service Desk Analyst	\$ 61.58	N
28	Infrastructure Incident Manager	\$ 111.47	N
29	Infrastructure Associate Business Analyst	\$ 91.79	N
30	Infrastructure Depot Technician	\$ 59.81	N
31	Infrastructure Tester	\$ 106.87	N
32	Infrastructure Project Scheduler	\$ 117.91	N
33	Infrastructure Cultural Transformation Lead	\$ 92.50	N
34	Infrastructure Account Business Office Leader	\$ 125.30	N
35	Infrastructure Communications Specialist	\$ 94.92	N
36	Infrastructure Program Manager	\$ 116.39	N
37	Infrastructure Business Continuity Lead	\$ 111.47	N
38	Infrastructure Business-Technical Analyst	\$ 161.52	N
39	Infrastructure Cloud Architect	\$ 242.27	N
40	Infrastructure Cloud Engineer	\$ 170.11	N
41	Infrastructure Cloud Engineer -Offshore	\$ 39.34	Y
42	Infrastructure Cloud Network Engineer	\$ 192.58	N
43	Infrastructure DBA	\$ 150.64	N
44	Infrastructure DBA - Offshore	\$ 39.34	N
45	Infrastructure DevOps Engineer	\$ 179.90	N
46	Infrastructure Middleware Engineer	\$ 159.45	N
47	Infrastructure Middleware Engineer - Offshore	\$ 41.41	Y
48	Infrastructure Operations Project Manager	\$ 184.81	N
49	Infrastructure Security Analyst	\$ 154.27	N
50	Infrastructure Security Engineer	\$ 205.00	N
51	Infrastructure Service Delivery Manager	\$ 180.15	N
52	Infrastructure Network Operator - Offshore	\$ 21.84	Y
53	Infrastructure Security Operator - Offshore	\$ 21.84	Y
54	Infrastructure Reporting - Offshore	\$ 21.84	Y
55	Infrastructure Transition Lead	\$ 198.79	N
56	Imaging Manager	\$ 181.94	N
57	Imaging Supervisor	\$ 111.86	N
58	Imaging Support Application Analyst	\$ 104.71	N
59	Imaging Support Analyst -Triage 1	\$ 94.77	N
60	Imaging Support Analyst -2	\$ 94.77	N
61	Imaging Analyst -Production Support	\$ 94.77	N
62	Imaging Analyst Lead - Contact Center	\$ 134.31	N
63	Imaging Analyst - Contact Center	\$ 104.71	N
64	Infrastructure Business-Technical Analyst - Offshore	\$ 36.24	Y
65	Infrastructure Cloud Network Engineer - Offshore	\$ 50.42	Y
66	Infrastructure DevOps Engineer - Offshore	\$ 50.42	Y
67	Infrastructure Project Manager - Offshore	\$ 50.42	Y
68	Infrastructure Security Analyst - Offshore	\$ 43.90	Y
69	Infrastructure Onshore NOC	\$ 105.61	N
70	Infrastructure Onshore SOC	\$ 125.28	N
71	Infrastructure Onshore Reporting	\$ 157.38	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



August 28, 2025

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

**RE: Kiosk Door Repair FY 2025-26 APD AL**

Dear Ms. Gulati:

This letter approves your Fiscal Year (FY) 2025-26 request received on August 27, 2025 to purchase hardware for the Santa Clara County Social Services Agency. 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 **\$1,964.00** have been 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 #) **43-25-14818** 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](mailto: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](mailto:Sudakshina.Biswas@otsi.ca.gov)

Sincerely,

DocuSigned by:  
  
80C58048D2F141C6  
Patrice Yang  
SAWS Project

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

