

# CalSAWS



## Deloitte M&E County Purchase

ME-SF-02-2025

San Francisco County

SF- Request Automated Functionality for GA/GR Intake

Interview No-Shows

November 20 2025

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# ME-SF-02-2025 – SF-Request Automated Functionality for GA/GR Intake Interview No-Shows

## 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"), San Francisco ("County") has requested to Automate Functionality for GA/GR Intake Interview No-Shows, as further described in this County order form (the "County Purchase").

## 2 SCOPE

The County identified a business need for Deloitte to implement appointment No-Show functionality for CAAP Intake when a client fails to attend their intake interview. This County Purchase describes the M&E One-Time Services for Deloitte to design and build the requested changes to align with the County's current policies and business needs of the GAGR Automated Solution ("GR") program documented, as mentioned in the JIRA SCR, CA-273348. M&E One-Time Services includes up to 1,212 hours to assist the County with the following:

Table 1: Scope

| NUMBER | DESCRIPTION                                                                                                                                                                                                         |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Update CalSAWS to include GAGR Intake Interview No-Show functionality, enabling San Francisco County workers to discontinue/deny GAGR program for CAAP Intake when a client fails to attend their intake interview. |
| 2      | Create a new batch job to send missed interview Denial correspondence with option to resend manually.                                                                                                               |
| 3      | Update logic to transfer case to CLOSED CAAP at denial and held there for 30 days.                                                                                                                                  |
| 4      | Update the logic for batch EDBC to allow processing Pending GR program.                                                                                                                                             |
| 5      | Create a new batch to end-date worker assignment 31 days after the Denial creation/action date.                                                                                                                     |
| 6      | Create a new CAAP intake appointment No-Show eligibility logic to discontinue/deny cases.                                                                                                                           |

This is a County Purchase of 1,212 hours, within said hours 50 of those hours are for administration of the County Purchase order, which entails 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      | This County Purchase must be approved by 12/22/2025, for the M&E One-Time Services of up to 1,212 hours to be worked with Release 26.09 and invoiced in SFY 25/26 and SFY 26/27.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2      | The Appointment Detail page will be leveraged to automate the "no-show" functionality. County Admin users will utilize this page to document instances where an individual does not attend a scheduled appointment, triggering the appropriate negative action.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3      | The charges set forth in Section 5 below (the "Total Cost") are 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 and M&E One-Time Services. These additional charges will be executed as a revision to this County Purchase.                                                                                                                                                                                                                                                                                                                                                                  |
| 4      | M&E One-Time Services will be worked and invoiced on a monthly basis according to the rates and charges in the pricing schedule up to a maximum of 1,212 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. <ul style="list-style-type: none"> <li>• If the County requests more hours, a revision to this County Purchase would be required.</li> <li>• Deloitte and the County will monitor the hours for the M&amp;E One-Time Services and discuss the addition of more hours with the County if necessary.</li> </ul> |
| 5      | Once in Production, the County will raise defects via the ServiceNow ticketing tool or enhancement requests via the CalSAWS Enhancement Request ("CER") process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6      | The County will identify and provide the appropriate County staff to support Project activities throughout the term of this County Purchase.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7      | If the County or its 3 <sup>rd</sup> party vendors cause delays (e.g., which includes but is not limited to delays such as not approving this County Purchase) that affect the schedule, the schedule for delivery of the work will be impacted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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 12/22/2025 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.                                                                                                                                                                                                                                                                                             |

### 4 SCHEDULE

The charges associated with this County Purchase will be incurred during SFY 25/26 and SFY 26/27.

## 5 TOTAL COST

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

Table 3: Total Cost

| <b>Total M&amp;E One-Time Services Charges</b>    | <b>SFY 2025/26</b>  | <b>SFY 2026/27</b> | <b>Total Charges</b> |
|---------------------------------------------------|---------------------|--------------------|----------------------|
| <b>M&amp;E One-Time Services Charge</b>           | <b>\$140,470.00</b> | <b>\$33,077.00</b> | <b>\$173,547.00</b>  |
| <b>Recurring M&amp;E One-Time Services Charge</b> | <b>\$0.00</b>       | <b>\$0.00</b>      | <b>\$0.00</b>        |
| <b>Hardware and Software Charges</b>              | <b>\$0.00</b>       | <b>\$0.00</b>      | <b>\$0.00</b>        |
| 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          | \$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>Total Charges</b>                              | <b>\$140,470.00</b> | <b>\$33,077.00</b> | <b>\$173,547.00</b>  |

\*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 CalSAWS County Purchase - ME-SF-02-2025 - SF-Request Automated Functionality for GA/GR Intake Interview No-Shows\_Pricing Schedule

## COUNTY PURCHASE APPROVAL

Subject: Deloitte M&E County Purchase - ME-SF-02-2025 - SF-Request Automated  
Functionality for GA/GR Intake Interview No-Shows

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

DocuSigned by:  
San Francisco County

By: Dan Kaplan  
ED6A450D2D23472...

Printed Name: Dan Kaplan

Title: Deputy Director

Date: 12/19/2025

Approved As to Form:

DocuSigned by:  
San Francisco County Counsel

By: Valerie Lopez  
89BF388A54804A8...

Printed Name: Valerie Lopez

Title: Deputy City Attorney

Date: 12/19/2025

Notice Address:

San Francisco Human Services Agency

P.O. Box 7988

San Francisco, CA 94120-7988

CalSAWS Consortium

By: Holly Murphy

Printed Name: Holly Murphy

Title: CalSAWS Chief Administrative Officer

Date: 05-Feb-2026 | 5:19:36 PM PST

Deloitte Consulting LLP

By: Rajesh Tahaliyani

Printed Name: Rajesh Tahaliyani

Title: Managing Director

Date: 05-Feb-2026 | 4:34:47 PM PST

Notice Address:

CalSAWS Consortium

11971 Foundation Place, 3<sup>rd</sup> Floor

Gold River, CA 95670

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| Inventory of Detailed Worksheets: | Tab   |
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| Charges Summary                   | Tab 1 |
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**1. Charges Summary**

| <b>Total M&amp;E One-Time Services Charges</b>    | <b>SFY 2025/26</b>  | <b>SFY 2026/27</b> | <b>Total Charges</b> |
|---------------------------------------------------|---------------------|--------------------|----------------------|
| <b>M&amp;E One-Time Services Charge</b>           | <b>\$140,470.00</b> | <b>\$33,077.00</b> | <b>\$173,547.00</b>  |
| <b>Recurring M&amp;E One-Time Services Charge</b> | <b>\$0.00</b>       | <b>\$0.00</b>      | <b>\$0.00</b>        |
| <b>Hardware and Software Charges</b>              | <b>\$0.00</b>       | <b>\$0.00</b>      | <b>\$0.00</b>        |
| 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          | \$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>Total Charges</b>                              | <b>\$140,470.00</b> | <b>\$33,077.00</b> | <b>\$173,547.00</b>  |

\*

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

2. One-Time Services

| Scope           | Description                                 | Resource Category         | SFY 25/26<br>Hours | SFY 26/27<br>Hours | Total Hours | Hourly Rate | SFY 25/26<br>Charges | SFY 26/27<br>Charges | Total Charges |
|-----------------|---------------------------------------------|---------------------------|--------------------|--------------------|-------------|-------------|----------------------|----------------------|---------------|
| Scope 1-6       | Design                                      | Business Analyst          | 115                | 0                  | 115         | \$143.19    | \$16,466.85          | \$0.00               | \$16,466.85   |
|                 |                                             | Functional Lead           | 45                 | 0                  | 45          | \$143.19    | \$6,443.55           | \$0.00               | \$6,443.55    |
|                 | Build                                       | Programmer/Analyst        | 583                | 20                 | 603         | \$143.19    | \$83,479.77          | \$2,863.80           | \$86,343.57   |
|                 |                                             | Senior Programmer/Analyst | 50                 | 10                 | 60          | \$143.19    | \$7,159.50           | \$1,431.90           | \$8,591.40    |
|                 | System Test                                 | QA Analyst                | 107                | 110                | 217         | \$143.19    | \$15,321.33          | \$15,750.90          | \$31,072.23   |
|                 |                                             | Senior QA Analyst         | 20                 | 26                 | 46          | \$143.19    | \$2,863.80           | \$3,722.94           | \$6,586.74    |
|                 | Security                                    | Security Analyst          | 11                 | 20                 | 31          | \$143.19    | \$1,575.09           | \$2,863.80           | \$4,438.89    |
|                 | DevOps                                      | DevOps Engineer           | 10                 | 20                 | 30          | \$143.19    | \$1,431.90           | \$2,863.80           | \$4,295.70    |
|                 | Release Management                          | Senior Programmer/Analyst | 0                  | 15                 | 15          | \$143.19    | \$0.00               | \$2,147.85           | \$2,147.85    |
|                 | Administration of the County Purchase Order | Programmer/Analyst        | 40                 | 10                 | 50          | \$143.19    | \$5,727.60           | \$1,431.90           | \$7,159.50    |
|                 | Total (Unrounded)                           |                           | 981                | 231                | 1,212       |             | \$140,469.39         | \$33,076.89          | \$173,546.28  |
| Total (Rounded) |                                             |                           | 981                | 231                | 1,212       |             | \$140,470            | \$33,077             | \$173,547.00  |

\*The County will be responsible for all Services Charges. M&E One-time Services will be invoiced on a monthly basis.

| System Change Request ("SCR") | Description                                                             | Target Release | Charges   |
|-------------------------------|-------------------------------------------------------------------------|----------------|-----------|
|                               |                                                                         |                | \$173,546 |
| CA-273348                     | SF- Request Automated Functionality for GA/GR Intake Interview No-Shows | 26.09          | \$166,387 |
| N/A                           | Administration of the County Purchase order                             | N/A            | \$7,160   |
|                               |                                                                         |                |           |



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



February 03, 2026

Kevin Li  
San Francisco County Department of Human Services  
1650 Mission St, 2<sup>nd</sup> Floor  
San Francisco, CA 94103

**Re: Request Automated Functionality for GA/GR Intake Interview No-Shows FY25/26**

Dear Mr. Li:

This approves your Fiscal Year (FY) 2025-26 request received February 03, 2026 to purchase IT Services for the San Francisco County Human Services Agency. 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 **\$140,470.00** 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 #) **38-26-15037** 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 (916) 263-0478 or email her at [Sudakshina.Biswas@otsi.ca.gov](mailto:Sudakshina.Biswas@otsi.ca.gov)

Sincerely,

DocuSigned by:  
*Patrice Yang*  
BCC5804B02F141C

PATRICE YANG  
SAWS Project

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





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



February 03, 2026

Kevin Li  
San Francisco County Department of Human Services  
1650 Mission St, 2<sup>nd</sup> Floor  
San Francisco, CA 94103

**Re: Request Automated Functionality for GA/GR Intake Interview No-Shows FY26/27**

Dear Mr. Li:

This approves your Fiscal Year (FY) 2025-26 request received February 03, 2026 to purchase IT Services for the San Francisco County Human Services Agency. 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 **\$33,077.00** 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 #) **38-26-15038** 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 (916) 263-0478 or email her at [Sudakshina.Biswas@otsi.ca.gov](mailto:Sudakshina.Biswas@otsi.ca.gov)

Sincerely,

DocuSigned by:  
A stylized signature of Patrice Yang in blue ink.  
**PATRICE YANG**  
SAWS Project

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



## Certificate Of Completion

Envelope Id: A8AA26EE-A968-4C4F-A0B0-D842FFA2D013

Status: Completed

Subject: Deloitte ME CPO-ME-SF-02-2025 -SF-Request Automated Functionality for GAGR Intake Interview No-Shows

Source Envelope:

Document Pages: 12

Signatures: 2

Envelope Originator:

Certificate Pages: 6

Initials: 1

Raman Kaur

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4022 Sells Drive

Envelopeld Stamping: Enabled

Hermitage

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Hermitage, TN 37076

IP Address: 24.206.73.51

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## Signer Events

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Signed: 2/5/2026 7:34:47 PM

Managing Director

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Signed: 2/5/2026 8:09:59 PM

Security Level: Email, Account Authentication  
(None)

Signature Adoption: Pre-selected Style

Using IP Address:

2601:207:400:4b30:115b:d8db:25c:c887

## Electronic Record and Signature Disclosure:

Accepted: 10/9/2020 6:48:45 PM

ID: 6a39f873-42b7-4f31-b3c1-b01ba403258d

Company Name: Deloitte

Holly Murphy

Sent: 2/5/2026 8:10:02 PM

Viewed: 2/5/2026 8:19:16 PM

Signed: 2/5/2026 8:19:36 PM

CalSAWS Chief Administrative Officer

CalSAWS

Security Level: Email, Account Authentication  
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 162.246.145.2

## Electronic Record and Signature Disclosure:

Accepted: 2/5/2026 8:19:16 PM

ID: d486e815-b204-4489-8101-3ed49cd76f93

Company Name: Deloitte

## In Person Signer Events

## Signature

## Timestamp

## Editor Delivery Events

## Status

## Timestamp

## Agent Delivery Events

## Status

## Timestamp

## Intermediary Delivery Events

## Status

## Timestamp

| Certified Delivery Events                                                                                                                                                                                                                                                               | Status        | Timestamp                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------|
| <b>Carbon Copy Events</b>                                                                                                                                                                                                                                                               | <b>Status</b> | <b>Timestamp</b>          |
| Derek D'Andrea<br><br>Managing Director<br>Deloitte Consulting LLP<br>Security Level: Email, Account Authentication (None)<br><b>Electronic Record and Signature Disclosure:</b><br>Accepted: 2/5/2026 5:32:18 PM<br>ID: f0fe737f-612e-4d0d-929b-4eae29f6f763<br>Company Name: Deloitte | <b>COPIED</b> | Sent: 2/5/2026 8:19:38 PM |
| Aaron Daniel Eaves<br><br>Security Level: Email, Account Authentication (None)<br><b>Electronic Record and Signature Disclosure:</b><br>Not Offered via DocuSign                                                                                                                        | <b>COPIED</b> | Sent: 2/5/2026 8:19:39 PM |
| Raman Kaur<br><br>Fiscal Analyst<br>Security Level: Email, Account Authentication (None)<br><b>Electronic Record and Signature Disclosure:</b><br>Not Offered via DocuSign                                                                                                              | <b>COPIED</b> | Sent: 2/5/2026 8:19:40 PM |
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| Karthikeyan Krishnamoorthy<br><br>Security Level: Email, Account Authentication (None)<br><b>Electronic Record and Signature Disclosure:</b><br>Not Offered via DocuSign                                                                                                                | <b>COPIED</b> | Sent: 2/5/2026 8:19:42 PM |
| Megan Lape<br><br>Security Level: Email, Account Authentication (None)<br><b>Electronic Record and Signature Disclosure:</b><br>Not Offered via DocuSign                                                                                                                                | <b>COPIED</b> | Sent: 2/5/2026 8:19:42 PM |
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| Witness Events                                                          | Signature        | Timestamp                 |
| Notary Events                                                           | Signature        | Timestamp                 |
| Envelope Summary Events                                                 | Status           | Timestamps                |
| Envelope Sent                                                           | Hashed/Encrypted | 2/4/2026 5:27:14 PM       |
| Certified Delivered                                                     | Security Checked | 2/5/2026 8:19:16 PM       |
| Signing Complete                                                        | Security Checked | 2/5/2026 8:19:36 PM       |
| Completed                                                               | Security Checked | 2/5/2026 8:19:46 PM       |
| Payment Events                                                          | Status           | Timestamps                |
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If you elect to receive required Disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required Disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper Disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required Disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required Disclosures electronically from us or to sign electronically documents from us.

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### **How to contact Deloitte:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive Disclosures electronically as follows:

**To advise Deloitte of your new e-mail address**

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**Required hardware and software**

|                            |                                                                                                                                                           |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating Systems:         | Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X                                                                                                     |
| Browsers:                  | Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only) |
| PDF Reader:                | Acrobat® or similar software may be required to view and print PDF files                                                                                  |
| Screen Resolution:         | 800 x 600 minimum                                                                                                                                         |
| Enabled Security Settings: | Allow per session cookies                                                                                                                                 |

\*\* These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

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