



Sacramento County – Calabrio Cloud Storage Retention

County of Sacramento

SE-01-2025

September 26, 2025

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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. 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 is a renewal of a previous County Purchase Order Agreement SE-02-2024. Sacramento County has requested additional Calabrio cloud storage to retain Customer Service Center ("CSC") and Renewal ("RE") Line call and screen recordings for six (6) months from the date of recording, as further described in this County order form (the "County Purchase"). This County Purchase includes Software Charges for the additional storage retention.

2. SCOPE OF WORK:

- Software Changes
 - (1) Calabrio Cloud Storage Fee with Annual Renewal

3. ASSUMPTIONS

1. Financial Assumptions:

- a) The charges set forth in section 4 ("Total Estimated Charges") represent the maximum not to exceed amount at the time of ordering. The Total Estimated Charges include taxes as appropriate.
- b) Software Charges will be invoiced to the Consortium, who will in turn invoice the County. Software Charges will be invoiced upon provisioning of Calabrio cloud storage and an extension of such Software Charges will be invoiced annually. Once this agreement has expired, the County shall be responsible for funding extensions of this Calabrio cloud storage via the execution of a separate

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County Purchase. Invoicing for this County Purchase Order will commence on the day this agreement begins December 1st, 2025.

- c) The Total Estimated Charges are based on the County's average call volumes and average recordings, estimated at 45,000 gigabytes ("GB") per month for one (1) year. The County will be invoiced for actual usage of Calabrio cloud storage. Calabrio will perform an analysis of the County's usage of the storage annually and provide reconciliation of the Software Charges annually based on an actual usage of the Calabrio cloud storage.
 - o The County will receive a monthly notice on storage consumption.
 - o Gainwell will discuss with the County the need for additional storage capacity if necessary. If the County exceeds the estimated charges in this County Purchase, additional Software Charges will be required. These additional charges would be applied to the following year's charges and would be provided to the County in a separate County Purchase. Conversely, if the County underutilizes the estimate storage capacity, credits would be applied to the following year's charges in a separate County Purchase.
 - o Calabrio cloud storage charges are estimated at \$0.0425 per gigabyte per month.
- d) If the county requests changes to the storage retention period of six (6) months, then a new County Purchase would be required.
- e) 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 ("OTSI") that supports this purchase by October 30, 2025, in order to proceed with this purchase. Otherwise, the Total Charges provided in this County Purchase will

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no longer be valid and a revision to this County Purchase may be required.

2. General Assumptions:

- a. This additional Calabrio cloud storage will enable the retention of CSC call and screen recordings for six (6) months from the date of the recording.
- b. The additional Calabrio cloud storage would be made available to the County pending the approval of this County Purchase unless otherwise mutually agreed in writing.
- c. The previous Calabrio Storage retention agreement (SE-02-2024) expires December 1st, 2025. This County Purchase agreement (SE-01-2025) will extend County's current agreement into SFY 2025/2026 with the new agreement going into place beginning on December 1st, 2025.
- d. This agreement will not automatically renew. A separate County Purchase Order to renew this agreement will be discussed with the County a minimum of 2 months prior to the expiration date of November 30th, 2026.

Schedule:

The charges associated with this County Purchase will be incurred during SFY 2025/2026 and SFY 2026/2027.

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 is **\$28,345.16**, which can be found on the table below.

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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	\$3,121.16	\$2,274.00	\$5,395.16
Hardware and Software Charges	\$22,950.00	\$0.00	\$22,950.00
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$0.00	\$0.00
Software Charges	\$0.00	\$0.00	\$0.00
Software Maintenance and Support Charges	\$22,950.00	\$0.00	\$22,950.00
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*	\$26,071.16	\$2,274.00	\$28,345.16

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COUNTY PURCHASE APPROVAL

Subject: Sacramento County – Calabrio Cloud Storage Retention

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

County of Sacramento

Signed by:
By: Ethan E. Dye
910EF1F6A3D0EA...

Printed Name: Ethan E. Dye

Title: Director

Date: 10/29/2025

Notice Address:

County of Sacramento, Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

County of Sacramento County Counsel

Signed by:
By: Robert Parrish
9DC9ED87E2F447B...

Printed Name: Robert Parrish

Title: Deputy County Counsel

Date: 10/28/2025

Notice Address:

County of Sacramento, County Counsel
700 H Street, Suite 2650
Sacramento, CA 95814

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Gainwell Technologies

Signed by:
By: Dawn Wilder
B3831DDEBD9E4A1...

Printed Name: Dawn Wilder

Title: Project Executive

Date: 11/6/2025

Notice Address:

Gainwell Technologies

11971 Foundation Place, 3rd Floor

Gold River, CA 95670

CalSAWS Consortium

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

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 11/13/2025

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
2525 Natomas Park Drive, Suite 370
Sacramento, California 95833
(916) 263-3900, Fax (916) 263-0510



GAVIN NEWSOM
GOVERNOR

November 05, 2025

Crystal Jacques
County of Sacramento Department of Human Assistance
1825 Bell Street
Sacramento,
CA 95825

Re: CalSAWS Contact Center Calabrio Storage Retention FY 2025-26

Dear Ms. Jacques,

This approves your Fiscal Year (FY) 2025-26 request received October 29, 2025 to purchase software and IT Services for the Sacramento County Department of Child, Family and Adult Services. I understand that this acquisition will be sole-sourced through CalSAWS in accordance with State and Federal procurement policies.

Estimated one-time maintenance and operations costs in the amount of **\$26,072.00** 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 #) **34A-25-14922** 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 Sudakshina.Biswas@otsi.ca.gov

Sincerely,

DocuSigned by:

PATRICE YANG
SAWS Project

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

