



# **GA/GR Exstream County Purchase**

San Bernardino County  
SB – 2024-04

GA/GR Exstream

June 24, 2025

**CalSAWS – GA/GR****County Purchase – San Bernardino GA/GR Exstream**

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/15/2023	1.0	Created document.	Michael Johnson
12/05/2023	2.0	Updated based on internal review.	Michael Johnson
01/05/2024	3.0	Updated based on consortium pre-review.	Michael Johnson
02/06/2024	4.0	Updated based on management review.	Michael Johnson
04/04/2024	5.0	Updated based on CPMO feedback and routed to county for review	Michael Johnson
06/24/2025	6.0	Updated to reflect an August 2025 start date for Exstream	David J Briceno

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**CalSAWS – GA/GR****County Purchase – San Bernardino GA/GR Exstream****REQUESTED SERVICES****1. OVERVIEW**

Pursuant to Subparagraph 22.26.2 of Subparagraph 22.26 (Modifications and Amendments) of Paragraph 22 (General Conditions) of the amended, restated, and revised Maintenance and Operations Agreement ("Agreement") entered into by and between the CalSAWS Consortium ("Consortium"), a California Joint Powers of Authority, and Gainwell Technologies LLC ("Contractor") for the Maintenance and Operations of the CalWIN System, CONSORTIUM and CONTRACTOR agree to modify the Agreement to include changes that do not affect the scope of work, term, payments, Agreement Maximum Amount, or any term or condition of the Agreement, except as provided in this Change Order Number Eight. CONSORTIUM and CONTRACTOR hereby agree to the following modifications to the Agreement:

The request for San Bernardino County to participate in the General Assistance (GA) automated solution in CalSAWS is aligned to ServiceNow request RITM0048108. This solution requires access and deployment of a tool, Exstream Designer.

The Exstream Designer tool is utilized to create, modify, and upkeep customized Notices of Actions (NOAs) and Forms in the General Assistance/General Relief (GA/GR) Automated Solution. Use of this tool allows County users to perform these activities if they choose to do so. Each user identified by the County to utilize this application requires a named license to use the OpenText Exstream Designer. Additionally, the software is delivered to the County based on Amazon Web Services (AWS) AppStream functionality. This AWS functionality is utilization-based and necessary to deliver applications to Exstream users.

**1.1. SCOPE OF WORK**

Gainwell will assign three (3) named licenses as directed by the County. Additionally, based on information provided by the County on usage, Gainwell will work with CalSAWS to provide AWS AppStream functionality to deliver the application to end users.

**2. ASSUMPTIONS**

- AWS AppStream costs are estimated based on hours utilized in the application. Actual usage may vary.
- Exstream licenses/support and AppStream charges are subject to future increases by supplier(s).
- Ongoing costs after year one including License Support may be included in SFY 26/27 budget for the Consortium based on budget approval.
- The County will be responsible for reimbursing the Consortium for all AWS costs required to support the solution as clarified below in Section 3.2.

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- Services and Licenses are assumed to begin 08/01/2025 for estimation purposes.

### 3. TOTAL CHARGES

#### 3.1. EXSTREAM TRAINING

When a new County joins the GA/GR Automated solution, the Gainwell team will provide, at no cost, one (1) Training session over a period of two (2) days on Exstream functionality and Client Correspondence (CC) Maintenance administration pages. This includes tool navigation and creation of basic Form/NOA templates.

Additionally, back-end setup to include County folders, County user IDs, County user groups, custom County Exstream Approval Workflows, and start-up-related functionality is included at no cost.

#### 3.2. AWS

Monthly charges are estimated based on conversations with San Bernardino County. These monthly charges include hours-based utilization of the AWS AppStream service at its current price from AWS that is utilized to deliver the Exstream application.

The Total County Purchase Charges do not include costs for AWS compute resources and services required for enhancements that will be deployed under this County Purchase. This estimate of AWS compute resource and services costs is provided to the County for budget allocation purposes. The County will be responsible for reimbursing the Consortium for all AWS costs required to support the solution. The estimate for AWS compute resource costs is based on services for State Fiscal Years (SFYs) 25/26.

	SFY 25/26
Appstream Service	\$ 3,763.76
Enterprise Support	\$ 188.21
<b>Total AWS Estimate</b>	<b>\$ 3,951.97</b>

#### 3.3. 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 period covered by the County Purchase is one year from the date of signature. This agreement may need to be extended yearly based on required number of licenses, usage, and the then current rate from the suppliers.

This estimate includes Exstream base license costs.

Description	SFY 25/26 Total
<b>Exstream Designer, Floating Workstation Seat (3 Seats)</b>	<b>\$ 23,145.45</b>
<b>Appstream Service</b>	<b>\$ 3,763.76</b>

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Description	SFY 25/26 Total
Enterprise Support	\$ 188.21
Total Services for Year 1	\$ 27,097.42

## CalSAWS – GA/GR

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### COUNTY PURCHASE APPROVAL

**Subject:** County Purchase – SB-2024-04

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

#### San Bernardino County

By: Leo Gomez

Printed Name: Leo Gomez

Title: Purchasing Manager

Date: 7/31/2025

#### San Bernardino County Counsel

By: Jacqueline Carey-Wilson

Printed Name: Jacqueline Carey-Wilson

Title: Deputy County Counsel

Date: 8-12-25

#### Notice Address:

County of San Bernardino

Human Services Information Technology & Support Division

834 Hardt St

San Bernardino, CA 92415-0525

## Gainwell Technologies

Signed by:  
By: Dawn Wilder  
B3831DDEBD9E4A1...

Printed Name: Dawn Wilder

Title: Project Executive

Date: 8/29/2025

### Notice Address:

Gainwell Technologies  
11971 Foundation Place  
Gold River, CA 95670

## CalSAWS – GA/GR

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## CalSAWS Consortium

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

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 9/4/2025

### Notice Address:

CalSAWS Consortium  
11971 Foundation Place  
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

July 30, 2025

Ruben Hermosillo  
Business Applications Manager  
Information Technology and Support Division  
834 Hardt Street  
San Bernardino, CA 92415-0087

**RE: SB 2024-04 GAGR Exstream - Extream Designer FY 2025-26**

Mr. Hermosillo:

This approves your Fiscal Year (FY) 2025-26 request received on July 28, 2025 to purchase software and IT Services for the San Bernardino County. I understand this purchase will be competitively procured in accordance with State and Federal procurement policies.

Estimated one-time maintenance and operations costs in the amount of **\$27,098.00** 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 #) **36-25-14719** 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 at [Sudakshina.Biswas@otsi.ca.gov](mailto:Sudakshina.Biswas@otsi.ca.gov)

Sincerely,

DocuSigned by:  
  
WCC5904B025F1410C  
**PATRICE YANG**  
SAWS Project

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

