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Initial

CalSAWS

California Statewide Automated Welfare System



Infrastructure County Purchase

LK-01-2026 GWT – Lake – (1) Lobby Kiosk

May 15, 2026

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Date	Document Version	Revision Description	Author
02/20/2026	0.1	Create Document	Mary Ricketts
02/26/2026	0.2	Drafted and Sent to Internal Review	Mary Ricketts
03/04/2026	0.3	Sent to CPMO for Review	Mary Ricketts
03/05/2026	0.4	Addressed CPMO Comments	Mary Ricketts
03/05/2026	1.0	Sent to County for Review	Mary Ricketts
05/11/2026	1.1	• Updated to move charges to SFY 26/27 • Reduced the SFY 26/27 BA hours slightly in the pricing workbook to avoid exceeding the prior estimate • Due date extended to June 30, 2026	Mary Ricketts
05/11/2026	1.2	Sent to Internal Review	Mary Ricketts
05/14/2026	1.3	Sent to CPMO for Review	Mary Ricketts
05/15/2026	1.4	Addressed CPMO Comments	Mary Ricketts
05/15/2026	2.0	Sent to County for Review	Mary Ricketts

Docusign Envelope ID: AE740B71-D331-831A-825D-81DB8F528F40

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 To begin this project, the County must: 6

4 TOTAL ESTIMATED CHARGES 7

5 COUNTY PURCHASE APPROVAL 8

Docusign Envelope ID: AE740B71-D331-831A-825D-81DB8F528F40

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.

Lake County has requested to purchase one (1) standard Lobby Kiosk, which requires infrastructure support as further described in this County Purchase Order (CPO).

2 SCOPE OF WORK

The County identified a business need for one (1) standard Lobby Kiosk to be installed at the following location:

- 15975 Anderson Ranch Parkway, Lower Lake, CA 95457

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. The kiosk will initially be shipped directly to CalSAWS project site at Gold River and then transported to the county location for installation.

2.1 Hardware Charges

- (1) standard Kiosk includes the following:
  - Kiosk Shell
  - MICROTOUCH Screen (includes 3-year warranty)
  - CARD SWIPE
  - BARCODE SCANNER (includes 1-year warranty)
  - PRIVACY WINGS
  - MARINE GRADE SHELF
  - BOCA LEMUR-Z PRINTER (includes 1-year warranty)
  - HP Elite Mini 800 Desktop
  - Ricoh Scanner

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- Zebra Receipt Paper (1 case)
- RTS & RTS Lite - Front Only
- Shipping//Container/Pallet

2.2 Hardware Support Charges

- BARCODE SCANNER Extended Warranty, 3 additional years (4-years total)
- BOCA LEMUR-Z PRINTER Extended warranty, 2 additional years (3-years total)
  - NOTE: Print head is covered for 90 days.
- MICROTOUCH Screen Extended Warranty, 2 additional years (5-years total)

2.3 Administrative Charges

- Equipment transportation from the Gold River facility to Lake County after configuration.
- Up to (2.8) 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
- 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 additional charges will be executed as a revision/amendment to this County Purchase.

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Assumption No.	Area	Description
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. Estimate includes: a. Up to 2.8 hours to be worked once the County Purchase is approved by the County and all parties involved, through the end of SFY 2026/27, May 31, 2027.
4	Financial	If the County requests more hours than those indicated in assumption 3 above, a revision of this County Purchase would be required.
5	Financial	Gainwell and the County will monitor the hours and discuss the addition of more hours with the County if necessary. Any additional hours required, or the addition of future fiscal years would result in additional charges. These additional charges would be provided to the County in a separate County Purchase.
6	Financial (Network)	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.
7	Financial (Invoicing)	Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance at county locations.
8	Financial (Invoicing)	Software Charges will be invoiced in full upon receipt of the software license.
9	General	This County Purchase does not include services for Gainwell to assist with business process transformation efforts.
10	General	Administrative Charges are included in this County Purchase for Gainwell staff to perform the following tasks: • Transport one (1) Kiosk.
11	General	Change Budget Services (Included in M&O services) will not be charged. Change Budget Services are included in this County Purchase for Gainwell staff to perform the following tasks: 1. Kiosk imaging and configuration.

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<table>
<tr><th>Assumption No.</th><th>Area</th><th>Description</th></tr>
<tr><td></td><td></td><td>2. Support prior to deployment of the kiosks to assist the County with its definition and creation of the process flows for the kiosks' initial deployment.

3. Creation of one (1) process flow for the county site where the kiosk will be deployed.

4. Although Gainwell assistance will be provided to the county, the county will have full responsibility of defining and creating the process flows for the application on the kiosks.

5. Provide on-site support and training following deployment of the kiosk.</td></tr>
<tr><td>12</td><td>General</td><td>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.</td></tr>
<tr><td>13</td><td>General</td><td>After installation, future moves of the kiosks to different county offices would result in additional Administrative Charges and Change Budget Services. These charges would be provided to the County via a separate County Purchase.</td></tr>
<tr><td>14</td><td>Hardware</td><td>If the County requests additional parts, a revision of this County Purchase will be required.</td></tr>
<tr><td>15</td><td>General (Kiosk)</td><td>The kiosk in this order is intended for use in the lobby of one existing Kings County managed site. The table below lists the address of the site and the total quantity of managed kiosk that will be deployed at the site.
<table>
<tr><th>Site Address</th><th>Quantity of Managed Kiosks</th><th>Total Kiosks</th></tr>
<tr><td>15975 Anderson Ranch Parkway
Lower Lake, CA 95457</td><td>1</td><td>1</td></tr>
</table>
</td></tr>
<tr><td>16</td><td>General (Kiosk)</td><td>New equipment will initially be delivered to the CalSAWS Depot in Gold River California where Gainwell staff will asset-tag and image the kiosk. Once those activities have been completed, Gainwell will transport the equipment to the county.</td></tr>
<tr><td>17</td><td>General (Kiosk)</td><td>The Consortium will retain ownership of all software licenses purchased under this County Purchase.</td></tr>
</table>

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Assumption No.	Area	Description
18	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.
19	General (Kiosk)	Once the county has moved forward with the County Purchase, Gainwell will provide Lake County IT with a list of ports so the county can confirm the IP addresses and connectivity assignments. If needed, Gainwell will provide Lake County with a script which will verify connectivity to the ports.
20	General (Kiosk)	The County will provide county network connections so Gainwell can test the kiosks. • Note: The systems are customizable for unique workflows.
21	General (Kiosk)	The County will be responsible for choosing the most appropriate location where the kiosk will be placed and used by clients. • The location for the 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 kiosk 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 kiosk. • The county is responsible for resolving any citation(s) with the ADA.
22	General (Kiosk)	The county will be responsible for set-up and installation of the kiosks. • Due to the size and stability of the kiosks, it is recommended that the county anchor the kiosks to the floor for safety. Additionally, it is also recommended that the county anchor the electrical plug to the power outlet to prevent unauthorized plugging.
23	General	This County Purchase only provides services for the Gainwell Technical Infrastructure.

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Assumption No.	Area	Description
24	Scheduling	Scheduling the start date of the work can be dependent upon resource availability to complete the requested work.
25	Hardware Warranties	• BARCODE SCANNER Extended Warranty is 3 additional years • BOCA LEMUR-Z PRINTER Extended warranty is 2 additional years ○ NOTE: Print head is covered for the first 90 days. • MICROTOUCH Screen Extended Warranty is 2 additional years
26	Support	The County will raise defect or enhancement requests via the ServiceNow ticketing tool.
27	Timing (Fiscal Year)	This County Purchase estimates the completion of the purchase within the current fiscal year. Any delay in approval of the County Purchase may necessitate invoicing in the next fiscal year,

3.1 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

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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.

Total Hardware/Software/Effort Costs	SFY 26/27	SFY 27/28	Total Charges
Administrative Charges	**$300.00**	**$0.00**	**$300.00**
One-Time Charge - Support Services	**$312.68**	**$0.00**	**$312.68**
Recurring Charges - Support Services	**$0.00**	**$0.00**	**$0.00**
Hardware and Software Charges	**$14,534.86**	**$0.00**	**$14,534.86**
Hardware Charges	$12,436.31	$0.00	$12,436.31
Hardware Maintenance and Support Charges	$732.07	$0.00	$732.07
Shipping and Handling Charges	$1,366.48	$0.00	$1,366.48
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	**$15,147.53**	**$0.00**	**$15,147.53**

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5 COUNTY PURCHASE APPROVAL

Subject: **County Purchase – LK-01-2026 GWT**

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

County of Lake

By: Rachael DillmanParsons (Sep 9, 2026 16:37:15 PDT)

Printed Name: Rachael DillmanParsons

Title: Director

Date: Sep 9, 2026

County of Lake County Counsel

Approved as to Form

By: _____

Printed Name: Lloyd C. Guintivano

Title: County Counsel

Date: September 8, 2026

Notice Address:

LCDSS
P.O. Box 9000
Lower Lake, CA 95457

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Gainwell Technologies

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

Printed Name: Dawn Wilder

Title: Project Executive

Date: 9/15/2026

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: 9/15/2026

Notice Address:

CalSAWS Consortium
11971 Foundations Place, 3rd floor
Gold River, CA 95670

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Signed LK-01-2026 GWT Lake Lobby Kiosk with Scanner - revised (002)

Final Audit Report 2026-09-09

Created:	2026-09-09
By:	Brendan Phillips (brendan.phillips@lakecountyca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAW-S0VR591ZyMMgt2OYaYvMAI5xlTMas_

"Signed LK-01-2026 GWT Lake Lobby Kiosk with Scanner - revised (002)" History

Document created by Brendan Phillips (brendan.phillips@lakecountyca.gov)
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Document emailed to Rachael DillmanParsons (rachael.dillmanparsons@lakecountyca.gov) for signature
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Office of Technology & Solutions Integration
CALIFORNIA HEALTH & HUMAN SERVICES AGENCY

California Health and Human Services Agency
Office of Systems Integration
Statewide Automated Welfare System (SAWS) Project
2495 Natomas Park Drive, Suite 515
Sacramento, California 95833
(916) 263-3900

GAVIN NEWSOM
GOVERNOR

August 12, 2026

Christina Lloyd
Lake County
Department of Social Services
P.O. Box 9000
Lower Lake, CA 95457

RE: CalSAWS Kiosk Equipment FY2026/27 APD AL

Dear Ms. Llyod,

This approves your Fiscal Year (FY) 2026-27 request received on August 07, 2026 to purchase hardware, services and administrative charges for the Lake County. I understand that this acquisition will be sole-sourced through CalSAWS in accordance with State and Federal procurement policies.

The estimated one-time M&O costs in the amount of **$15,148.00** 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 #)* ***17-26-15344*** *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,

DocuSigned by:
Patrice Yang
PATRICE YANG
SAWS Project

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

Flex your POWER
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Do Your Part to Help California Save Energy
To learn more about saving energy, visit the OSI web site at http://www.otsi.ca.gov