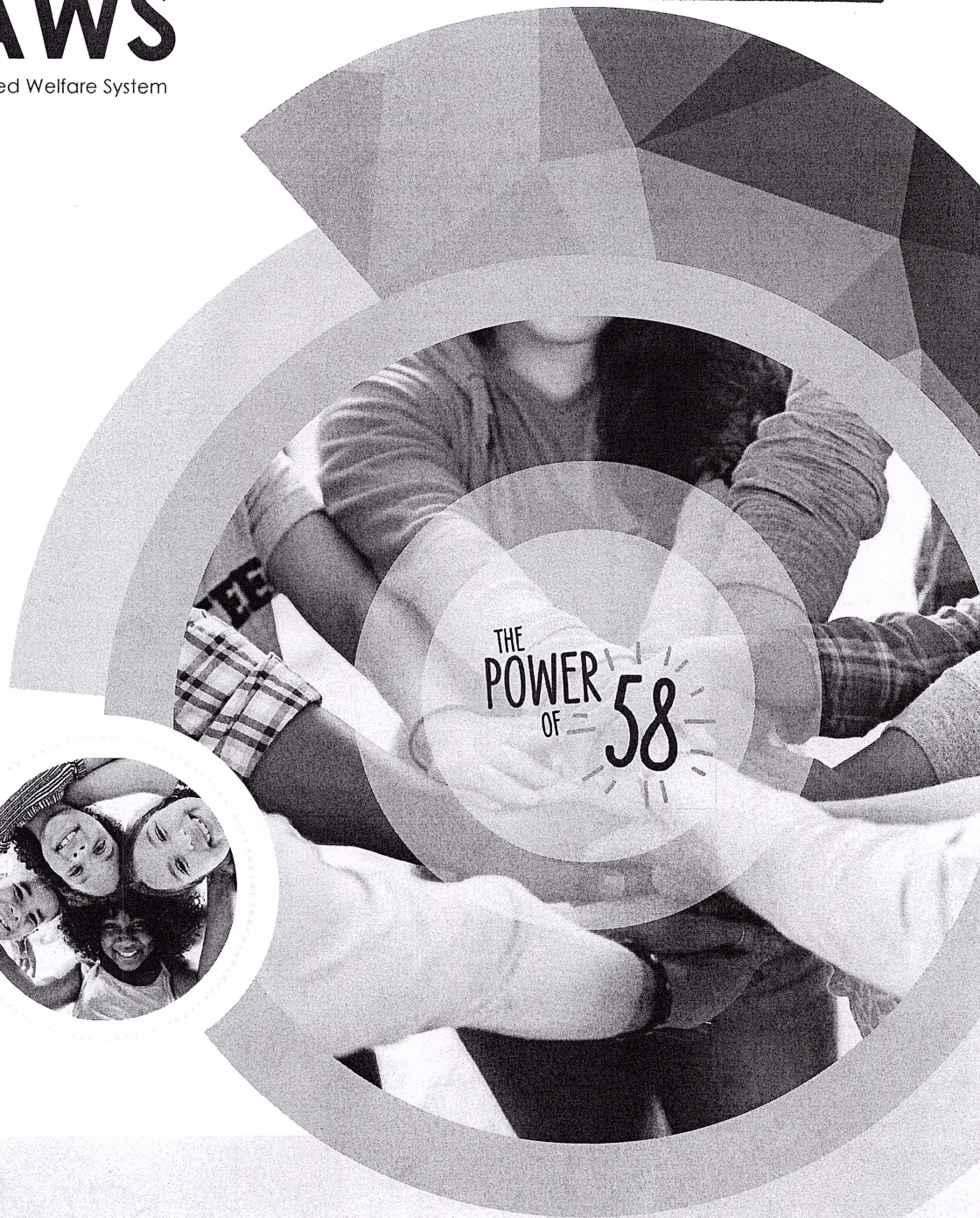


MERCED COUNTY
CONTRACT NO. 16005

CalSAWS

California Statewide Automated Welfare System



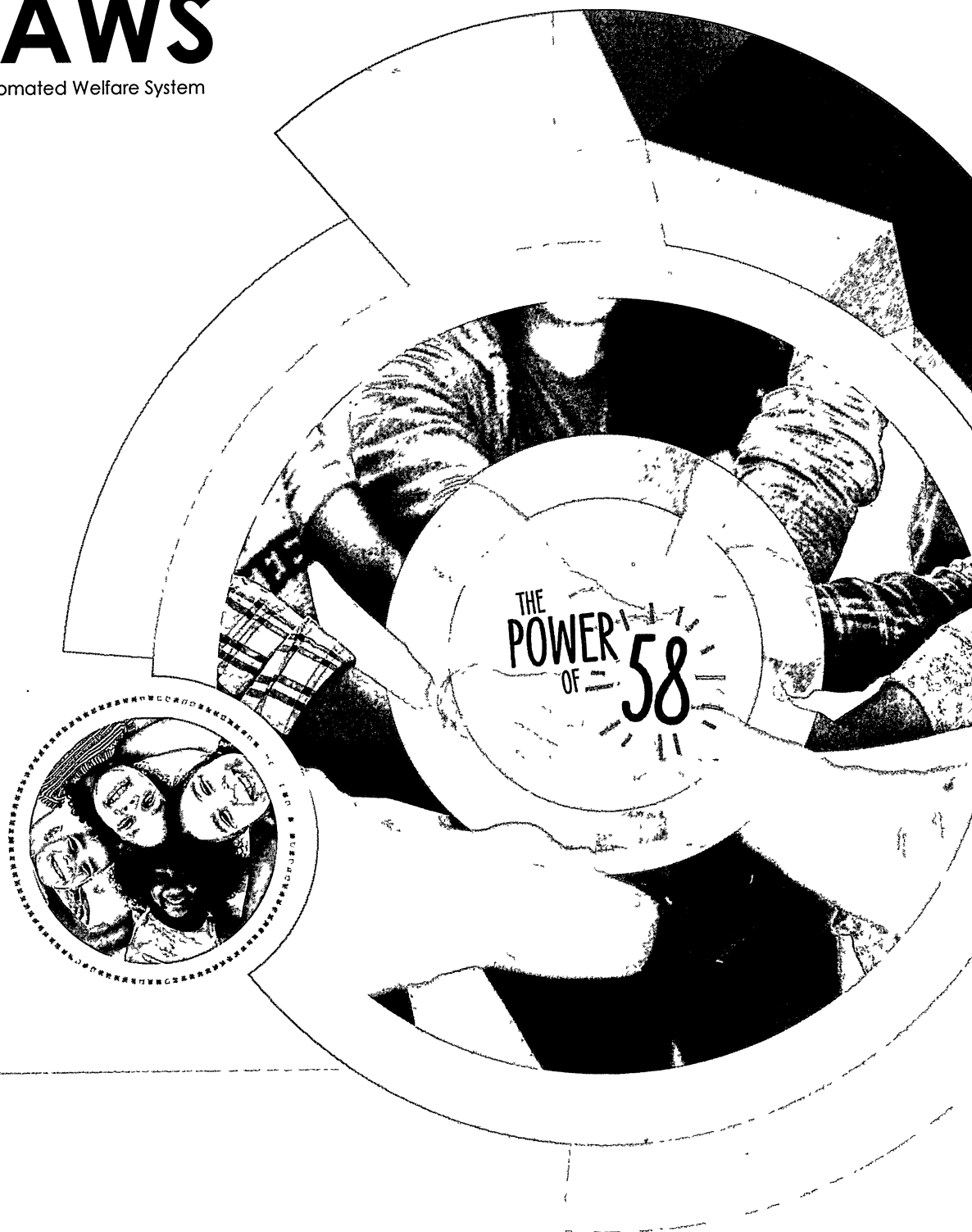
Infrastructure County Purchase

MR-02-2025 GWT Merced County – Kiosk Update to
(4) Adjusted Height Models

July 09, 2026

CalSAWS

California Statewide Automated Welfare System



CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/17/2025	0.1	Create Document	Mary Ricketts
03/13/2026	0.2	Drafted and Sent to Internal Review	Mary Ricketts
03/26/2026	0.3	Sent to CPMO for Review	Mary Ricketts
03/31/2026	0.4	Addressed CPMO Comments	Mary Ricketts
04/01/2026	1.0	Sent to County for Review	Mary Ricketts
		Addressed County Feedback	
		- Section 2.1 – updated Ricoh scanner with warranty period info - Section 2.3 – clarified kiosk transportation statement - Assumption 15 – updated to state the county is responsible to anchor the kiosks to the floor - Assumption 19 – updated to include the terms of all three warranties - Section 3.1 – updated due date to July 31, 2026 - Section 4 – removed reference to "estimated" charges	
06/30/2026	1.1		Mary Ricketts
07/01/2026	1.2	Sent to CPMO for Review	Mary Ricketts
07/09/2026	2.0	Sent to County for Review	Mary Ricketts

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

Table of Contents

1	OVERVIEW	1
2	SCOPE OF WORK	1
2.1	Hardware Charges	1
2.2	Hardware Support Charges	2
2.3	Administrative Charges	2
2.4	Change Budget Services (Included in M&O Services)	2
3	ASSUMPTIONS	2
3.1	County Purchase Prerequisites	5
4	TOTAL ESTIMATED CHARGES	6
5	COUNTY PURCHASE APPROVAL	7

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

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.

Merced County has identified a business need to update their current kiosks with adjusted height models which require infrastructure support as further described in this County Purchase Order (CPO).

2 SCOPE OF WORK

Merced County would like to replace four (4) kiosks located across the following three (3) Merced County locations with adjusted height models:

- 2115 Wardrobe Ave, Merced CA 95341 – Two (2) replacement kiosks
- 1920 Customer Care Way, Atwater CA 95301 – One (1) replacement kiosk
- 947 W. Pacheco Blvd, Los Banos CA 93635 – One (1) replacement kiosk

This County Purchase includes Hardware Charges, Hardware Support Charges for the new equipment, Administrative Charges for CPO administration and equipment transportation, and Change Budget Services for equipment configuration, asset tagging, imaging, flow design support, and onsite support and training at go-live.

2.1 Hardware Charges

- (4) HP Adjusted Height Kiosks, includes the following:
 - Kiosk Shell
 - MICROTOUCH Screen (includes 3-year warranty)
 - CARD SWIPE
 - BARCODE SCANNER (includes 1-year warranty)
 - PRIVACY WINGS
 - MARINE GRADE SHELF
 - HP Elite Mini 800 Desktop
 - Ricoh fi-8170 Scanner (includes 4-year warranty)

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

- RTS & RTS Lite - Front Only
- Shipping//Container/Pallet

Note: This kiosk purchase does not include four (4) Boca Lemur Z printers. Merced County will reuse four (4) Boca printers recently purchased under MR-01-2025 that are currently installed in their existing kiosks.

2.2 Hardware Support Charges

- BARCODE SCANNER Extended Warranty, 3 additional years (4-years total)
- MICROTOUCH Screen Extended Warranty, 2 additional years (5-years total)

2.3 Administrative Charges

- Kiosk transportation to the county site after configuration at the CalSAWS facility.
- (3) hours of business analyst hours for administrative review and tracking of kiosk delivery.

2.4 Change Budget Services (Included in M&O Services)

- Equipment configuration
- Asset tagging the equipment
- Imaging the workstation with an Intune managed image
- Flow design support prior to deployment of the kiosk based on assistances for the creation of one (1) process flow (per site)
- Onsite support and training

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

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

ASSUMPTION No.	AREA	DESCRIPTION												
		additional charges will be executed as a revision/amendment to this County Purchase.												
		Invoicing will occur through the Consortium through standard procedures as time and materials not to exceed the total cost of this county purchase.												
3	Financial	Estimate includes: a. Up to 3 hours to be worked and invoiced once the County Purchase is approved by the County and all parties involved, through the end of SFY 2026/27, June 30, 2027.												
4	Financial	Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance.												
5	Financial	Administrative Charges are included in this County Purchase for Gainwell staff to perform the following tasks: (1) Transport four (4) kiosks.												
6	Financial	If effort exceeding technician availability is needed (for example, overtime or overnight), this would result in additional Change Budget Services. These charges would be included in a revision of this County Purchase.												
7	Financial	After installation, future moves of the kiosks to different county offices could result in additional Administrative Charges and Change Budget Services. These charges would be provided to the County via a separate County Purchase.												
8	General (Kiosk)	The kiosks in this order are intended for use in the lobbies of the three (3) existing Merced County managed sites. The table below lists the address of each site and the total quantity of managed kiosks that will be deployed at each site. <table border="1"> <thead> <tr> <th>SITE ADDRESS</th><th>QUANTITY OF MANAGED KIOSKS</th><th>TOTAL KIOSKS</th></tr> </thead> <tbody> <tr> <td>2115 Wardrobe Ave Merced CA 95341</td><td>2</td><td>2</td></tr> <tr> <td>1920 Customer Care Way Atwater CA 95301</td><td>1</td><td>1</td></tr> <tr> <td>947 W. Pacheco Blvd Los Banos CA 93635</td><td>1</td><td>1</td></tr> </tbody> </table>	SITE ADDRESS	QUANTITY OF MANAGED KIOSKS	TOTAL KIOSKS	2115 Wardrobe Ave Merced CA 95341	2	2	1920 Customer Care Way Atwater CA 95301	1	1	947 W. Pacheco Blvd Los Banos CA 93635	1	1
SITE ADDRESS	QUANTITY OF MANAGED KIOSKS	TOTAL KIOSKS												
2115 Wardrobe Ave Merced CA 95341	2	2												
1920 Customer Care Way Atwater CA 95301	1	1												
947 W. Pacheco Blvd Los Banos CA 93635	1	1												

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

ASSUMPTION No.	AREA	DESCRIPTION
9	General (Kiosk)	New equipment will initially be delivered to the CalSAWS Depot in Gold River California where Gainwell staff will asset-tag and image the kiosks. Once those activities have been completed, Gainwell will transport the equipment to the county.
10	General (Kiosk)	The Consortium will retain ownership of all software licenses purchased under this County Purchase.
11	General (Kiosk)	The Consortium will transfer ownership of all hardware purchased under this County Purchase to the county; however, the equipment will continue to be CalSAWS managed equipment.
12	General (Kiosk)	Once the county has moved forward with the County Purchase, Gainwell will provide Merced County IT with a list of ports so the county can confirm the IP addresses and connectivity assignments. If needed, Gainwell will provide Merced County with a script which will verify connectivity to the ports.
13	General (Kiosk)	The County will provide county network connections so Gainwell can test the kiosks. The County will be responsible for choosing the most appropriate location where each kiosk will be placed and used by clients.
14	General (Kiosk)	- The location for each kiosk should have accessibility to electrical power outlets. - A CalSAWS network jack will be required at the installation site of the kiosks. If a network jack is not available, then the county will be responsible for obtaining one. - The county is responsible for all facility-related work including, but not limited to the following: electrical, data/electrical cabling, HVAC, and furniture. - The kiosks cannot be plugged into a power strip. - The county is responsible for adhering to all applicable fire codes and ADA standards regarding the placement and installation of the kiosks. - The county is responsible for resolving any citation(s) with the ADA.
15	General (Kiosk)	The county will be responsible for set-up and installation of the kiosks. Due to the size and stability of the kiosks, the county is responsible for anchoring the kiosks to the floor for safety. Additionally, it is also

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

ASSUMPTION NO.	AREA	DESCRIPTION
		recommended that the county anchor the electrical plug to the power outlet to prevent unauthorized plugging.
16	General	This County Purchase does not include any incremental charges for network infrastructure. If there is a need for additional network infrastructure costs, these additional charges would be provided to the County in a separate County Purchase.
17	General	This County Purchase does not include services for Gainwell to assist with business process transformation efforts.
18	General	If the County requests additional parts, a revision of this County Purchase will be required.
19	Hardware Warranties	- The Ricoh scanner comes with a 4-year warranty, and no additional warranty coverage is offered. - MICROTOUCH Screen Extended Warranty is 2 additional years for a total of 5 years. - The Barcode scanner extended warranty is 1 additional year for a total of 4 years.
20	Support	The County will raise defect or enhancement requests via the ServiceNow ticketing tool.
21	Timing (Fiscal Year)	This County Purchase estimates the completion of the project within the next fiscal year.
22	Hardware	This kiosk purchase does not include four (4) Boca printers. Merced County will repurpose four (4) Boca printers purchased under MR-01-2025 that are currently installed in their existing kiosks. Merced County will open a ServiceNow RITM to request a technician to re-locate the printers when the new Kiosks arrive.

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

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

Technology and Solutions Integration (OTSI) that supports this purchase by July 31, 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 CHARGES

Total charges are shown below. These are based on information available as of the date of submission of this County Purchase document.

Total Hardware/Software/Effort Costs	SFY 25/26	SFY 26/27	Total Charges
Administrative Charges	\$0.00	\$1,200.00	\$1,200.00
One-Time Charge - Support Services	\$0.00	\$341.10	\$341.10
Recurring Charges - Support Services	\$0.00	\$0.00	\$0.00
Hardware and Software Charges	\$0.00	\$48,532.95	\$48,532.95
Hardware Charges	\$0.00	\$47,721.19	\$47,721.19
Hardware Maintenance and Support Charges	\$0.00	\$811.76	\$811.76
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	\$50,074.05	\$50,074.05

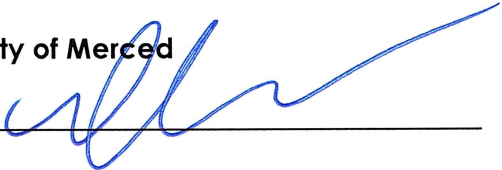
CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

5 COUNTY PURCHASE APPROVAL

Subject: County Purchase – MR-02-2025 GWT

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

County of Merced

By: 

Printed Name: Mark J. Hendrickson

Title: County Executive Officer

Date: 7/23/2026

County of Merced County Counsel

Approved as to Form

By: Breana McMahon
Breana McMahon (Jul 21, 2026 10:33:39 PDT)

Printed Name: Breana McMahon

Title: Deputy County Counsel

Date: 07/21/2026

Notice Address:

Merced County Human Services Agency
2115 Wardrobe Ave.
PO BOX 112
Merced, CA 95341

CalSAWS Infrastructure | MR-02-2025 GWT Merced County – Kiosk Update to (4) Adjusted Height Models

Gainwell Technologies

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

Printed Name: Dawn Wilder

Title: Project Executive

Date: 7/29/2026

Notice Address:

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

CalSAWS Consortium

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

Printed Name: Holly Murphy

Title: Acting Executive Director

Date: 7/29/2026

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

May 22, 2026

Ms. Cynthia Rodriguez
Fiscal Manager
Merced County Human Services Agency
P.O. Box 112
Merced, CA 95341-0112

RE: APD Adjusted Height Model Kiosk FY 26-27 APD AL

Dear Ms. Rodriguez,

This approves your Fiscal Year (FY) 2025-26 request received May 19, 2026 to purchase hardware, hardware maintenance and support charges, administrative charges and one-time support services for the Merced 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 **\$50,075.00** have been 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 #) **24-26-15155** 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 email her at Sudakshina.Biswas@otsi.ca.gov

Sincerely,


PATRICE YANG
SAWS Project

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

