

CalSAWS

California Statewide Automated Welfare System



Infrastructure County Purchase

SF-02-2026 GWT – San Francisco – (20) Printer
Extended Warranties

May 19 ,2026

CalSAWS Infrastructure | SF-02-2026 GWT – San Francisco – (20) Printer Extended Warranties

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/26/2026	0.1	Create Document	Mary Ricketts
03/12/2026	0.2	Drafted and Sent to Internal Review	Mary Ricketts
03/27/2026	0.3	Sent to CPMO for Review	Mary Ricketts
04/01/2026	0.4	Addressed CPMO Comments	Mary Ricketts
04/01/2026	1.0	Sent to County for Review	Mary Ricketts
04/20/2026	1.1	Addressed County Feedback San Francisco has 16 kiosks with Boca Printers, and four (4) additional printers purchased at the same time for break/fix purposes, for a total of 20 printers in use. Updated CPO to include warranty extensions for all 20.	Mary Ricketts
05/04/2026	1.2	Sent to Internal Review	Mary Ricketts
05/11/2026	1.3	Sent to CPMO for Review	Mary Ricketts
05/12/2026	2.0	Sent to County for Review	Mary Ricketts
05/14/2026	2.1	Addressed County Feedback - Assumption 7 – printer locations changed - Assumption 8 – clarification added concerning lapsed warranties - Total Estimated Charges image updated to correctly reflect charges as Hardware Maintenance, with no change to total charges. New pricing workbook provided.	Mary Ricketts
05/14/2026	2.2	Sent to Internal Review	Mary Ricketts
05/15/2026	2.3	Sent to CPMO for Review	Mary Ricketts
05/19/2026	3.0	Sent to County for Review	Mary Ricketts

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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.

San Francisco County has identified a business need to extend the warranties for (20) Boca LemurZ Kiosk Printers currently set to expire in March 2026 and May 2026. This request requires infrastructure support as further described in this County Purchase Order (CPO).

2 SCOPE OF WORK

The scope of this County Purchase includes the following:

Hardware Support Charges:

- Extension of the warranties of San Francisco County's (20) Boca LemurZ Kiosk Printers listed below, for a total of three (3) years each.

SERIAL NUMBER	EXPIRES
512610	3/31/2026
512629	3/31/2026
516161	5/31/2026
516164	5/31/2026
516168	5/31/2026
516169	5/31/2026
516170	5/31/2026
516171	5/31/2026
516172	5/31/2026
516173	5/31/2026
516174	5/31/2026
516175	5/31/2026
516176	5/31/2026

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SERIAL NUMBER	EXPIRES
516177	5/31/2026
516178	5/31/2026
516627	5/31/2026
516628	5/31/2026
516633	5/31/2026
516639	5/31/2026
516640	5/31/2026

Business Administrative Charges:

- (3) hours of business analyst hours for administrative review and tracking of warranty delivery.

3 ASSUMPTIONS

ASSUMPTION NO.	AREA	DESCRIPTION
1	Financial	The charges in Section 4 below, "Total Estimated Charges," are estimates and are subject to change. The estimates include taxes if appropriate.
2	Financial	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.
3	Financial	Invoicing will occur through the Consortium through standard procedures as time and materials not to exceed the total cost of this county purchase.
4	Financial	The addition of future warranty years would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
5	General	This County Purchase does not include services for Gainwell to assist with business process transformation efforts.
6	General	M&E Services are not part of this County Purchase.

ASSUMPTION NO.	AREA	DESCRIPTION
7	General	Printers are installed at the following San Francisco locations: • 1460 Mission St. • 3120 Mission St. • 170 Otis St. • 2 Gough St. • 1440 Harrison St.
8	Warranty	The Boca printer warranty lapse period may not be covered by the manufacturer. Per the vendor's discretion, a lapsed warranty will be renewed effective at the time the order is received.

3.1 County Purchase Prerequisites

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 June 30, 2026. 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

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.

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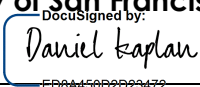
Total Hardware/Software/Effort Costs	SFY 25/26	SFY 26/27	Total Charges
Administrative Charges	\$0.00	\$0.00	\$0.00
One-Time Charge - Support Services	\$0.00	\$334.41	\$334.41
Recurring Charges - Support Services	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$0.00	\$10,582.80	\$10,582.80
Hardware Charges	\$0.00	\$0.00	\$0.00
Hardware Maintenance and Support Charges	\$0.00	\$10,582.80	\$10,582.80
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	\$0.00	\$10,917.21	\$10,917.21

5 COUNTY PURCHASE APPROVAL

Subject: County Purchase – SF-02-2026 GWT

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

County of San Francisco

By:  _____
DocuSigned by: EDBA450B2B23472...

Printed Name: Daniel Kaplan

Title: (Director or Deputy Director) Deputy Director

Date: 6/11/2026

County of San Francisco County Counsel

Approved as to Form

By:  _____
DocuSigned by: 88BF308A54004A0...

Printed Name: Valerie Lopez

Title: Deputy City Attorney

Date: 6/11/2026

Notice Address:

XXXXXX
 XXXXX
 XXXXXX, CA XXXXX

Gainwell Technologies

Signed by:
By: Dawn Wilder
5E50489CE06C491...

Printed Name: Dawn Wilder

Title: Project Executive

Date: 7/8/2026

Notice Address:

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

CalSAWS Consortium

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

Printed Name: Holly Murphy

Title: Acting Executive Director

Date: 7/8/2026

Notice Address:

CalSAWS Consortium
11971 Foundations Place, 3rd floor
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

June 30, 2026

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

Re: Kiosk Printer Warranty Extension FY26-27 APD AL

Dear Mr. Li:

This approves your Fiscal Year (FY) 2025-26 request received June 11, 2026 to purchase hardware for the San Francisco County Human Services Agency. I understand that this purchase will be competitively procured in accordance with State and Federal guidelines.

Estimated one-time maintenance and operations costs in the amount of **\$10,918.00** are approved.

This approval is contingent upon the availability of state and federal funds. For claiming purposes, *this approval is for maintenance and operation costs only. **These costs are not eligible to be claimed as developmental costs.** Account number **38-26-15288** 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@osi.ca.gov

Sincerely,

DocuSigned by:

PATRICE YANG
SAWS Project

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

