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Initial

CalSAWS

Los Angeles County – Calabrio Cloud Storage Retention

Los Angeles County

LA-02-2025

September 15, 2025

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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
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08/28/2025	0.2	Sent to Internal Review	Mary Ricketts
08/29/2025	0.3	Sent to CPMO Review	Mary Ricketts
09/09/2025	0.4	Addressed CPMO Comments	Mary Ricketts
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10/14/2025	1.1	Updated to change the storage retention term to align with the State Fiscal Year.	Mary Ricketts
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TABLE OF CONTENTS

REQUESTED SERVICES 4

1. OVERVIEW 4

2. SCOPE OF WORK: 4

3. ASSUMPTIONS 4

4. TOTAL ESTIMATED CHARGES 6

COUNTY PURCHASE APPROVAL 7

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REQUESTED SERVICES

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.

Los Angeles County has requested additional Calabrio cloud storage to retain Customer Service Center ("CSC") and Renewal ("RE") Line call and screen recordings for one (1) year from the date of recording, as further described in this County order form (the "County Purchase"). This County Purchase includes Software Charges for the additional storage retention.

2. SCOPE OF WORK:

- Software Changes
    - (1) Calabrio Cloud Storage Fee

3. ASSUMPTIONS

1. **Financial Assumptions:**

    a. The charges set forth in section 4 ("Total Estimated Charges") represent the maximum not to exceed amount at the time of ordering. The Total Estimated Charges include taxes as appropriate. This additional Calabrio cloud storage will enable the retention of CSC and RE Line call and screen recordings for one (1) year from the date of recording.

    b. Software Charges will be invoiced to the Consortium, who will in turn invoice the County. Software Charges will be invoiced twice; once per fiscal year. Once this agreement has expired, the County shall be responsible for funding extensions of this Calabrio cloud storage via the execution of a separate County Purchase.

    c. The Total Estimated Charges are based on the County's average call volumes and average recordings, estimated at 341,636 GB Monthly.

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Calabrio will perform an analysis of the County's usage of the storage annually and provide reconciliation of the Software Charges annually based on an actual usage of the Calabrio cloud storage.

- The County will receive a monthly report on storage consumption.
- Gainwell will discuss with the County the need for additional storage capacity if necessary. If the County exceeds the estimated costs in this County Purchase, additional Software Charges will be required. These additional charges would be provided to the County in a separate County Purchase. Conversely, if the County underutilizes the estimated storage capacity, credits would be applied to the following year's charges.
- Calabrio cloud storage charges are estimated at $0.0425 per gigabyte per month at the time of this CPO and are subject to change at the time of invoicing.

d. If the County requests changes to the storage retention period of one (1) year, then a revision of this County Purchase would be required.

e. 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 ("OTSI") that supports this purchase by November 28, 2025, in order to proceed with this purchase. Otherwise, the estimated total charges provided will no longer be valid and a revision to this County Purchase will be required to ensure accurate pricing is provided.

2. General Assumptions.

a. This agreement will go into effect for:

1. SFY 2025/2026: December 01, 2025, through June 30, 2026.
2. SFY 2026/2027: July 01, 2025, through June 30, 2027.

b. This agreement will not automatically renew. A separate County Purchase Order to renew this agreement will be discussed with the

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County a minimum of 2 months prior to the expiration date of June 30, 2027.

c. This additional Calabrio cloud storage will enable the retention of CSC call and screen recordings for one (1) year from the date of the recording.

d. The additional Calabrio cloud storage would be made available to the County pending the approval of this County Purchase unless otherwise mutually agreed in writing.

e. The charges associated with this County Purchase will be incurred during SFY 2025/2026 and SFY 2026/2027.

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. Please note this is *indicative* pricing that will need to be firmed up as renewal approaches.

The total amount of this county purchase is $275,871.07; SFY 2025/2026 charges are $101,636.71 and SFY 2026/2027 charges are $174,234.36, which can be found in the table below. Software charges are estimated at $0.0425 per gigabyte per month at the time of this CPO and are subject to change at the time of invoicing.

Total Hardware/Software/Effort Costs	SFY 25/26	SFY 26/27	Total Charges
One-Time Charge - Support Services	**$0.00**	**$0.00**	**$0.00**
Recurring Charges - Support Services	**$0.00**	**$0.00**	**$0.00**
Hardware and Software Charges	**$101,636.71**	**$174,234.36**	**$275,871.07**
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	$101,636.71	$174,234.36	$275,871.07
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*	**$101,636.71**	**$174,234.36**	**$275,871.07**

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COUNTY PURCHASE APPROVAL

Subject: **Los Angeles County – Calabrio Cloud Storage Retention**

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

Los Angeles County

By: Jackie Contreras

Printed Name: Jackie Contreras, Ph.D.

Title: Director

Date: 12/16/25

Notice Address:

Department of Public Social Services
12860 Crossroads Parkway South
City of Industry, CA 91745-3411

Los Angeles County Counsel

By: _____

Printed Name: Truc Moore

Title: Principal Deputy County Counsel

Date: 11/30/2025

Notice Address:

Department of Public Social Services
12860 Crossroads Parkway South
City of Industry, CA 91745-3411

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Gainwell Technologies

By: Dawn Wilder

Printed Name: Dawn Wilder

Title: Project Executive

Date: 12/19/2025

Notice Address:

Gainwell Technologies
11971 Foundation Place, 3rd Floor
Gold River, CA 95670

CalSAWS Consortium

By: Holly Murphy

Printed Name: Holly Murphy

Title: Chief Administrative Officer

Date: 12/31/2025

Notice Address:

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

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Office of Technology & Solutions Integration
CALIFORNIA HEALTH & HUMAN SERVICES AGENCY

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

November 18, 2025

Claudia Angel
Department of Public Social Services
County of Los Angeles
12820 Crossroads Parkway South-West Ammex
City of Industry, CA 91746-3411

RE: Calabrio Cloud Storage FY 2025-26

Dear Ms. Angel,

This letter approves your Fiscal Year (FY) 2025-26 request received November 18, 2025 to purchase software for the Los Angeles County Department of Public Social Services (DPSS).
I understand that this acquisition will be competitively procured in accordance with state and federal guidelines.

Estimated one-time maintenance and operations costs in the amount of **$101,637.00** 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 #) **19B-25-14951** 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 or Sudakshina.Biswas@otsi.ca.gov

Sincerely,

PATRICE YANG
SAWS Project

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

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Office of Technology & Solutions Integration
CALIFORNIA HEALTH & HUMAN SERVICES AGENCY

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

July 16, 2026

Claudia Angel
Department of Public Social Services
County of Los Angeles
12820 Crossroads Parkway South-West Ammex
City of Industry, CA 91746-3411

RE: APD - Calabrio Cloud Storage FY 2026-27 APD AL

Dear Ms. Angel,

This letter approves your Fiscal Year (FY) 2026-27 request received July 01, 2026 to purchase software license for the Los Angeles County Department of Public Social Services (DPSS). I understand that this acquisition will be competitively procured in accordance with state and federal guidelines.

Estimated one-time maintenance and operations costs in the amount of **$174,235.00** 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 #) **19B-26-15316** 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 or Sudakshina.Biswas@otsi.ca.gov

Sincerely,

PATRICE YANG
SAWS Project

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

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