

CalSAWS



Deloitte M&E County Purchase

ME-SF-01-2026

San Francisco County

Changes for the CALM Program

February 03, 2026

Table of Contents

1 OVERVIEW.....2

2 SCOPE.....2

3 ASSUMPTIONS.....3

4 SCHEDULE4

5 TOTAL COST.....4

6 REFERENCES.....4

7 APPENDIX A.....5

 7.1 Summary of Cost 5

TABLE OF TABLES

Table 1: Scope2

Table 2: Assumptions3

Table 3: Total Cost4

ME-SF-01-2026 San Francisco Changes for the CALM Program

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 enhance the SF CALM Program requirements, as further described in this County order form (the “County Purchase”).

2 SCOPE

The County identified a business need for Deloitte to enhance the general eligibility and Immigration/citizenship logic to meet County's eligibility requirements for the CALM Program. 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 County CALM program documented, as mentioned in the JIRA SCR, CA-289026. M&E One-Time Services includes up to 421 hours, of which 20 hours are allocated for administration of the County Purchase, to assist the County with the following:

Table 1: Scope

NUMBER	DESCRIPTION
1	With the changes listed below, update CalSAWS EDBC logic for the SF CALM program to establish the following conditions are met: • Applicant must be active in a Medi-Cal (MC) program block from SF county or have a MC Other Program Assistance (OPA). • Applicant is 18 years or older. • Applicant has a disability if they are under the age of 65 and the existing options of DDSD-Blind or DDSD-Disabled available in medical conditions page are sufficient to determine linkage through disability for SF CALM eligibility.
2	The Legal Permanent Resident (LPR) and Temporary Protective Status (TPS) are already marked as eligible for the San Francisco GA/GR program, and CALM applicants shall also be determined eligible for these citizenship types. This SCR enables PRUCOL as an eligible immigration status specifically for CALM applicants, provided that the following conditions are met: • Applicant must have a PRUCOL citizenship type. • Applicants must have a valid and verified Social Security Number (SSN). • Also establish that this logic is applicable only to SF CALM and should not affect other programs.
3	Update the non-financial eligibility flow to establish it does not fail CALM eligibility determination and allows benefit issuance through online EDBC.

These activities make up the full scope of the County Purchase, inclusive of the administrative hours, which cover work plan management, coordination with CalSAWS teams and the County, progress tracking, and status reporting.

3 ASSUMPTIONS

The assumptions for this County Purchase are as follows:

Table 2: Assumptions

NUMBER	DESCRIPTION
1	This County Purchase must be approved by March 03, 2026, for the M&E One-Time Services of up to 421 hours to be worked with Release 26.09 and invoiced during SFY 25/26 and SFY 26/27.
2	The treatment of income and property related admin rules, limits and other functionality for CALM program shall follow the same as County GAGR.
3	The CALM payment standards for household size of 1 and 2 should be the same as County GAGR.
4	The existing options of DDSD-Blind or DDSD disabled available in medical conditions page are sufficient to determine linkage through disability for SF CALM eligibility.
5	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.
6	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 421 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. • If the County requests more hours, a revision to this County Purchase would be required. • Deloitte and the County will monitor the hours for the M&E One-Time Services and discuss the addition of more hours with the County if necessary.
7	Once in Production, the County will raise defects via the ServiceNow ticketing tool or enhancement requests via the CalSAWS Enhancement Request ("CER") process.
8	The County will identify and provide the appropriate County staff to support Project activities throughout the term of this County Purchase.
9	If the County or its 3 rd 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.
10	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 03/03/2026 to proceed with this purchase.

NUMBER	DESCRIPTION
	Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.
11	Consortium will hold back ten percent (10%) of each monthly invoice during the term of this Agreement, including any Extended Term. The ten percent (10%) holdback will be released annually to Contractor within thirty (30) days of the end of each calendar year or following acceptance of all Deliverables provided by Contractor during that calendar year, whichever is later.
12	Holdback release is estimated for February following each year-end calendar, subject to invoice acceptance in accordance with contract terms. See holdback schedule table in the pricing schedule for detailed release timing.

4 SCHEDULE

The charges associated with this County Purchase will be incurred during SFY 2025/26 and SFY 2026/27.

5 TOTAL COST

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

Table 3: Total Cost

Total M&E One-Time Services Charges	SFY 2025/26	SFY 2026/27	Total Charges
M&E One-Time Services Charge	\$7,217.00	\$53,066.00	\$60,283.00
Recurring M&E One-Time Services Charge	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$0.00	\$0.00	\$0.00
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	\$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
Total Charges	\$7,217.00	\$53,066.00	\$60,283.00

*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-SF-01-2026 - San Francisco Changes for the CALM Program_Pricing Schedule.

COUNTY PURCHASE APPROVAL

Subject: Deloitte M&E County Purchase - ME-SF-01-2026 San Francisco Changes for the CALM Program

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

San Francisco County DocuSigned by:
 By: *Daniel Kaplan*
ED6A450D2D23472...
 Printed Name: Daniel Kaplan
 Title: Deputy Director
 Date: 4/23/2026

Approved As to Form:
 San Francisco County Counsel
 By: *Valerie Lopez*
89BF368A54804A6...
 Printed Name: Valerie Lopez
 Title: Deputy City Attorney
 Date: 4/28/2026

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: 19-May-2026 | 2:25:35 PM PDT

Deloitte Consulting LLP
 By: *Rajesh Tahaliyani*
 Printed Name: Rajesh Tahaliyani
 Title: Managing Director
 Date: 19-May-2026 | 12:00:05 PM PDT

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

Table of Contents

Inventory of Detailed Worksheets:	Tab
Charges Summary	Tab 1
One-Time Services Charges	Tab 2
Total Charges by SCR	Tab 3

1. Charges Summary

Total M&E One-Time Services Charges	SFY 2025/26	SFY 2026/27	Total Charges
M&E One-Time Services Charge	\$7,217.00	\$53,066.00	\$60,283.00
Recurring M&E One-Time Services Charge	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$0.00	\$0.00	\$0.00
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	\$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
Total Charges	\$7,217.00	\$53,066.00	\$60,283.00

*

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

2. One-Time Services

Description	Resource Category	Hourly Breakdown																SPY 2026 Hours	SPY 2027 Hours	Total Hours	Hourly Rate	SPY 2026		SPY 2026 Invoice Payment	SPY 2027 Charges	SPY 2027 Hourly Payment	SPY 2027 Total Invoice Charges
		Mar-26	Dec-26	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27					Charges	Hourback				
Design	Business Analysts-Onshore					20	20					10						45	170	188	\$143.10	\$5,431.05	\$642.38	\$5,799.20	\$15,720.07	\$17,075.51	
	Cloudfield Lead-Offshore																	3	7	4	\$143.10	\$420.77	\$12.05	\$396.61	\$145.19	\$14.52	
Built	Senior Programmer Analyst-Offshore							1	10									15	10	10	\$143.10	\$0.00	\$0.00	\$0.00	\$5,147.70	\$214.70	
	QA Analyst-Offshore									20	20	10						50	60	60	\$143.10	\$0.00	\$0.00	\$0.00	\$5,307.00	\$530.70	
System Test	Senior QA Analyst-Offshore																	30	30	30	\$143.10	\$0.00	\$0.00	\$0.00	\$4,293.00	\$429.30	
Security	Security Analyst-Offshore							10	20									30	30	30	\$143.10	\$0.00	\$0.00	\$0.00	\$4,293.00	\$429.30	
On-Go	On-Go Strategic Onshore					2	0	0	0	0	0	0						10	10	10	\$143.10	\$0.00	\$0.00	\$0.00	\$2,877.00	\$287.70	
Release Management	Senior Programmer Analyst-Offshore								5	5	0	0						10	10	10	\$143.10	\$0.00	\$0.00	\$0.00	\$2,877.00	\$287.70	
Administration of the County Purchase Order	PMO Analyst-Offshore					4	0	4	0	0	0	0						8	12	20	\$143.10	\$1,145.00	\$114.50	\$1,030.50	\$171.83	\$1,546.48	
Business	Business																	30	30	60	\$143.10	\$0.00	\$0.00	\$0.00	\$8,586.00	\$858.60	
Subtotal						25.00	22.00	24.00	10.00	25.00	20.00	10.00						20	200	220					\$7,479.30	\$747.93	

The County will be responsible for all Services Charges. MBE One-time Services will be invoiced on a monthly basis.

Consentment will holdback ten percent (10%) of each monthly invoice during the term of this Agreement, including any Extended Term. The ten percent (10%) holdback will be released annually to Contractor within thirty (30) days of the holdback release is estimated for February following each calendar year end, subject to invoice acceptance in accordance with contract terms. See holdback schedule table below for the detailed

Release terms:

Holdback Release	Service Month	Calendar End		Payment Month
SPY 2026	June 2026 - December 2026	Dec-26		Feb-26
SPY 2027	January 2027 - May 2027	Dec-26		Feb-27
SPY 2028	June 2027 - December 2027	Dec-27		Feb-28
	January 2027 - May 2027	Dec-27		Feb-28

System Change Request ("SCR")	Description	Target Release	Charges
			\$60,283.00
CA-289026	San Francisco Changes for CALM Program	26.09	\$57,705.58
N/A	Administration of the County Purchase order	N/A	\$2,577.42



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

May 15, 2026

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

Re: San Francisco Changes for the CALM Program FY2025-26 APD AL

Dear Mr. Li:

This approves your Fiscal Year (FY) 2025-26 request received May 12, 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 **\$8,019.00** 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 #) **38-26-15189** 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 (916) 263-0478 or email her at Sudakshina.Biswas@otsi.ca.gov

Sincerely,

DocuSigned by:

HC228048D5F141C

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



GAVIN NEWSOM
GOVERNOR

May 15, 2026

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

Re: San Francisco Changes for the CALM Program FY2026-27 APD AL

Dear Mr. Li:

This approves your Fiscal Year (FY) 2025-26 request received May 12, 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 **\$52,264.00** 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 #) **38-26-15190** 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 (916) 263-0478 or email her at Sudakshina.Biswas@otsi.ca.gov

Sincerely,

DocuSigned by:
Patrice Yang
8CCE80A070314112

PATRICE YANG
SAWS Project

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



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Managing Director

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ID: 527cf153-ae61-40f7-b008-69f51c6a3987

Company Name: Deloitte

Fue Kue

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Signed: 5/19/2026 5:06:47 PM

Security Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

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

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

Company Name: Deloitte

Holly Murphy

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Signed: 5/19/2026 5:25:35 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: 5/19/2026 5:24:42 PM

ID: 7c91b54a-26f0-4e10-9e03-15a2bb7d7b6d

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
Carbon Copy Events	Status	Timestamp
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Raman Kaur Fiscal Analyst Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/19/2026 5:25:38 PM
Jerry Nielson Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/19/2026 5:25:38 PM
Karthikeyan Krishnamoorthy Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/19/2026 5:25:39 PM
Megan Lape Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/19/2026 5:25:40 PM
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Pragati Sharma Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 5/19/2026 5:25:42 PM

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Kyle Beckman	COPIED	Sent: 5/19/2026 5:25:44 PM
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	5/19/2026 2:22:49 PM
Certified Delivered	Security Checked	5/19/2026 5:24:42 PM
Signing Complete	Security Checked	5/19/2026 5:25:35 PM
Completed	Security Checked	5/19/2026 5:25:44 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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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

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