

California Statewide Automated Welfare System (CalSAWS)

County Purchase CC-02-2021 Contra Costa County – Kiosks (Quantity 11) and Production Operations for Managed FACTS

I. Overview:

This order form, dated March 1, 2022, is being entered into pursuant to the Amended, Restated, and Revised LEADER Replacement System Agreement dated August 16, 2019 (the "Base Agreement"), between the CalSAWS Consortium and Accenture LLP ("Accenture" or "Contractor" herein). Exhibit X (CalSAWS Maintenance and Operations Extension) to the Base Agreement provides that CalSAWS Consortium members may purchase services under the Base Agreement in connection with the CalSAWS System.

Contra Costa County ("County") has requested to purchase eleven (11) Kiosks for use in the lobbies of four (4) existing County sites, and the asset-tagging, configuration, and deployment of five (5) Facilitated Access Control Tablets (as described in more detail herein, the "FACTs"). The items being purchased include Hardware Charges, Software Charges, and Hardware Support Charges for the new equipment, as well as Administrative Charges for equipment asset-tagging, imaging, configuration, and transportation, and ongoing recurring Technical Infrastructure Services Charges for enhanced central support for the Managed Kiosks and the FACTs, all of which are described in this County order form (the "County Purchase").

The scope of this County Purchase includes the following:

- Hardware Charges
 - (11) HP Kiosk, includes the following:
 - 1 x TPK 22-inch Touch-Projected Capacitive Touchscreen Monitor with Privacy Filter (includes 5-year Manufacturer Warranty)
 - 1 x Boca Lemur-Z 80MMI Kiosk Printer (includes 3-year Manufacturer's Warranty)
 - 1 x MagTek Magnetic Stripe Reader, reads DL and CC (includes 2-year Manufacturer's Warranty)
 - 1 x Code Reader 1000 Barcode Reader (includes 3-year Manufacturer's Warranty)
 - (11) California State Recycling Fee (per Monitor)
 - (11) HP EliteDesk 800 G6 Desktop Mini PC with Intel CoreT i5-10500T Processor 2.3, 6C, 16GB DDR4 RAM, 128GB PCIe Solid State Drive, Microsoft Windows 10 Professional 64-Bit Operating System (includes 3-year Manufacturer's Warranty)
 - (11) Fujitsu FI-7160 Scanner (Type 1 Scanner), includes 1 year of Hardware Support
 - (11) Print Media (80mm x 645 ft., 8 rolls per case)
 - (1) TPK Touch Projected Capacitive Touchscreen Monitor with Privacy Filter (includes 5-year Manufacturer's Warranty) (Break/Fix)
 - (1) California State Recycling Fee (per Monitor) (Break/Fix)
 - (1) Boca Lemur-Z 80MM1 Kiosk Printer (Break/Fix)
 - (1) MagTek Magnetic Stripe Reader (includes 2-year Manufacturer's Warranty) (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader (Break/Fix)
 - (1) HP EliteDesk 800 G6 Desktop Mini PC with Intel CoreT i5-10500T Processor 2.3, 6C, 16GB DDR4 RAM, 128GB PCIe Solid State Drive, Microsoft Windows 10 Professional 64-Bit Operating System (includes 3-year Manufacturer's Warranty) (Break/Fix)
 - (1) Fujitsu FI-7160 Scanner (Type 1 Scanner), includes 1 year of Hardware Support (Break/Fix)

- Software Charges
 - (11) Windows 10 Enterprise Upgrade License with Software Assurance
 - (11) McAfee MVISION License – 2-Year Subscription License
 - (11) McAfee Complete Data Protection License, 2-Year Subscription License
- Hardware Support Charges
 - (11) Fujitsu FI-7160 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support
 - (1) Boca Lemur-Z 80MM1 Kiosk Printer - 3 years of Hardware Support (Break/Fix)
 - (1) Code Reader 1000 Barcode Reader - 3 years of Hardware Support (Break/Fix)
 - (1) Fujitsu FI-7160 Scanner (Type 1 Scanner) - Additional 3 years of Hardware Support (Break/Fix)
- Administrative Charges
- Production Operations Charges
 - Recurring Charges for Technical Infrastructure Services – Enhanced Central Support

Assumptions:

- *General Assumptions*
 - The charges set forth in Section III below (the “Total Charges”) are an estimate and are subject to changes at the time of ordering. The estimate includes shipping/handling and taxes as appropriate. The final charges will be provided to the Consortium at the time of invoicing.
 - Hardware, Hardware Support, and Administrative Charges will be invoiced in full upon receipt of hardware acceptance.
 - Software Charges will be invoiced upon receipt of the software, as software will be electronically delivered by the software vendor.
 - This County Purchase does not include the FACTs or any new equipment for the FACTs as the County will be responsible for providing such equipment.
 - The models of the new FACT equipment procured by the County must be those approved by the Consortium, as the FACTs will be CalSAWS Managed equipment.
 - The FACT allows workers to login using their CalSAWS credentials to assist customers in the lobby to check them in for appointments and scanning appointment letters. The FACT can also be used for assigning kiosk flows.
 - After installation, future moves of the Kiosks and/or the FACTs to different County offices may result in additional Administrative Charges. These charges would be provided to the County via a separate County Purchase.
 - The County must (1) approve this County Purchase and (2) provide the corresponding approved Advance Planning Document (“APD”) from the Office of Systems Integration (“OSI”) that supports this purchase by April 1, 2022 in order to proceed with this purchase. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

- *Assumptions regarding Kiosks*
 - The Kiosks on this order are intended for use in the lobbies of four (4) of the County's existing non-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.

| Site Address | Quantity of Managed Kiosks | Total Kiosks |
|--|----------------------------|--------------|
| 1305 MacDonald Avenue, Richmond, CA 94801 | 4 | 4 |
| 151 Linus Pauling, Hercules, CA 94547 | 2 | 2 |
| 400 Ellinwood Way, Pleasant Hill, CA 94523 | 2 | 2 |
| 4545 Delta Fair, Antioch, CA 94509 | 3 | 3 |
| Total | 11 | 11 |

- New equipment will initially be delivered to the CalSAWS Remote Depot in Rancho Cordova, California where Contractor staff will asset-tag and image the Kiosks. Once those activities have been completed, Contractor will transport the equipment to the County.
- Taxes for equipment items were estimated at a rate of 8.75% and based on the initial shipping location of Rancho Cordova, California.
- Shipping/handling charges for equipment items were estimated at a rate of 3.0%.
- Because equipment items with unit prices greater than \$5,000 are capital assets, ownership of those items will reside with the Consortium. After those equipment items have been fully amortized over a period of five (5) years from the date first set forth above, the Consortium will transfer ownership of those items to the County.
- Financing is not available for equipment, including those that are capital assets (i.e., items with unit prices exceeding \$5,000).
- The Consortium will retain ownership of all software licenses purchased under this County Purchase.
- Administrative Charges are included in this County Purchase for Contractor staff to perform the following tasks:
 - Asset-tag, image, configure, and transport eleven (11) Kiosks.
 - Provide up to thirty-two (32) hours of support prior to deployment of the Kiosks to assist the County with its definition and creation of the process flow for the Kiosks' initial deployment.
 - This estimate is based on assistance for the creation of one (1) process flow per site for the four (4) County sites. These charges are based on four (4) process flows for the Kiosks on this order.
 - Although Contractor assistance will be provided to the County, the County will fully own the responsibility of defining and creating the process flows for the application on the Kiosk.
 - Provide up to thirty-two (32) hours of on-site support and training per site following deployment of the Kiosks on this order. One (1) resource will be available to the County for one (1) day for eight (8) hours per day per site.
 - Contractor staff will work with the County to develop a schedule for providing support following approval of this County Purchase.

- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the eleven (11) Managed Kiosks on this order.
 - These recurring Technical Infrastructure Services Charges will apply to the eleven (11) Kiosks once deployed and in use and are based on an estimate of up to four hours per month per Kiosk.
 - Recurring Technical Infrastructure Services Charges for enhanced central support are estimated to commence June 1, 2022 and continue through the end of SFY 2022/23, May 31, 2023.
 - These Technical Infrastructure Services Charges will be invoiced on a time and materials basis. These charges are based on an estimate of four (4) hours of support per month per Kiosk.
 - Contractor will monitor the hours for enhanced central support and discuss the addition of more hours with the County if necessary. Any additional hours required for ongoing support of the Kiosks would result in additional Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.
 - Recurring Technical Infrastructure Services Charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.
 - It is assumed that these ongoing Technical Infrastructure Services Charges for enhanced central support per Kiosk will be funded by the Consortium commencing June 1, 2023 through the end of the Agreement, October 31, 2023, pending the availability of funds. In the event that the Consortium is not able to provide funding for ongoing Technical Infrastructure Services Charges for supporting the Kiosks, the County will be responsible for funding such charges via an amendment to this County Purchase.
 - Enhanced central support for the Kiosks includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for any changes or updates to the process flows on the Kiosks following deployment.
 - Enhanced central support excludes any enhancements to the CalSAWS custom applications for the Kiosk.
- The Kiosks on this order will include the following equipment:
 - Kiosk enclosure;
 - Desktop computer;
 - Touchscreen monitor;
 - Receipt Printer;
 - Magnetic stripe reader;
 - Barcode scanner;
 - Desktop scanner.
- This County Purchase includes one (1) of each of the following spare equipment for break/fix purposes:
 - Desktop computer;
 - Touchscreen monitor;
 - Receipt Printer;
 - Magnetic stripe reader;
 - Barcode scanner;
 - Desktop scanner.

- The County will be responsible for storing the Kiosks and Kiosk equipment until installation/deployment. The County-provided storage facility must be capable of holding all equipment at the outset of this project.
- The County will be responsible for choosing the most appropriate location where each Kiosk will be placed and used by customers.
 - 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.
 - This County Purchase does not include any external power strips for the Kiosks.
- 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 County anchor the electrical plug to the power outlet to prevent unauthorized plugging.
- Installation of the Kiosks on this order does not include the following:
 - Permits, bonds and/or fees;
 - Hazardous material abatement;
 - Independent testing fees other than specified;
 - Electronic voice/data connectivity equipment (i.e., network components or phone systems);
 - Network drops to access points;
 - Electrical cabling;
 - Facility remediation;
 - Heating, ventilation, and air conditioning;
 - Battery backup or other type systems;
 - Outside plant conduit installation or repair;
 - Trenching in, restoration of, cutting, or patching of asphalt, concrete, or landscape.
- This County Purchase includes one case of eight (8) rolls of receipt paper for each Kiosk. Once this supply has been exhausted, the County will be responsible for the purchase and installation of replacement rolls. The County is also responsible for other consumables for the printer in the Kiosks (toner, etc.).
- The County will be responsible for the purchase and installation of scanner maintenance kits for the scanners for the Kiosks on this order.
- All TPK touchscreen monitors are purchased with five (5)-year manufacturer's warranties from the date of purchase (unless noted otherwise). Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- All Boca printers are purchased with three (3)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
- All MagTek magnetic stripe readers are purchased with two (2)-year manufacturer's warranties from the date of purchase (unless noted otherwise). No additional hardware

support is available for the magnetic stripe readers on this order. Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes.

- All barcode readers are purchased with three (3)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
 - All HP desktop computers are purchased with three (3)-year manufacturer's warranties from the date of purchase (unless noted otherwise). Once the manufacturer's warranties have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
 - All Fujitsu scanners are purchased with four (4)-year hardware support agreements from the date of purchase (unless noted otherwise). Once the hardware support agreements have expired, the County will be responsible for funding any hardware refreshes or hardware support renewals.
 - No support is available for the Kiosk integration/enclosures on this order.
 - All Microsoft Windows 10 Enterprise Upgrade licenses are purchased with Software Assurance agreements from the date of purchase (unless noted otherwise). Once the Software Assurance agreements have expired, the County will be responsible for funding any refreshes.
 - Microsoft Software Assurance agreements provide key administrator features and security, as well as maintaining up-to-date versioning of the Windows 10 Enterprise product.
 - All McAfee MVISION licenses and McAfee Complete Data Protection licenses are purchased with two (2)-year software support agreements from the date of purchase (unless noted otherwise). It is assumed that the renewal for the software support agreement will be funded by the Consortium commencing State Fiscal Year 2023/24, pending the availability of funds.
- *Assumptions regarding FACTs*
 - The County will be responsible for shipping the FACTs to the CalSAWS Remote Depot in Rancho Cordova, California, where Contractor staff will asset-tag and load the FACTs with the appropriate applications. Once those activities have been completed, Contractor will transport the FACTs to the County for deployment.
 - All FACT equipment must be located at the CalSAWS Remote Depot at the outset of this project.
 - The FACTs are intended for use in the lobbies of four (4) of the County's existing non-Managed sites. The table below lists the address of each site and the total quantity of Managed FACTs that will be deployed at each site.

| Site Address | Quantity of Managed FACTs | Total FACTs |
|--|---------------------------|-------------|
| 1305 MacDonald Avenue, Richmond, CA 94801 | 2 | 2 |
| 151 Linus Pauling, Hercules, CA 94547 | 1 | 1 |
| 400 Ellinwood Way, Pleasant Hill, CA 94523 | 1 | 1 |
| 4545 Delta Fair, Antioch, CA 94509 | 1 | 1 |
| Total | 5 | 5 |

- Administrative Charges are included in this County Purchase for Contractor staff to perform the following tasks:
 - Configure and load applications for five (5) FACTs.
 - Provide up to thirty-two (32) hours of support prior to deployment of the FACTs to assist the County with its definition and creation of the process flow for the FACTs' initial deployment.
 - This estimate is based on assistance for the creation of one (1) process flow per site for the FACTs.
 - Although Contractor assistance will be provided to the County, the County will fully own the responsibility of defining and creating the process flows for the application on the FACTs.
 - Provide up to eight (8) hours of on-site support per site for the initial deployment of the FACTs. One (1) resource will be available to the County for one (1) day, up to eight (8) hours per day for the four (4) above-mentioned sites where the FACTs will be deployed.
 - Contractor staff will work with the County to develop a schedule for providing support following approval of this County Purchase.
- The FACT utilizes a wireless infrastructure to allow workers to securely access CalSAWS. This County Purchase does not include wireless infrastructure equipment to enable wireless connectivity. The County will be fully responsible for the procurement and installation of wireless infrastructure that has access to CalSAWS to support use of the FACTs at each site. This includes, but is not limited to:
 - Wi-Fi Protected Access II (WPA2) Protocol.
 - Encryption required must be Advanced Encryption Standard (AES) 256-bit.
- The FACT requires mobile device management from the CalSAWS Project. The Project uses mobile device management software (ManageEngine Mobile Device Manager and Zoho Assist) to manage operating system updates, application deployment, and remote access for troubleshooting. The County is required to provide network connectivity between the FACT and the mobile device management infrastructure. The CalSAWS Project will create ServiceNow ticket(s) during the deployment process to track these changes.
- Contractor staff will work with the County to develop a schedule for support of the development of the FACT process flows and for equipment installation following approval of this County Purchase.
- The County will be responsible for monthly recurring Technical Infrastructure Services Charges for enhanced central support for the five (5) FACTs.
 - These recurring Technical Infrastructure Services Charges will apply to the five (5) FACTs once deployed and in use and are based on an estimate of up to four (4) hours per month per FACT.
 - Recurring Technical Infrastructure Services Charges for enhanced central support for the FACTs are estimated to commence June 1, 2022 and continue through the end of SFY 2022/23, May 31, 2023.
 - These Technical Infrastructure Services Charges will be invoiced on a time and materials basis. These charges are based on an estimate of four (4) hours of support per month per FACT.

- Contractor will monitor the hours for enhanced central support and discuss the addition of more hours with the County if necessary. Any additional hours required for ongoing support of the FACTs would result in additional Technical Infrastructure Services Charges. These additional Charges would be provided to the County in a separate County Purchase.
- Recurring Technical Infrastructure Services Charges will be invoiced in monthly arrears to the Consortium, who will then invoice the County.
- It is assumed that these ongoing Technical Infrastructure Services Charges for enhanced central support per FACT will be funded by the Consortium commencing June 1, 2023 through the end of the Agreement, October 31, 2023, pending the availability of funds. In the event that the Consortium is not able to provide funding for ongoing Technical Infrastructure Services Charges for supporting the FACTs, the County will be responsible for funding such charges via an amendment to this County Purchase.
- Enhanced central support for the FACTs includes the following:
 - Service requests would be transferred directly to Level 3 support.
 - Process support would be provided to the County for any changes or updates to the process flows on the FACTs following deployment.
- Enhanced central support excludes any enhancements to the CalSAWS custom applications for the FACTs.
- The County is responsible for consumables for the portable printer that is used with the FACT (receipt paper, toner, printer, maintenance kits, etc.).
- The following Performance Requirements set forth in Schedule 7 (Performance Requirements) to Exhibit X (CalSAWS Maintenance and Operations Extension) of the Base Agreement will apply to the kiosks and FACTs purchased under this County Purchase:
 - Performance Requirement #4 - Monthly Helpdesk Diagnosis Time
 - Performance Requirement #17 - Security Management Requirement
 - Performance Requirement #18 - Security Incident Reporting
 - Performance Requirement #19 - Security Incident Negligence

Performance Requirements other than those listed above will not apply to the kiosks and FACTs purchased under this County Purchase.

II. Schedule:

The charges associated with this County Purchase will be incurred during State Fiscal Year 2022/23.

III. Total Charges:

The following table outlines the Total Charges for this County Purchase.

| Total County Purchase Charges | SFY 2021/22 | SFY 2022/23 | SFY 2023/24 | Total Charges |
|---|-------------|------------------|-------------|------------------|
| Administrative Charges | \$0 | \$31,810 | \$0 | \$31,810 |
| Hardware and Software Charges | \$0 | \$144,091 | \$0 | \$144,091 |
| Hardware Charges | \$0 | \$137,591 | \$0 | \$137,591 |
| Hardware Maintenance and Support Charges | \$0 | \$2,349 | \$0 | \$2,349 |
| Software Charges | \$0 | \$4,151 | \$0 | \$4,151 |
| Software Maintenance and Support Charges | \$0 | \$0 | \$0 | \$0 |
| Production Operations Charges | \$0 | \$113,664 | \$0 | \$113,664 |
| One Time Charges | \$0 | \$0 | \$0 | \$0 |
| Recurring Charges - Production Operations | \$0 | \$0 | \$0 | \$0 |
| Recurring Charges - Technical Infrastructure Services | \$0 | \$113,664 | \$0 | \$113,664 |
| Total Charges | \$0 | \$289,565 | \$0 | \$289,565 |

IV. References:

This purchase will be tracked via ServiceNow.

V. Attachment 1 to the County Purchase CC-02-2021 - Pricing Schedules

COUNTY PURCHASE APPROVAL

Subject: **County Purchase - CC-02-2021**

The subject document is accepted as allowing Accenture LLP to proceed with the subject County Purchase.

Contra Costa County

By: _____

Printed Name: _____

Title: (Director or Deputy Director) _____

Date: _____

Approved As to Form

Mary Ann McNett Mason

Contra Costa County Counsel

By: _____

Printed Name: _____

Title: _____

Date: _____

Notice Address:

County of Contra Costa, Employment & Human Services
40 Douglas Drive
Martinez, CA 94553

CalSAWS Consortium

By: _____

Printed Name: _____

Title: _____

Date: _____

Notice Address:

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