

BenefitsCal Maintenance and Operations (“M&O”) Services Agreement Between CalSAWS Consortium and Accenture LLP

**Amendment 1 – Attachment 1
Okta (IMS ForgeRock Replacement)**

**CalSAWS Consortium,
a California Joint Powers Authority**

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1. INTRODUCTION AND OVERVIEW

Pursuant to Section 5.1.1 of the BenefitsCal Maintenance and Operations (“M&O”) Services Agreement (the “Agreement”) between CalSAWS Consortium and Accenture LLP (“CONTRACTOR”), the CalSAWS Consortium has requested updates to utilize the new Identity Access Management (IAM) system, Okta, which will be funded via the Change Allowance, as further described in this Amendment 1 – Attachment 1 (Okta (IMS ForgeRock Replacement)).

For the purposes of this Amendment 1 – Attachment 1 (Okta (IMS ForgeRock Replacement)), the meaning of all terms used in this Amendment 1 – Attachment 1 (Okta (IMS ForgeRock Replacement)) will have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Amendment 1 – Attachment 1 (Okta (IMS ForgeRock Replacement)) will be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Amendment 1 – Attachment 1 (Okta (IMS ForgeRock Replacement)).

Section 1 (Introduction and Overview) describes the scope of Work CONTRACTOR will perform for the design, build, test, deployment, and post-implementation support of changes associated with operating that solution for the switch of IAM product from ForgeRock to Okta.

Changes will be spread across three (3) phases of implementation: Shared Services, Core CalSAWS, and Auth0 for BenefitsCal. Shared Services will include regression testing to validate that BenefitsCal functionality continues to operate as expected. The Core CalSAWS phase will include regression testing and functional testing to validate the Okta workforce update to Application Program Interfaces (APIs) that the BenefitsCal system utilizes for functionality. In the Auth0 for BenefitsCal phase, changes to the way that users log into BenefitsCal will go through the design, build, test, deployment, and post implementation support phases to move to the Okta Auth0 IAM solution.

1.1 SCHEDULE

The term of this Scope of Work (“SOW”) will commence on September 1, 2026 and continue through February 28, 2027.

2. STATEMENT OF WORK

This Section 2 describes the Work CONTRACTOR will perform under this SOW. Accenture will provide 2,547 hours from September 1, 2026 through February 28, 2027, to assist the Consortium with the following tasks:

- SCR Team Management
 - Management of the overall effort of design, development, and test including time tracking, coordination with interface partners, and status reporting.
- SCR Prep, Requirements & Design
 - Overall general and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests (“SCRs”), and review and approval of SCRs via Change Control Board process.
- SCR Test
 - Validate delivered code and regression test to validate current functionality.
- SCR Build
 - Develop enhancements.
- Production Operations Team Management
 - Management of the operational changes to all environments.
- Production Operations Daily Ops/Production Operations
 - Implementation of updated APIs, network changes, and deployment of code.
- Post-Implementation Support

- Targeted support for outcomes of the Okta change including monitoring of tickets, coordination with interface partners for research, communication of issues to management.
- Project Management/PMO
 - Setup of the project management of the Work per EPCD and mobilization of resources. Management of the work schedule, integration with the CalSAWS Integrated Work Plan, actual time keeping and monthly reporting, forecasting, coordination with BenefitsCal teams and the Consortium, tracking of the progress, and providing status updates.

This SOW is based upon the following assumptions:

- Work for this Amendment 1 - Attachment 1 includes but is not limited to System Change Request ("SCR") CSPM-84459. Work that is executed under SCRs will be approved by the Change Control Board ("CCB").
- SCRs will be implemented in the BenefitsCal System in accordance with the development lifecycle and the release management process as documented in the BenefitsCal Services Plan Deliverable.
- The Total Charges table set forth in the "1. Charges Summary" worksheet shows Accenture's price for the Work performed under this Amendment 1 - Attachment 1. Any Work requested beyond the Total Charges must be mutually agreed to in writing.
- The "3. Staff Loading by Task" worksheet shows anticipated Staff Description for the Work under this Amendment 1 - Attachment 1. Staff Descriptions and rates for Work related to this Amendment 1 - Attachment 1 are defined in the contracted rate card in "9. Sch 9 Change Order Rate Card" to the Exhibit C "Pricing" to the BenefitsCal Maintenance and Operations ("M&O") Services Agreement.
- One-Time Services will be worked and invoiced on a Time and Materials ("T&M") basis up to the Total Charges.

- CalSAWS will set up a new dedicated environment specific to Okta integration testing (SIT) throughout phases 2 and 3.
- Existing BenefitsCal environments will be sufficient with the assumption that a bi-monthly release cycle begins for BenefitsCal starting September 2026.
- Phased go-live where Shared Services is in phase 1, Core CalSAWS is in phase 2, and BenefitsCal is in phase 3 (targeted for January 2027).
- Okta will support the proposed framework changes for CBO organizations and cross organization associations/management.
- No changes to user interface login flow or functionality.
- Existing GUIDs from ForgeRock will be extracted and uploaded into Okta as-is (no conversion).
- New Okta GUID format will require no changes to the storage or transmission of GUIDs between BenefitsCal and CalSAWS.
- Account security questions functionality and storage is an Okta function called by BenefitsCal.
- No updates to training materials are required.
- No BenCal UI changes and no translations costs are included.
- Build switches/flags to allow for a quick change between ForgeRock and Okta in the event of issues to support concurrency for rollback.
- Assume 4 weeks of post-implementation support.
- Partner interface testing will be executed for each phase of deployment (1 - regression testing, 2 - interface test validation, 3 - interface test validation).
- Okta will store CBO details along with login credentials, following the approach for storing Release of Information (ROI) data.
- The CalSAWS Consortium Business Analysts (BAs) will coordinate with end users to do post-deployment validation activities for login, account creation, and application submission functionality. End users would need to include County staff, CBO account holders, and a customer account user.

- This is a point-in-time estimate and only accounts for assumed complexity of the changes.

3. PRICING

Pricing details for the scope of this SOW are defined in Attachment 1 to Amendment 1 (Okta (IMS ForgeRock Replacement)) Pricing Schedules.