

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 4/3/03
Department Name: Social Services
Department No.: 044
Agenda Date: 4/22/03
Placement: Departmental
Estimate Time: 30 minutes
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Charlene A. Chase, Director
Social Services Department

STAFF CONTACT: Jack Williams
X8357

SUBJECT: Award a Sole Source Contract to Electronic Data Systems Corporation for Migration of the Computerized Welfare Case Data System (WCDS) to the Welfare Case Data Data Center for Operational Processing

Recommendation(s):

That the Board of Supervisors:

Execute a sole source contract with Electronic Data Systems (EDS) Corporation, not a local vendor, for migration of the local mainframe WCDS system to the Welfare Case Data System Data Center for operational processing. The cost of the migration will be \$326,036, to be completed not later than November 30, 2003; thirteen months of WCDS Data Center processing will be \$983,902, for the period November 1, 2003 through November 30, 2004, for a total contract cost of \$1,309,938.

Alignment with Board Strategic Plan:

Maintenance of the computerized WCDS is primarily aligned with the Board's strategic plan goals numbers I: Efficient Government – An efficient government able to anticipate and respond effectively to the needs of the community; and 7: Families and Children – A community that fosters the safety and well-being of families and children.

Executive Summary and Discussion:

WCDS improves the efficiency of the Department by providing reports and management tools to track program compliance and provides the data necessary for completion of State reports and claims. Migration of the system to the WCDS Data Center will accomplish two goals: 1) Promotes and advances the General Services Department's County Mainframe migration project. 2) Establishes a stable environment for conversion of the WCDS database to the new mandated CalWIN system.

The Department began planning for a move away from the County Mainframe system in August 1997, when the CalWIN project planning began. As the CalWIN project moved forward DSS informed and worked closely with its County business partners to ensure a cooperative effort to support this business decision. When CalWIN targeted June 2004 as the date of migration, DSS worked with General Services Information Technology Services to begin the preparation to implement CalWIN that is not based on Mainframe computer technology. General Services Department, the County Administrator's Office, ISAC, ITAC and the Mainframe Migration Project all agree that this migration should go forward. The rationale that DSS should initiate the Mainframe migration at this time is two-fold.

1) Several Cost analyzes have been performed on the Mainframe migration both cooperatively with GS ITS and independently by DSS. Our analysis shows that operating CDS at the WCDS Data Center is fiscally responsible. General Services estimates the FY2003-2004 estimated costs to process WCDS on the local Mainframe computer system is \$1,063,193. Processing the system at WCDS Data Center over the same time-frame is estimated at \$908,217 annually. However in FY2004-2005 ITS costs may be significantly greater as the Mainframe computer system must be upgraded and other County Departments migrate away from the Mainframe system. Recently the CalWIN project announced a one-year delay. This delay makes the FY04-05 problem even more troublesome if DSS would be required to continue running the WCDS system into FY05-06 because of further delays.

2) Conversion of the WCDS database to the CalWIN system is a daunting task that requires a stable computer environment. WCDS is a case-based system that has individuals included in a case. CalWIN is an individual-based system who are linked by cases. The conversion therefore requires a significant effort to cleanse the data between the two systems. Lessons learned from implementing the Federal and State mandated Child Welfare Service Case Management System indicate that a stable pre-conversion computer system environment is essential to the success of a project of this magnitude. The years delay in CalWIN is an optimum time for the migration to take place since it provides DSS technical staff availability to conduct the migration through the remainder of this year. CalWIN technical activity resumes in January 2004.

A sole source contract is requested because EDS is a WCDS Consortium partner and provides maintenance for the system. They process the system at the WCDS Data Center for four other Consortium counties. No other vendor has the operational software to process the system or the critical skills to ensure the system is functioning properly. We do not believe this new contract comes under provisions of the newly adopted County Privatization policy. DSS is not voluntarily moving the processing effort to a contractor. The County Mainframe system is going away and the new State and Federally mandated CalWIN system will be processed by EDS for the 18 county Consortium.

Mandates and Service Levels:

Participation in the Case Data System is not mandated, however, these systems allow staff to process higher caseloads than they would otherwise be able to carry, provides the Department with reports and management tools used to track program compliance, and gives us the data necessary for completion of State reports and claims. CalWIN is a State and Federally mandated program required by Chapter 303 of the California State Budget Act of 1995.

Fiscal and Facilities Impacts:

Appropriations for this contract are included in the approved 2002/2003 Budget and will have no additional impact on county funds. The majority of funding for this contract comes from the Department's Temporary Aid for Needy Families (TANF) allocation received from the State Department of Social Services. The revenues and the appropriation for this contract as well as our CalWORKs program and included in the CalWORKs cost center of the Self-Sufficiency Division shown on page D208 of the budget.

The remaining funding for this contract comes from several of the Department's other allocations it receives from the State Departments of Social Services and Health Services. The revenues and the appropriation for these programs are included in cost centers of the Public Assistance and Social Programs Divisions shown on pages D200 and D204 of the budget.

Special Instructions:

After execution by the Chair, please return one (1) originally signed agreement for the contractor, the Department copies of the agreements and one (1) copy of the minute order, attention: Hilary Yost.

Concurrence:

Auditor-Controller
Child Support Services
County Counsel
Risk Management

AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTOR

THIS AGREEMENT (hereafter Agreement) is made by and between the County of Santa Barbara, a political subdivision of the State of California (hereafter COUNTY) and ELECTRONIC DATA SYSTEMS CORPORATION having its principal place of business at 11050 OLSON DR., STE 210, RANCHO CORDOVA, CA 95670 (hereafter CONTRACTOR) wherein CONTRACTOR agrees to provide and COUNTY agrees to accept the services specified herein.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

1. **DESIGNATED REPRESENTATIVE.** JACK WILLIAMS at phone number 805-346-8357 is the representative of COUNTY and will administer this Agreement for and on behalf of COUNTY. Marybeth Ryden at phone number 916-636-4297 is the authorized representative for CONTRACTOR. Changes in designated representatives shall be made only after advance written notice to the other party.

2. **NOTICES.** Any notice or consent required or permitted to be given under this Agreement shall be given to the respective parties in writing, by first class mail, postage prepaid, or otherwise delivered as follows:

To COUNTY: MARIA GARDNER, CONTRACTS COORDINATOR, 2125 S. CENTERPOINTE PKWY., SANTA MARIA, CA 93455

To CONTRACTOR: EDS, A6N-D48, 13600 EDS Drive, Herndon, VA 20171, Attn: Counsel, State and Local Government

or at such other address or to such other person that the parties may from time to time designate. Notices and consents under this section, which are sent by mail, shall be deemed to be received five (5) days following their deposit in the U.S. mail.

3. **SCOPE OF SERVICES.** CONTRACTOR agrees to provide services to COUNTY in accordance with EXHIBIT A attached hereto and incorporated herein by reference.

4. **TERM.** CONTRACTOR shall commence performance on MAY 1, 2003 and end performance upon completion, but no later than November 30, 2004 unless otherwise directed by COUNTY or unless earlier terminated.

5. **COMPENSATION OF CONTRACTOR.** CONTRACTOR shall be paid for performance under this Agreement in accordance with the terms of EXHIBIT B attached hereto and incorporated herein by reference. Billing shall be made by invoice, which shall include the contract number assigned by COUNTY and which is delivered to COUNTY on a monthly basis, as indicated in EXHIBIT B. Unless otherwise specified on EXHIBIT B, payment shall be net thirty (30) days from presentation of invoice.

6. **INDEPENDENT CONTRACTOR.** CONTRACTOR shall perform all of its services under this Agreement as an independent contractor and not as an employee of COUNTY. CONTRACTOR understands and acknowledges that it shall not be entitled to any of the benefits of a COUNTY employee, including but not limited to vacation, sick leave, administrative leave, health insurance, disability insurance, retirement, unemployment insurance, workers' compensation and protection of tenure.

7. **STANDARD OF PERFORMANCE.** CONTRACTOR represents that it has the skills, expertise, and licenses/permits necessary to perform the services required under this Agreement. Accordingly, CONTRACTOR shall perform all such services in the manner and according to the standards observed by a competent practitioner of the same profession in which CONTRACTOR is engaged. All

products of whatsoever nature, which CONTRACTOR delivers to COUNTY pursuant to this Agreement, shall be prepared in a first class and workmanlike manner and shall conform to the standards of quality normally observed by a person practicing in CONTRACTOR's profession. CONTRACTOR shall correct or revise any errors or omissions caused solely by CONTRACTOR, at COUNTY'S reasonable request without additional compensation, during the term of the contract. Permits and/or licenses shall be obtained and maintained by CONTRACTOR without additional compensation.

8. **TAXES.** COUNTY shall not be responsible for paying any taxes on CONTRACTOR's behalf, and should COUNTY be required to do so by state, federal, or local taxing agencies, CONTRACTOR agrees to promptly reimburse COUNTY for the full value of such paid taxes plus interest and penalty, if any. These taxes shall include, but not be limited to, the following: FICA (Social Security), unemployment insurance contributions, income tax, disability insurance, and workers' compensation insurance.

9. **CONFLICT OF INTEREST.** CONTRACTOR covenants that CONTRACTOR presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement, no person having any such interest shall be employed by CONTRACTOR.

10. **RESPONSIBILITIES OF COUNTY.** COUNTY shall provide all information reasonably necessary by CONTRACTOR in performing the services provided herein.

11. **OWNERSHIP OF DOCUMENTS.** COUNTY shall be the owner of the following items incidental to this Agreement upon delivery by CONTRACTOR and payment by COUNTY to CONTRACTOR: all data collected, all documents of any type whatsoever, and any material necessary for the practical use of the data and/or documents from the time of collection and/or production whether or not performance under this Agreement is completed or terminated prior to completion. CONTRACTOR shall not release to a third party any materials under this section except after prior written approval of COUNTY.

No materials produced in whole or in part under this Agreement shall be subject to copyright in the United States or in any other country except as determined at the sole discretion of COUNTY. COUNTY shall have the unrestricted authority to publish, disclose, distribute, and other use in whole or in part, any reports, data, documents or other materials prepared under this Agreement.

Each party will retain all rights in any software, ideas, concepts, know-how, development tools, techniques or any other proprietary material or information that it owned or developed prior to the date of this Agreement, or acquired or developed after the date of this Agreement without reference to or use of the intellectual property of the other party. All software that is licensed by a party from a third party vendor will be and remain the property of such vendor.

Notwithstanding anything to the contrary in this Agreement, CONTRACTOR (i) will retain all right, title and interest in and to all know-how, intellectual property, methodologies, processes, technologies, algorithms, software or development tools used in performing the CONTRACTOR services which are based on trade secrets or proprietary information of CONTRACTOR, are developed or created by or on behalf of CONTRACTOR without reference to or use of the intellectual property of COUNTY or are otherwise owned or licensed by CONTRACTOR (collectively, "Tools"), (ii) subject to the confidentiality obligations set forth in this Agreement, will be free to use the ideas, concepts, methodologies, processes and know-how which are developed or created in the course of performing the CONTRACTOR services and may be retained by CONTRACTOR' employees in intangible form, all of which constitute substantial rights on the part of CONTRACTOR in the technology developed as a result of the CONTRACTOR services performed under this Agreement, and (iii) will retain ownership of any

CONTRACTOR-owned software or Tools that are used in producing the software for COUNTY and become embedded in the therein. No licenses will be deemed to have been granted by either party to any of its patents, trade secrets, trademarks or copyrights, except as otherwise expressly provided in this Agreement.

12. **RECORDS, AUDIT, AND REVIEW.** CONTRACTOR shall keep such business records pursuant to this Agreement as would be kept by a reasonably prudent practitioner of CONTRACTOR's profession in order to validate billing, and shall maintain such records for at least four (4) years following the termination of this Agreement. All accounting records shall be kept in accordance with generally accepted accounting practices. COUNTY shall have the right to audit and review all such documents and records at any time during CONTRACTOR's regular business hours or upon reasonable notice.

13. **INDEMNIFICATION AND INSURANCE.** CONTRACTOR shall agree to defend, indemnify and save harmless the COUNTY and to procure and maintain insurance in accordance with the provisions of EXHIBIT C attached hereto and incorporated herein by reference.

14. **NONDISCRIMINATION.** COUNTY hereby notifies CONTRACTOR that COUNTY's Unlawful Discrimination Ordinance (Article XIII of Chapter 2 of the Santa Barbara County Code) applies to this Agreement and is incorporated herein by this reference with the same force and effect as if the ordinance were specifically set out herein and CONTRACTOR agrees to comply with said ordinance.

15. **NONEXCLUSIVE AGREEMENT.** CONTRACTOR understands that this is not an exclusive Agreement and that COUNTY shall have the right to negotiate with and enter into contracts with others providing the same or similar services as those provided by CONTRACTOR as the COUNTY desires.

16. **ASSIGNMENT.** Except as indicated below, CONTRACTOR shall not assign any of its rights nor transfer any of its obligations under this Agreement without the prior written consent of COUNTY and any attempt to so assign or so transfer without such consent shall be void and without legal effect and shall constitute grounds for termination. CONTRACTOR may assign its rights to the COUNTY'S payments hereunder to a financial institution or other third party in connection with any transaction entered into to provide financing related to this Agreement or the obligations of CONTRACTOR hereunder, and any such assignee may further assign its rights hereunder in connection with such financing.

17. **TERMINATION.**

A. **By COUNTY.** COUNTY may, by written notice to CONTRACTOR, terminate this Agreement in whole or in part at any time, whether for COUNTY's convenience or because of the failure of CONTRACTOR to fulfill the obligations herein. Upon receipt of notice, CONTRACTOR shall immediately discontinue all services effected (unless the notice directs otherwise), and upon payment by COUNTY, CONTRACTOR shall deliver to COUNTY all data, estimates, graphs, summaries, reports, and all other records, documents or papers as may have been accumulated or produced by CONTRACTOR in performing this Agreement, whether completed or in process.

1. For Convenience. COUNTY may terminate this Agreement upon thirty (30) days written notice. Following notice of such termination, CONTRACTOR shall promptly cease work and notify COUNTY as to the status of its performance.

Notwithstanding any other payment provision of this Agreement, COUNTY shall pay CONTRACTOR for service performed to the date of termination to include a prorated amount of compensation due hereunder less payments, if any, previously made. In no event shall CONTRACTOR be

paid an amount in excess of the full price under this Agreement nor for profit on unperformed portions of service. CONTRACTOR shall furnish to COUNTY such financial information as in the judgment of COUNTY is necessary to determine the reasonable value of the services rendered by CONTRACTOR. In the event of a dispute as to the reasonable value of the services rendered by CONTRACTOR, the decision of COUNTY shall be final. The foregoing is cumulative and shall not effect any right or remedy which COUNTY may have in law or equity.

2. **For Cause.** Should CONTRACTOR default in the performance of this Agreement or materially breach any of its provisions, COUNTY may, at COUNTY's sole option, terminate this Agreement by providing 30-days written notice of the default or breach, which shall be effective 30 days after receipt by CONTRACTOR, if the default or breach has not been cured.

B. **By CONTRACTOR.** Should COUNTY fail to pay CONTRACTOR all or any part of the payment set forth in EXHIBIT B, CONTRACTOR may, at CONTRACTOR's option terminate this agreement if such failure is not remedied by COUNTY within thirty (30) days of written notice to COUNTY of such late payment.

18. **FORCE MAJEURE.** Either party shall be excused from performance hereunder for any period either party is prevented from performing under this Agreement as a result of an Act of God, war or civil disturbance, or any other cause beyond the control of that party, and such nonperformance shall not be grounds for termination or default.

19. **LIMITATION OF LIABILITY.** EDS' liability to the State for any damages arising out of or related to this Agreement, regardless of the form of action that imposes liability, whether in contract, equity, negligence, intended conduct, tort or otherwise, will be limited to and will not exceed, in the aggregate for all claims, actions and causes of action of every kind and nature, the total fees paid by the State to EDS under this Agreement. In no event will the measure of damages payable by EDS include, nor will EDS be liable for, any amounts for loss of income, profit or savings or indirect, incidental, consequential, exemplary, punitive or special damages of any party, including third parties, even if such party has been advised of the possibility of such damages in advance.

20. **SECTION HEADINGS.** The headings of the several sections, and any Table of Contents appended hereto, shall be solely for convenience of reference and shall not affect the meaning, construction or effect hereof.

21. **SEVERABILITY.** If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

23. **REMEDIES NOT EXCLUSIVE.** No remedy herein conferred upon or reserved to COUNTY is intended to be exclusive of any other remedy or remedies, and each and every such remedy, to the extent permitted by law, shall be cumulative and in addition to any other remedy given hereunder or now or hereafter existing at law or in equity or otherwise.

24. **TIME IS OF THE ESSENCE.** Time is of the essence in this Agreement and each covenant and term is a condition herein.

25. **NO WAIVER OF DEFAULT.** No delay or omission of COUNTY to exercise any right or power arising upon the occurrence of any event of default shall impair any such right or power or shall be construed to be a waiver of any such default or an acquiescence therein; and every power and remedy

given by this Agreement to COUNTY shall be exercised from time to time and as often as may be deemed expedient in the sole discretion of COUNTY.

26. **ENTIRE AGREEMENT AND AMENDMENT.** In conjunction with the matters considered herein, this Agreement contains the entire understanding and agreement of the parties and there have been no promises, representations, agreements, warranties or undertakings by any of the parties, either oral or written, of any character or nature hereafter binding except as set forth herein. This Agreement may be altered, amended or modified only by an instrument in writing, executed by the parties to this Agreement and by no other means. Each party waives their future right to claim, contest or assert that this Agreement was modified, canceled, superseded, or changed by any oral agreements, course of conduct, waiver or estoppel.

27. **SUCCESSORS AND ASSIGNS.** All representations, covenants and warranties set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the parties hereto, shall be binding upon and inure to the benefit of such party, its successors and assigns.

28. **COMPLIANCE WITH LAW.** CONTRACTOR shall, at his sole cost and expense, comply with all County, State and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this Agreement. The judgment of any court of competent jurisdiction after all appeals have been exercised whether COUNTY be a party thereto or not, that CONTRACTOR has violated any such ordinance or statute, shall be conclusive of that fact as between CONTRACTOR and COUNTY.

29. **CALIFORNIA LAW.** This Agreement shall be governed by the laws of the State of California. Any litigation regarding this Agreement or its contents shall be filed in the County of Santa Barbara, if in state court, or in the federal district court nearest to Santa Barbara County, if in federal court.

30. **EXECUTION OF COUNTERPARTS.** This Agreement may be executed in any number of counterparts and each of such counterparts shall for all purposes be deemed to be an original; and all such counterparts, or as many of them as the parties shall preserve undestroyed, shall together constitute one and the same instrument.

31. **AUTHORITY.** All parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated and on behalf of any entities, persons, or firms represented or purported to be represented by such entity(ies), person(s), or firm(s) and that all formal requirements necessary or required by any state and/or federal law in order to enter into this Agreement have been fully complied with. Furthermore, by entering into this Agreement, CONTRACTOR hereby warrants that it shall not have breached the terms or conditions of any other contract or agreement to which CONTRACTOR is obligated, which breach would have a material effect hereon.

32. **PRECEDENCE.** In the event of conflict between the provisions contained in the numbered sections of this Agreement and the provisions contained in the Exhibits, the provisions of the Exhibits shall prevail over those in the numbered sections.

//
Agreement for Services of Independent Contractor between the **County of Santa Barbara** and **ELECTRONIC DATA SYSTEMS CORPORATION**.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective on the date executed by COUNTY.

COUNTY OF SANTA BARBARA

By: _____
Chair, Board of Supervisors

Date: _____

ATTEST:
MICHAEL F. BROWN
CLERK OF THE BOARD

CONTRACTOR

By: _____
Deputy

By: _____
SocSec or TaxID Number: ON FILE

APPROVED AS TO FORM:
STEPHEN SHANE STARK
COUNTY COUNSEL

APPROVED AS TO ACCOUNTING FORM:
ROBERT W GEIS, CPA
AUDITOR-CONTROLLER

By: _____
Deputy County Counsel

By: _____
Deputy

APPROVED AS TO FORM:
RISK MANAGER

By: _____
Risk Manager

EXHIBIT A
STATEMENT OF WORK

A Proposal to Provide
Welfare Case Data System Data
Center and Operations Services
To
Santa Barbara County

October 9, 2002



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1.0 Executive Summary

Santa Barbara County ("The County") has requested to obtain data processing services for the operation of the Welfare Client Data System (WCDS) and related objectives detailed within this document. EDS is providing Fresno County, Placer County, Tulare County and Yolo County with similar services and has helped these counties meet their goals and objectives since 1988. We have worked to build a strong relationship with each county by establishing a record of quality service, demonstrating experience in the implementation and operation of welfare systems, and utilizing specific acquired knowledge of the WCDS operational requirements.

For Santa Barbara we intend to perform the following services:

- Provide and maintain test and production environments for the WCDS system
- Operate, maintain and monitor the WCDS batch cycles
- Provide a software environment for on-line report viewing using IBM's Content on Demand solution. Santa Barbara will be responsible for providing the necessary hardware within the County infrastructure
- Provide and maintain network connectivity between Santa Barbara County and the EDS Sacramento Service Management Center
- Provide and maintain data exchange interface with documented Santa Barbara County business partners.

EDS offers The County a record of demonstrated competence and operational experience in data processing services. We are the only County partner with over 29 years of accumulated experience with WCDS. This experience includes system development, ongoing system maintenance, implementation assistance, and operational experience.

This Executive Summary presents our approach, highlights important features of our proposal, and provides substantial evidence that EDS is qualified to provide data processing services to The County for operation of the WCDS and similar services.

1.1 Experience and Capability

Through the WCDS Joint Maintenance contract, we have provided implementation and installation assistance services to all counties that use the WCDS. We have a depth of WCDS knowledge and welfare system experience that cannot be matched by other vendors. Our WCDS operations experience includes operation of the base WCDS, the WCDS Index, the GIS subsystem, and the FAIR subsystem. Our personnel assigned to the operation of the WCDS for The County have direct experience with the WCDS and its subsystems, including more than ten years of WCDS operations experience for other Consortium counties. Our County Operations team has served the counties with open communication, accurate status reporting, and expert advice.

EDS offers the resources of our Sacramento Service Management Center (SSMC) to provide operational service to The County. The SSMC is one of the most advanced and best-equipped data processing centers in California, with the capability of supplying virtually endless capacity to serve each County. It is also one of the major data processing points in the EDS network, which supports data processing services from coast to coast and around the world. Access to data processing services will be accomplished by the addition of communication lines and equipment, installed at sites

designated by the County and the continued assistance from EDS support personnel. We draw on the hardware, software, and technical personnel resources of the SSMC and the WCDS team to meet all of the current and future data processing needs of each County.

1.2 Level of Service

EDS proposes to continue the same high level of service for CDS operations as to which The County has experienced with EDS' support of the Welfare Case Data application. We will deliver the technical support needed for The County to make maximum use of the WCDS, the WCDS Index, and the GIS subsystem.

EDS has earned a reputation for delivering data processing services of the highest quality for the WCDS. We have direct experience with the WCDS operational requirements and have the resources to deliver the required level of service. Our experience with other Consortium counties demonstrates our ability to provide the high level of operational performance that each county expects. EDS supports the dynamic business needs of the Consortium counties, including The County, openly and willingly.

By drawing on our knowledge of the WCDS, which includes more than fourteen years of operational responsibilities for the WCDS and comprehensive insight into welfare program regulations and requirements, we are able to provide the technical support The County needs to make the best use of the WCDS. We also are the primary source for technical documentation of the system and are experienced in the practical application of the system. We give each county our commitment to provide responsive service that will meet the County's requirements for technical support.

1.3 Project Staffing and Management

The team of professionals that currently provide WCDS operational services to other WCDS/CalWIN Counties will be leveraged to provide the level of support required for The County. By joining other WCDS consortium Counties in WCDS operations, The County will benefit from sharing information and services among counties. EDS facilitates meetings with the WCDS operations user group and provides a business analyst and technical specialist to address operation and communications needs. Open communication with county representatives regarding WCDS operational issues and concerns provides a forum for counties to share experiences and gain an understanding of how to prepare for WCDS releases. Counties also benefit economically as a result of EDS' ability to spread system and administrative overhead charges over a larger base.

1.4 EDS Benefits

EDS is the maintenance provider of the Welfare Client Data System and all of its subsystems. We know its operational and performance characteristics and fine-tune it to provide optimum service for each county. In addition, the EDS team offers as a fourteen-year history of providing quality WCDS operations service. We are proposing the current personnel team to ensure continuity of service with minimal disruption to department employees or to the counties' welfare recipients. These advantages clearly make the transition to EDS the least risk alternative for the long-term success of The County's WCDS operations.

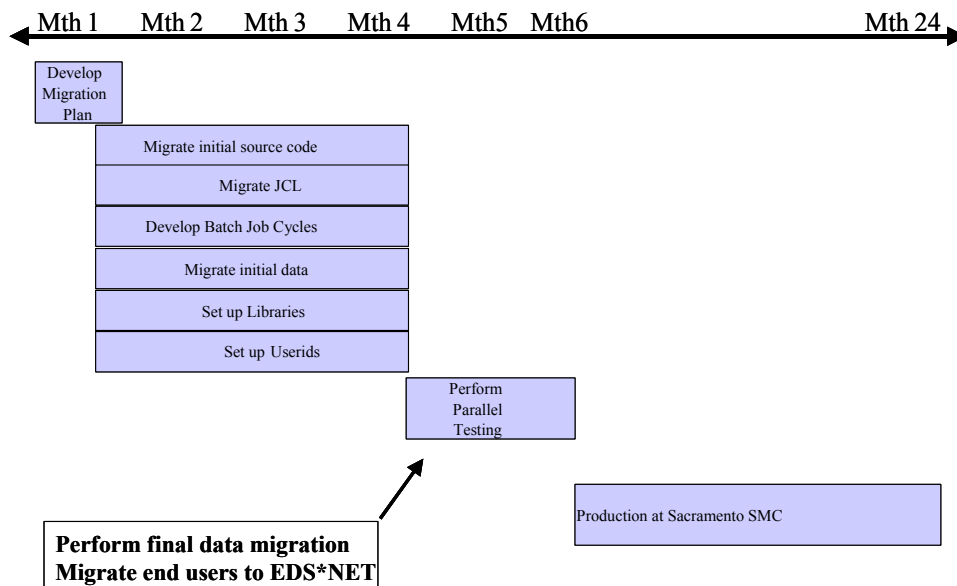
EDS offers demonstrated capabilities, a highly experienced staff, extensive corporate resources, and a proven record of performance in providing welfare-related data

processing services. By selecting EDS as its WCDS operations partner, The County will be acquiring the services of the best-qualified organization for WCDS operations.

1.5 Schedule

As mentioned previously, we recommend a 5-6 month migration period at the onset of Santa Barbara County and EDS staff will work through all the migration details and develop a migration plan that will cover all the roles and responsibilities during the migration period. Items to be considered during the migration period include telecommunication line and equipment installation, set up of userids, migration of DASD and tape libraries, migration of source and object code, creation of datasets, GDGs and databases, etc. We will use our standard checklists as a starting point for these discussions so that final plans can be developed quickly and accurately. The following diagram depicts the high-level project plan.

High Level Migration Plan



These dates are contingent on EDS’s ability to access appropriate Santa Barbara staff and resources.

1.6 EDS Approach to Client Service Delivery Mode

EDS uses several methods, both external and internal, to ensure the best possible service and delivery to our clients.

EDS methodologies are based on and benchmarked to best-in-class categories – using third-party standards organizations such as Project Management Institute (PMI), Systems Engineering Institute (SEI), and International Standards Organization (ISO) – assuring EDS delivers the highest quality processes, methods, and services.

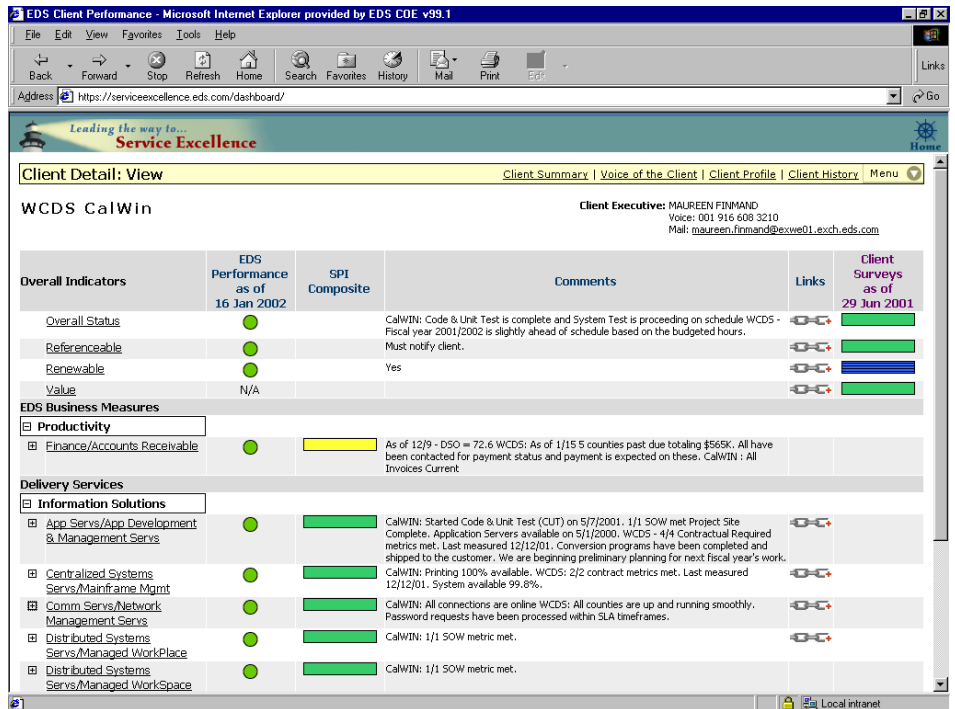
Additionally, on entering into a client relationship, service level agreements (SLAs) are established between EDS and clients. Service level commitments are an integral part of an EDS relationship and become the basis by which both EDS and clients measure performance. During an account start-up period, EDS works with clients to determine service level performance criteria and aligns SLAs to reflect business needs. Service level reporting typically occurs monthly, with ongoing quality reviews conducted with the appropriate management and user staffs.

1.6.1 Service Excellence

EDS prides itself on service excellence. We have developed an extensive list of performance measurements for each of our service offerings and have developed the Service Excellence Dashboard. The Service Excellence Dashboard is a web-based tool using a stoplight metaphor. A green indicator means we are exceeding the measurements, yellow indicates there are some minor problems and red reflects critical issues that need immediate resolution.

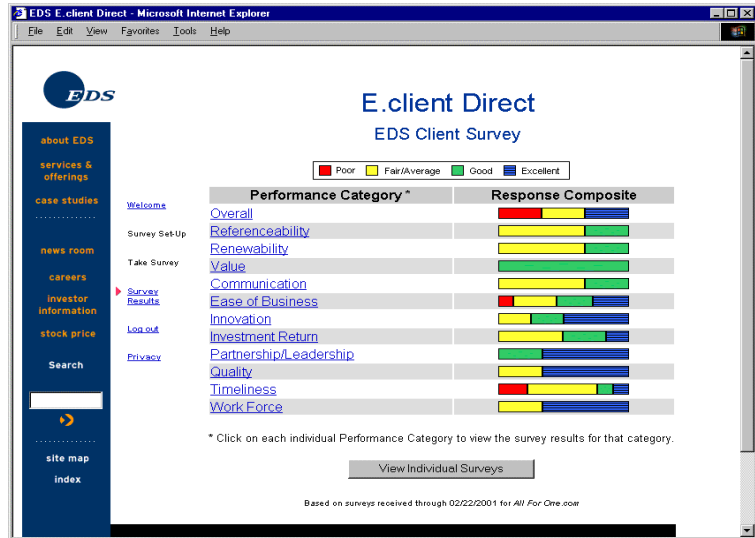
The screen prints to the right provide an overview of the dashboard. The EDS account staff is responsible for updating the measurements on a weekly manner, thus any areas where we've failed to meet our service level agreements are quickly identified and reported to management within EDS. Our CEO, Dick Brown, reviews any "reds" on the dashboard every week. Dick expects an action plan to be in place that same week to correct the situation.

You as our customer also have the ability to view and update the dashboard based on your own experience. You can submit surveys routinely to let us know how we are doing.



1.6.2 Value to Santa Barbara County

Today, all government agencies are looking for solutions to provide better service to citizens. Citizens want easy access to information and services. E-Government initiatives will be the primary focus on government agencies for the next several years. Santa Barbara County is no exception to this current wave. In addition to meeting the needs of its citizens, Santa Barbara is also in the midst of the CalWIN implementation, working to procure a new system for the Sheriff's department, and continuing to build out their IP infrastructure. Other State projects such as EBT, Child Support Case Management and Child Support SDU are looming in the near future.



EDS is here to help Santa Barbara County manage all of these initiatives by providing the following value:

- Allow Santa Barbara resources to work on new initiatives by alleviating tasks associated with the management of the legacy mainframe systems
- Allow Santa Barbara County to focus on upcoming implementations such as CalWIN
- Save Santa Barbara County money that can be re-directed to support new initiatives
- Increase end user satisfaction through extensive service level agreements

Together, Santa Barbara County and EDS can create a win-win partnership by EDS assuming responsibility for mainframe support. The remainder of this document provides in depth information into this proposal. The attached Statements of Work and Service Level Agreements explicitly state the services EDS will provide and the service levels we will meet.

2.0 Statement of Work

The Statement of Work (SOW) identifies the services EDS will provide to The County in terms of operating and supporting the Welfare Client Data System (WCDS) application. In addition, the SOW identifies the equipment that EDS will provide, the roles and responsibilities of EDS staff, and specific details of the activities associated with operating and supporting the CDS. The following topics are covered:

- System Activities
 - Provide and maintain test and production environments for the WCDS system
 - Provide IBM Content on Demand software for on-line report viewing
 - Migrate existing Mobius Direct View data into Content on Demand

- Infrastructure Support
 - Provide and maintain network connectivity between Santa Barbara County and the EDS Sacramento Service Management Center
 - Provide and maintain data exchange interface with documented Santa Barbara County business partners.
- Ongoing CDS Operational Support
 - Operate, maintain and monitor the WCDS batch cycles

2.1 System Activities

EDS will continue to perform the following System activities to support the operation of the Welfare Client Data System.

2.1.1 Maintain CICS Regions at the SSMC

EDS will maintain the required production and model office CICS regions at the SSMC to support The County CDS operations. The production region is used exclusively to support production data entry for the CDS and GIS. The model office region is used to support testing activities when updates to CDS and GIS programs are released. All newly released CDS and GIS programs are tested in the model office region and migrated into the production region after testing is complete and as scheduled with The County.

The County Staff is responsible for conducting tests for new releases in the model office region. Testing activities should include specific tests to ensure actual results match the expected results. If testing requires the execution of batch programs, a request should be initiated through the EDS WCDS Operations help desk. EDS will execute the requested batch jobs upon receipt of the request. Programs will be migrated into the production region once testing activities are completed.

2.1.2 Infrastructure Support

EDS will maintain all required data security. Data security refers to ensuring only authorized The County staff, EDS support staff, transactions, and jobs have access to The County data and files. Data security is system level security and is managed at the SSMC using the ACF2 product. Security at this level is at a higher level than the SACS security, which is application level security. The County is responsible for maintaining SACS security for the WCDS.

EDS and The County will continue to work together to define the appropriate data security and ensure it is in place to prevent unauthorized access to The County data.

2.1.3 Maintain Disaster and Recovery Plan and Procedures For The County

EDS will maintain disaster recovery procedures for The County WCDS operations. Disaster and Recovery procedures include the maintenance of all necessary procedures, jobs, and offsite processing and storage arrangements to allow for continued operations of The County WCDS in the event of a disaster that impacts the SSMC.

2.2 Infrastructure Support

EDS will support and maintain the hardware and telecommunication facilities and provide the services detailed in this section. All items in this section are for the sole purpose of supporting The County WCDS operations at the SSMC. The following items are included in this section:

- ❑ EDS Provided telecommunication facilities
- ❑ EDS provided hardware
- ❑ EDS*Net connectivity and access
- ❑ Ongoing infrastructure support

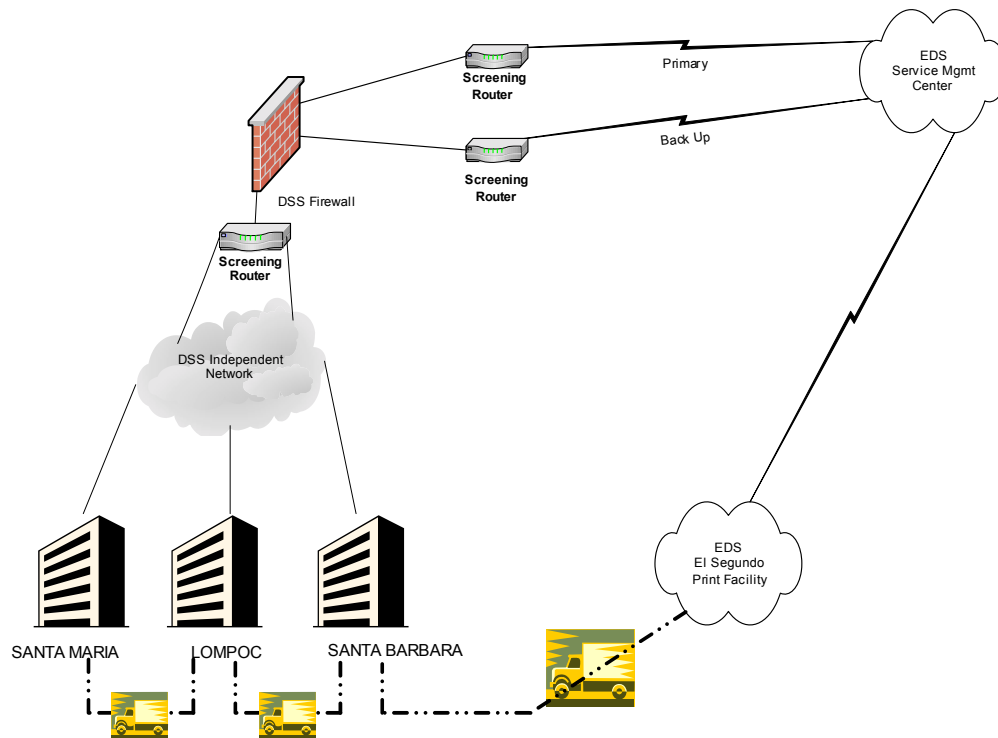
2.2.1 EDS*Net Connectivity and Access

EDS will create and maintain the required EDS*Net user ID's and provide access to the EDS*Net network. EDS*Net ID's and access are required to access the WCDS at the SSMC. The County is responsible for completing a form identifying all required users who need access to the WCDS as well as the specific applications that they will be accessing.

2.2.2 Network Solution Description

In working with Santa Barbara County staff, EDS has developed the following network solution to meet the telecommunication needs of the WCDS system and its end users. EDS will continue to work with Santa Barbara County to validate and refine this solution as necessary.

The following diagram depicts the high level solution.



EDS/SBC Social Services Proposed Network Overview - 3/3/03

The network solution involves two (2) T-1 frame relay circuits with 512kCIR and one (1) 56k frame relay circuit with 16k CIR and associated equipment. The following table lists out the detailed equipment list.

Item	Quantity
56k CSU/DSU	2
2600 Cisco Router with 24X7X4 support	2
Nokia Firewall	1

The following assumptions were used in the development of the network solution.

- The CICS transaction size is approximately 2,400 characters at 8 bits per character
- Traffic is either IP or SNA
- EDS will redirect (2) circuits that currently tie into S.B. FEP to SSMC FEP from other companies. By redirecting existing circuits, EDS can provide a lower cost network solution. If those circuits are still needed by Santa Barbara County for other activities, EDS will need to install new circuits. The circuits to be re-directed are for EBT transaction to/fro Citibank and direct deposit transactions to/fro Bank of America.
- No mirror required.
- No server to Mainframe traffic required.
- All CICS traffic comes into the Mainframe via the OSA adapter
- The current IBM 3745 FEP at the Santa Barbara County data center can go away.
- All cluster controllers are going away, replaced by PC's.
- All remote sites on the customers current backbone have sufficient bandwidth to get to Goleta
- Each TN3270 and SNA user have 4 sessions capability.
- The 714-569-0876 telephone number is for the Continental NJE line.
- No dial up usage for EP dial.
- The only Santa Barbara County traffic coming into the FEP in Sacramento, CA. will be a point to point 56 Kbps NJE circuit, and a dial up 9.6 Kbps EP Connection.
- It is estimated that 750 TN3270 users will need access to the EDS data center.
- CICS Native SNA users that are converting to TN3270 was not provided.
- All Santa Barbara County users will access the Main Frame via TN3270, No cluster controllers would be required.
- Information and calculations based on the "Networking and Printing Questions for Santa Barbara dated 4-23-02.doc", provided by the customer. See Appendix B.
- Please see Appendix C for CICS on-line transaction and batch print volumes used in determining network bandwidth needs.

2.2.3 Mainframe Compute Management Service Level Agreements

EDS is targeting System 241A at the Sacramento SMC for the Santa Barbara County mainframe workload. This is currently an HDS F7E/39S machine. Santa Barbara County will occupy a single LPAR on the 241A system.

A 30-day cure period will be used to resolve any unexpected issues that may arise at the beginning of production operations.

2.2.3.1 Hours of Support and Availability

Description	Enhanced Service Level
	24 x 7
Support scope	
Support days	Continuous
Support hours (<i>Local customer time</i>)	Continuous
Compute environment availability*	99.5%
	99.0%
Production database availability*	
Maintenance windows	Monthly: 2nd Sun: 1 – 4 a.m.
Application availability	6:30 a.m. to 7:00 p.m. Monday through Saturday

**Number of hours availability divided by number of hours in the primary support scope with planned maintenance window time removed from calculation.*

2.2.3.2 Systems Management

Description	Enhanced Service Level
System alerts	Detect and respond within 15 minutes
Revise alert and thresholds	Annual
System performance reporting	Quarterly standard
Standard capacity trending reports	Quarterly standard

2.2.3.3 Software Configuration Management

Description	Enhanced Service Level
System software corrective maintenance	As required to resolve severity-1 or -2 problems
System software preventive maintenance (maintenance aged at EDS discretion and deemed 'critical' by supplier)	Up to monthly
System software and related system product refresh*	Refresh at 12 -- 18 months with GA'ed OS + 3 months
	Up to 10 products***
Custom product support	

** ISV software refreshes are dependent upon supplier's ability to support new Operating system release. (GA acronyms defined as generally available from the supplier)*

*** Subject to EDS version agreement in essential service tier.*

****EDS will determine the extent of customized product support that can be effectively maintained in enhanced service tier. If custom products requested cannot be effectively integrated, EDS will recommend a client-specific customized software build.*

2.2.3.4 Hardware Configuration Management

Description	Enhanced Service Level
Problem escalation to supplier	Within 15 minutes of notification
Supplier service level mgmt reviews	Quarterly
Hardware refresh services *	Avg. 33% equipment replaced/ year

* EDS may require certification before implementation in essential tier.

2.2.3.5 Workload Management

Description	Enhanced Service Level
Batch monitoring Detect and respond to job failures	Within 15 minutes
Batch scheduling Add, change, or delete production job or schedules*	Within 3 business days after receipt of request
Batch scheduling Hold requests for production job schedules of jobs	Within one hour after receipt
Emergency requests	Within 1 hour of receipt

* Limited to 5% of total jobs scheduled per day.

2.2.3.6 Security Management

Description	Enhanced Service Level
Operating System security and system management parameter review	Quarterly
Add, change, or disable user ID *	Within 3 business days after receipt
Application resources control requests *	Within 3 business days after receipt
Emergency requests	Within 1 hour of receipt
Reset/change user passwords (from authorized requestor)	Within 30 minutes of receipt

* Limited to 5% of user population per day; requests retained for one year.

2.2.3.7 Audit Compliance Services

Description	Enhanced Service Level
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Formal operational review	Annual system compliance scope
Audit report	N/A

2.2.3.8 Request Management

Requests management services are available during normal business hours. A request consists of items such as updates to user security tables, execution of any additional or special batch jobs, reprinting of reports, etc.. A complete, authenticated request will be considered received once it has been logged into the request management system and assigned. A request is not considered complete unless all information has been provided and appropriate authorizations and all prerequisite processing activities have been completed.

Description	Enhanced Service Level
Simple requests – Minor changes that after communication and coordination can be made real-time	Within 5 business days
Major projects – Configuration change requiring server, application, or DBMS to be down or multiple technical resources required to research, test, and coordinate	Within 20 business days
Emergency requests – Unique business situation	Commercially reasonable effort

2.2.3.9 Change Management

The change management process is used to request, schedule, test and implement permanent changes to the production environment. Change management items include things such as OS upgrades, firmware upgrades, network gear upgrades, system software upgrades, application software upgrades, and new hardware or software introductions.

Description	Enhanced Service Level
Level 1: Major impact Majority of users in scope or the change has high visibility and backout is extensive	15-day notification Success rate: 98%
Level 2: Significant impact A group of users in scope; the change has limited visibility	8-day notification Success rate: 98%
Level 3: Minor impact A single user or a small percentage of users in scope; the change has limited visibility	4-day scheduled lead-time Success rate: 98%

Description	Enhanced Service Level
Level 4: No impact Will not affect any users; no formal notification provided	Success rate: 98%
Change Reporting Status and activity metrics	Monthly standard reports
Emergency requests – Unique business situation	Commercially reasonable effort

2.2.3.10 Problem Management

Problem management is the process to resolve production problems that are affecting end user’s abilities to perform their normal duties. This would include items such as network issues, inability to access application, slow response times, batch program abnormal terminations, data restores, and report reprints.

Description	Enhanced Service Level
Level 1: Critical impact Majority of users affected; high visibility. No workaround. Example: System outage	15 -minute response Resolved within 4 hours
Level 2: Major impact Majority of users affected; high visibility; There is a workaround Example: Specific application problem because of system problem.	15-minute response Resolved within 8 hours
Level 3: Moderate impact Only 1 or small number of users affected; limited visibility Example: Single user unable to access application	4- to 8-hour response Resolved within 2 business days
Level 4: Minor impact Users have functionality and normal performance when workaround is followed. Example: performance degradation	8- to 12-hour response Resolved within 5 business days

2.3 WCDS Operations Support

Our WCDS operations team and our Sacramento Service Management Center (SSMC) will work together to support and operate The County’s CDS system. We will utilize the hardware and system resources of the SSMC to provide the required IBM-compatible host processing capability. The following items are covered in this section:

- Support for WCDS on-line processing
- Support for WCDS batch cycles
- WCDS subsystem support
- WCDS interface support
- WCDS program maintenance release installation and testing

- Technical documentation support
- Help desk support
- Technical Support and System Analysis
- Operational Functions
- Operational Performance Guarantees

2.3.1 Migration Support

EDS is responsible for the migration of the Santa Barbara WCDS environment to the SSMC. This migration effort includes:

- Migration of base WCDS source and object code
- Inclusion of Santa Barbara-only code into WCDS programs – Santa Barbara County is responsible for providing EDS the coding changes required to be made to the WCDS programs
- Creation of all necessary datasets and libraries to support source code, object code, BMS maps, data files, etc.
- Creation of all necessary JCL for batch programs
- Creation of automated job schedules
- Migration of data
- Migration of Santa Barbara-only on-line and batch programs. This includes migration of BMS maps, conversion of ++includes to copybooks, and the creation of new VSAM files structures, creation of necessary JCL and job schedules. Santa Barbara County will be responsible for providing all source code, VSAM file definitions, existing JCL and job streams, etc.

EDS and Santa Barbara County will work together to leverage existing Santa Barbara County source code, datasets, jcl, jobstreams etc. The intent is to migrate as much as possible to reduce the amount of work needed to recreate something already existing within the Santa Barbara environment.

2.3.2 Support for WCDS On-Line Processing

EDS will support all The County WCDS on-line processing including all subsystems. EDS will provide and support two separate CICS regions - a production region and a model office region - for The County.

EDS will provide operational support for all WCDS on-line systems. The CDS Client Index, BDLM, and GIS on-line applications will be available for on-line inquiry and data entry from 6:30 a.m. to 7:00 p.m. Monday through Saturday.

The County will be notified when maintenance or other activities prevent users from accessing the WCDS. Notice will be provided at least 24 hours in advance of such activities. On-line entries and updates Monday through Friday are accompanied by a nightly batch cycle. Weekend or non-prime-time entries and updates will be processed in the next regularly scheduled daily process.

The County staff will access the WCDS and related subsystems through EDS*Net. EDS*Net is a secure network that requires a valid user ID and password for access. Because EDS*Net is a secure network, there is an additional layer of security to prevent unauthorized access to the CDS, GIS and other Santa Barbara-only systems.

Online Security

The WCDS operations team also will provide operational support for WCDS security via ACF2. EDS will fulfill requests for additions and or changes for EDS*Net ID's for County staff. Typically requests to add a new EDS*Net ID or change an existing ID will be fulfilled within 24 hours. Requests to add or modify EDS*Net ID's should be directed to the WCDS help desk. Please note that requests such as password resets are handled immediately upon calling the help desk.

2.3.3 Support for WCDS Batch Processing

EDS will provide operational support for all The County WCDS batch processes. In addition to WCDS subsystems, the Santa Barbara-only batch programs listed in Appendix A will also be supported.

EDS will utilize automated scheduling software to execute WCDS batch processes to maximize the batch cycle processing windows for all The County processes. EDS will monitor batch processes during the batch-processing window to ensure successful completion. The EDS operations team maintains a production support document to facilitate the batch cycle monitoring and to provide quality assurance.

The County is responsible for providing EDS with a schedule outlining the dates on which weekly, monthly, quarterly, annual, and on-request processes should run. This processing calendar is generally established at the beginning of each calendar year, but The County can request scheduling modifications at anytime. EDS uses the processing calendar information as input to the automated scheduling software package. WCDS batch processes are discussed in detail below.

Daily Batch System Process

EDS will provide operational support for the WCDS daily batch system. After the County has completed all on-line activity at 7:00 p.m., the daily process begins. At this time, file maintenance, shipment installation tasks, and the batch cycles are begun. EDS schedules nightly batch processes to begin at 7:00 p.m. so that print files sent to the EDS El Segundo Print Center will be completed by 3:00 a.m. The daily process is scheduled so that the updated CDS database is available for on-line access by 6:30 a.m. on the following workday.

Midmonth Process

EDS will provide operational support for the midmonth process, which is run monthly. Actual processing dates will be established in advance by The County. In order to execute the midmonth process using the most current CDS database, EDS schedules it to run immediately after the daily batch process is complete. Processing for the GIS Daily process is complete before the CDS Midmonth process begins. The midmonth process is scheduled so that the updated CDS database is available for on-line access by 6:30 a.m. on the following workday.

Weekly Process

EDS will provide operational support for the weekly process, which is run on the last working day of the week. Actual processing dates will be established in advance by The County. In order to execute the weekly process using the most current CDS database, EDS schedules it to run immediately after the daily batch process is complete unless other monthly process fall on the same day. Processing for the GIS Daily process is complete before the CDS Weekly process begins. The weekly process is scheduled so

that the updated CDS database is available for on-line access by 6:30 a.m. on the following workday.

Fiscal Process

EDS will provide operational support for the fiscal process, which is run monthly. Actual processing dates will be established in advance by The County. In order to execute the fiscal process using the most current CDS database, EDS schedules it to run immediately after the daily batch process is complete. Processing for the GIS Daily process is complete before the CDS Fiscal process begins. The fiscal process is scheduled so that the updated CDS database is available for on-line access by 6:30 a.m. on the following workday.

Calendar Month End Process

EDS will provide operational support for the calendar month-end process, which is run monthly. Actual processing dates will be established in advance by The County. In order to execute the calendar month-end process using the most current CDS database, EDS schedules it to run after the daily batch process is complete. The GIS Daily processing is complete before the CDS CME begins. The CDS CME is then run followed by the GIS CME processes. The calendar month-end process is scheduled so that the updated CDS database is available for on-line access by 6:30 a.m. on the following workday. Output from this process is available for remote printing at the EDS El Segundo Print Center as soon as the process is complete.

Earnings Clearance Process

EDS will provide operational support for the two-part earnings clearance processes. The first part (selection) of the earnings clearance process is run on a quarterly schedule established in advance with The County. The second part (match) of the earnings clearance process is run on a quarterly schedule dependent upon the receipt of the earnings clearance input interface tape from the State. We are prepared to receive the earnings clearance data through electronic transfer when the State is ready to upgrade from magnetic tape to data transmissions. We schedule the earnings clearance process so that the CDS database is available for on-line access by 6:30 a.m. on the following workday.

Cost of Living Adjustment Process

EDS will provide operational support for state-mandated cost of living adjustment processes. Any non-state-mandated runs of the cost of living adjustment process are treated as Special County Service Requests. The cost of living adjustment process consists of a special daily process to adjust welfare recipient benefits. A potentially large number of 278F forms may be produced.

School Attendance Verification Process

EDS will provide operational support for the School Attendance Verification Process. EDS will run the School Attendance Verification Process as requested by The County. The County will notify EDS that the run is needed at least 24 hours in advance. We will schedule the School Attendance Verification Process so that the WCDS database is available for on-line access by 6:30 a.m. on the following workday.

Education Consolidation and Improvement Act Process

EDS will provide operational support for the Education Consolidation and Improvement Act process. We run this process once each year when mandated by State regulation.

We schedule the Education Consolidation and Improvement Act process so that the CDS database is available for on-line access by 6:30 a.m. on the following workday.

CDS Ad Hoc Processes

EDS will provide operational support for the CDS ad hoc process. EDS will run this process weekly with the case and person selection criteria entered on the on-line ad hoc report system screens. The ad-hoc process runs as part of the daily cycle. If ad hoc criteria have been entered on the Ad-hoc screens, the required report print files will be produced and delivered to the EDS El Segundo Print Center for printing. The selection file will remain intact to allow users to perform "canned reports. The County can request ad hoc jobs to be run in addition to the weekly scheduled run.

Ad Hoc Reporting Database Processes

EDS will support and execute the Santa Barbara version of the extract programs as part of the CDS Ad Hoc batch processing. EDS will run this process weekly. When these extract files are generated, EDS will route the ad hoc extract files to the County via the File Transfer Protocol (FTP). EDS and The County will determine the specific location where the files will be transmitted.

Additional CDS Batch Processes

In addition to the batch processes listed in the above, EDS will provide support for other required batch cycles. Examples of other batch processes are listed below.

Edwards v. Kizer Processes

EDS provides operational support for the Edwards v. Kizer listing and conversion processes. We run these processes monthly as mandated by State regulation. We schedule the Edwards v. Kizer processes so that the CDS database is available for on-line access by 6:30 a.m. on the following workday.

Special County Processes

EDS will provide operational support for special County processes required by The County. EDS will run these processes when requested by The County at least 24 hours prior to the required run and with the specified lead card parameters. EDS and the County will schedule special processes so that they do not interfere with normally scheduled WCDS production processes.

2.3.4 WCDS Subsystem Support

EDS will provide operational support for the WCDS subsystems used by the County. These will include the GAIN Information System (GIS). In addition , EDS will provide operational support for Santa Barbara-only programs.

Greater Avenues for Independence (GAIN) Information Subsystem

EDS will provide operational support for the GAIN Information System (GIS). The GIS is primarily an on-line system that supports participant registration, appraisal, assessment, basic and amended contract, component assignment, component tracking, support services, placement, noncompliance, notices of action, reporting, and evaluation.

The GIS subsystem includes on-line processing and daily, weekly, and monthly batch processes, as well as periodic purge processes. The on-line GIS modules are available during the same hours as the CDS Client Index and BDLM subsystems. EDS will run the GIS daily, weekly, and monthly processes on a schedule established in advance with

The County. The daily GIS process is scheduled so that the GIS interface receives information from the daily CDS process for the same day.

Optional Subsystem Support

EDS will provide support for other subsystems at the option of The County. Support for options not specified in this Statement of Work are considered to be additional items and are not included as part of standard operations. Additional costs will be identified and approved by The County for each additional component that requires support by the WCDS operations team.

2.3.5 Interfaces

Many interfaces exist between the WCDS and State and County agencies, as well as between CDS and other CDS subsystems. EDS will support all required interfaces to and from the WCDS. EDS can support interfaces by a transfer of data on magnetic tape or through the electronic transfer of files using a telecommunications link or other data communication channel. EDS will support any form of interface that is efficient and cost-effective.

If an interface requires a new telecommunications link, EDS will provide The County with communications-related cost estimates for establishing the interface.

If interface data is received on magnetic tape, EDS will return the tapes to the originating party after the data is copied. When we supply output magnetic interface tapes for magnetic tape file transfers, we request that the tapes be returned to us after processing.

Medi-Cal Eligibility Data Systems/Central Data Base (MEDS/CDB) Interface

EDS transmits data through a dedicated link to the Health and Welfare Data Center. The CDS to MEDS interface data is transmitted via this link immediately after it is created by the CDS. This transmission occurs daily, at calendar month-end, and during the MEDS quarterly reconciliation process. Records transmitted in the MEDS interface include State Central Data Base (CDB) records, Systematic Alien Verification for Entitlement (SAVE) records, Income Eligibility Verification System (IEVS) records and Homeless Assistance Payment (HAPI) records.

State Central Data Base (CDB) Interface

EDS transmits Central Data Base (CDB) records to MEDS along with interface records created in the CDS daily and calendar month-end processes. The CDB interface records update the State's Client Index with eligibility information when a welfare client is approved for Food Stamps and/or Medi-Cal benefits or their eligibility is changed or terminated.

Systematic Alien Verification for Entitlement (SAVE) Interface

EDS transmits the Systematic Alien Verification for Entitlement (SAVE) records along with the interface records created in the CDS daily and calendar month-end processes to MEDS. The SAVE interface is used to verify the immigration status of alien applicants/recipients recorded on the CDS. This interface is based on CDS entries of the alien registration numbers for appropriate applicants and recipients.

Income and Eligibility Verification System (IEVS) Interface

With the daily interface to MEDS from every daily CDS update and from the CDS calendar month-end process, EDS transmits Income and Eligibility Verification System (IEVS) applicant records. The IEVS applicant interface is used to verify the income and eligibility status of applicants recorded on the CDS. This interface is based on the entry of the applicant's social security number on the CDS documents or on-line screens.

EDS will provide operational support for the recipient IEVS component as part of the earnings clearance processes. EDS sends the recipient IEVS interface tape for recipients whose income and eligibility is to be verified through IEVS to the State quarterly. The second part of the recipient IEVS component is run when the recipient IEVS input interface tape is received from the State.

Homeless Assistance Payment Indicator (HAPI) Interface (Now called HOME)

The California Department of Social Services requires counties to transmit to MEDS a Homeless Assistance Payment Indicator (HAPI) for every person receiving Homeless Assistance Payments. The HAPI indicator is added/updated on the MEDS database by HAPI records that are created in the CDS and transmitted to MEDS in the daily interface process, for persons receiving either permanent or temporary Homeless Assistance payments.

GAIN Information System (GIS) Interface

EDS will provide operational support for the GIS interface with CDS for an exchange of information such as work registration status and sanctions. Because EDS is the operations contractor for both the CDS and the GIS, interface files between the two subsystems can be transferred internally.

STAR/KIDS Interface

EDS will support the STAR/KIDS interface developed by Santa Barbara County. This includes Separate Service programming that currently exists for Santa Barbara County. Santa Barbara County will need to provide EDS with the support requirements of this interface. It is our assumption that we can send the file directly from our mainframe to the designated receiver of the file and receive the files sent to CDS by STAR/KIDS.

Warrant (Auditor) Interface

EDS will transmit all warrant, recon, and 1099 files that are generated from the WCDS cycles for printing and interface to The County financial system. Santa Barbara County will be responsible for printing the warrants that are generated from the WCDS cycles. Warrant, recon and 1099 data will be transmitted via the telecommunications link between EDS and Santa Barbara County. Note 1099 file creation will only occur on a yearly cycle.

Direct Deposit Bank Interface

EDS will execute the Direct Deposit Bank Interface. On a daily basis the Direct Deposit Bank Interface file will be transmitted to and received from the Bank of America. Santa Barbara County will provide EDS with all necessary routing information.

EBT Vendor Interface

EDS will execute the EBT Vendor Interface file. On a daily basis the EBT Vendor Interface file will be transmitted to and received from the EBT vendor. Santa Barbara County will provide EDS with all necessary routing information. Without routing information or other requirements, it is unknown if there will be any additional charges for this new interface. EDS will notify The County of any impacts once requirements are defined and an analysis can be performed.

SBC Probation Dept Interface

EDS will execute the Probation Dept Interface program monthly. The Probation interface file will be FTP'd to the County. Santa Barbara County will provide EDS with all necessary routing information.

2.3.6 WCDS Program Maintenance Release Installation and Testing

After all analysis is performed, all lead card modifications, and county-maintained copybook changes are complete, the EDS operations team will install the new WCDS program versions and place them into a test environment. Programs will be migrated into production once testing is complete and as scheduled with The County.

Because of ever-changing welfare regulations and the complexity of the WCDS, frequent maintenance releases are received. The WCDS operations team's objective is to provide an environment to ensure The County is consistently operating WCDS with the most current programming. In order to accomplish this objective, the operations team plans its work schedule so that programming changes can be installed as quickly as possible. It is critical for counties to keep current on maintenance release shipments. Falling behind on shipment installations can cause operational problems that are costly and time consuming. EDS understands the importance of timely shipment installations and makes keeping up with the latest version of programming a priority.

Each release is analyzed to determine the effect of the programming changes in the WCDS and to any separate services programming, and the County is advised accordingly. As the WCDS continues to evolve, the technical evaluation of new releases is critical to understanding the effect any changes will have on the day-to-day operations and procedures within The County. This technical evaluation includes an assessment of system efficiency and response time as well as available hardware to perform all current on-line functions and to accommodate future functionality. EDS will thoroughly evaluate and test each program before installing it into the County's production region to ensure that there is no negative impact on the County.

During the analysis of the maintenance release, a Shipment Installation Plan is developed. The Shipment Installation Plan is a quality control procedure that ensures all necessary tasks are performed during the installation process. The County will participate in the development of the Shipment Installation Plan by providing input on the timing of the release installation and considerations such as county options and the generation of new reports. The detailed plan includes on-line environmental changes for new files, programs, and screens; timing considerations for maintenance release and file conversions; JCL changes; scheduling considerations for new processes; lead card and county-maintained copy member updates; new reports; any field changes needed for the Santa Barbara Ad Hoc tables; security measures; file backups; and modifications to disaster recovery procedures. Every plan is thoroughly reviewed before actions are taken.

2.3.7 Technical Documentation Support

The WCDS operations team will maintain all technical documentation related to operating the WCDS including all related subsystems. New and updated documentation is incorporated into the existing technical library as it is released. The library includes Program Change Controls, Program Technical Requirements, Data Dictionary, VSAM File Binder, and Flowcharts. This new and updated documentation is analyzed for its effect on the WCDS, and The County will be advised to its impact.

EDS will continue to send copies of all technical documentation to The County. Technical documentation includes Program Technical Requirements, Program Change Controls, VSAM file binder updates, flow chart updates, and miscellaneous technical documentation at the request of the county.

2.3.8 Help Desk Support

EDS will provide access to the WCDS operations help desk. The County help desk staff will continue to field calls from The County WCDS users. The County help desk staff can call the WCDS operations help desk for operational issues that cannot be resolved locally. WCDS operations help desk staff is available Monday through Friday from 8:00 a.m. to 5:00 p.m. at 916-608-3500.

Monday through Friday between the hours of 8:00 AM and 5:00 PM, the WCDS help desk should be the first contact on all questions, members of this operations team can respond to county requests, including, but not limited to the following items:

- Requests to re-create or reprint reports
- Tracking missing tapes or electronic transmissions for system interfaces re-creating them as needed
- Answering questions regarding current and future installations
- Providing equipment and communication support
- Answering general system or operational questions
- Requests to reset user passwords
- Requests for new user ID's
- Requests for special county processes

At any time of the day or night assistance can be obtained by contacting our Sacramento Service Management Center (SSMC) at 916-636-3080. The personnel at the SSMC possess extensive experience in the WCDS hardware and software and can troubleshoot network-related problems. The SSMC staff is available to assist the County directly or through our operations staff.

2.3.9 Technical Support and System Analysis

Technical support and data processing system analysis services are provided throughout the Operations Period as required by The County. These types of services include maintenance of technical documentation, system analysis of proposed system changes, maintenance and pilot release support, routine County service requests, Special County Service Requests, and emergency error correction.

As part of EDS' commitment to providing outstanding customer service, a second-level help desk is available to provide technical support to The County on an as-needed basis. The WCDS help desk is available to The County help desk staff for issues that

they are unable to resolve. Individual WCDS users should contact The County help desk to resolve WCDS issues.

During non-prime time hours, responsible individuals within the County can call the Sacramento Service Management Center (SSMC) at 916-636-3080. The personnel at the SSMC have experience in the WCDS hardware and software and can troubleshoot network-related problems. The SSMC staff can also escalate issues to an on-call WCDS staff member in the case of an emergency during non-prime time hours. The SSMC staff is available to assist the County directly or through our operations staff.

System Analysis and Support Requirements

EDS will provide data processing system analysis and technical support as required by The County. An example of system analysis and support activity is analyzing proposed processing changes requested by The County. Any WCDS system analysis and support of a conversion to the CalWIN system is outside the scope of this agreement. These services will be provided to The County at a mutually agreed upon cost depending on the scope of the analysis. EDS will work with The County to minimize additional expenses once The County has finalized its conversion approach.

Technical Support

The WCDS operations team will review proposed WCDS changes that are submitted to the WCDS Joint Maintenance Committee and advise The County of the specific technical impact of the proposed change on county operations. EDS will attend WCDS Joint Maintenance Committee and WCDS Technical Subcommittee meetings to provide immediate technical advice on agenda items, as well as express any operational concerns on behalf of The County. EDS will provide voting representation for The County at the Technical Subcommittee meetings. The County may elect to continue to provide the voting representation for the technical subcommittee. EDS will not be held responsible for decisions made within the subcommittee if Santa Barbara County elects to provide their own voting representative.

Pilot Support

When The County is the designated WCDS joint maintenance pilot county for any new or revised program releases, EDS will assist the county in setting up a "model office." The model office will include an on-line testing region and run the daily, fiscal, calendar month-end, and any other processes that are needed to demonstrate that the programming changes produce the expected result. The SSMC has the capacity to allow us to easily duplicate the County's production environment in test.

In addition, pilot support can be provided to assist the county program analysts in creating case scenarios that duplicate problems or special conditions needed to thoroughly test the programming changes. As outlined in the WCDS Joint Committee procedure manual, The County can request this type of support from the WCDS maintenance team by submitting a county request.

When the County is satisfied with the results obtained in the model office environment, EDS will install the program release for a one-month pilot test period in their live production environment after coordinating a preferred installation date with the County.

Unless the WCDS release requires a specific installation date, installations are usually implemented on Fridays. If unanticipated problems occur during the pilot, the EDS operations team will assist the County in resolving the problems.

EDS also will assist the County in reviewing the Pilot Checklist. The Pilot Checklist is a document used by the WCDS Joint Committee to ensure all the necessary checks have been made by the pilot county before release of the program versions to all other counties in the consortium. This checklist may include installation tips the operations team feels might be helpful to other data processing shops. EDS will work with The County during future pilot periods to ensure the releases have been thoroughly installed, tested, and deemed to have met proposal requirements.

Routine County Service Requests

The EDS operations team maintains a control procedure for tracking and prioritizing change requests received from the County. A special form to describe and justify change requests ("WCDS Operating System County Modification/Enhancement Request Form") has been developed for use by both EDS and The County. When EDS receives a change request form, EDS will log the change, respond with a thorough review and estimate for the request, and determine if it is a routine service request, a Special Service Request, or beyond the scope of the contract. If the County agrees with EDS' assessment of the service request, the request is approved, prioritized, and returned to EDS. Approved changes are executed, documented, and reported back to the County when complete. EDS will also provide a status report on change requests received and in progress.

Special County Service Requests

The EDS operations team can make special modifications to the standard WCDS programs, write special programs to use in conjunction with standard WCDS programs, and install and modify county-unique programs provided by The County or other jurisdictions. Separate cost schedules for Special County Service Requests are included in section 4.0, "Pricing."

Emergency Error Correction Support

When The County identifies an error in WCDS output, the EDS operations team will immediately assist in the analysis of the error and recommend corrective action. EDS provides this assistance regardless of the cause of the error. EDS has proved its ability to respond to the urgency of an error correction situation and dedicates its attention to ensure the problem is resolved as quickly as possible. If EDS causes an operational error, we will correct the error at no cost to the County.

Modifications of the System

EDS will perform in a timely manner routine system modifications to meet the operating constraints of the County. Major system changes, which are of greater magnitude than the routine modifications, may require a contract amendment and negotiated cost adjustment subject to prior state and/or federal approval.

In working cooperatively with The County and the other WCDS operations counties, we will meet with County representatives to discuss and prioritize system change requests.

2.3.10 Operational Functions

Basic operational Functions are those that should be performed in every data processing shop, regardless of application. These functions ensure data integrity and recoverability, as well as transmitting print files and other system output to either the EDS El Segundo Print Center or the County.

2.3.10.1 Archival Storage Requirements

The WCDS database is copied onto magnetic tapes after the December and June calendar month-end processes, and the tapes are retained for a minimum period of five years. EDS periodically read, copy, clean, and maintain these archived files to ensure that they are usable if required. If there are changes in the current database format, programs and database descriptions are saved for use with the archived files. For Santa Barbara County the Master File will also be archived monthly for permanent retention.

If The County requests a replacement print file within one work day of the scheduled print process, EDS will supply the replacement within one work day of the County's request. If the County requests a replacement print file within two to ten work days after the scheduled print process, we will supply the replacement within two work days of the County's request. EDS will maintain backup files of all print files. However, to reduce costs for The County, the backup files are only retained for a specific time period. Daily backup files are retained for a period of one month. Backup files produced in monthly processes are retained for six months. If The County requests a replacement print file beyond these retention periods, the backup file may no longer be available and replacing the print file may not be feasible.

2.3.10.2 System Output Functions

Printed Output

EDS will utilize our current internal network to transmit print files to our El Segundo Facility for printing. Each night print files will be transmitted, printed and couriered to Santa Barbara for distribution. Based on Santa Barbara requirements, we will drop reports at both a Santa Barbara destination. Assumptions surrounding this component are as follows:

- Goal is to have all print files transmitted to El Segundo by 13am.
- All print files will be printed by 7am.
- All output will be distributed to Santa Barbara by 8am.
- All print files received at El Segundo on Friday thru Monday at 3am will be delivered to Santa Barbara County on Monday.
- Existing EDS infrastructure will be used to transmit print files from the Sacramento Service Management Center to the El Segundo Print Facility.
- Warrant printing will remain a responsibility of The County.

EDS will provide system output support including print files, printed reports, printed special forms, microfiche reports, electronic interface transmissions and magnetic interface tapes.

On-line Report Viewing

EDS will implement IBM's Content on Demand software to replace Santa Barbara's existing on-line report viewing and archival solution. We will be implementing the server-based version of the software on a server supplied by Santa Barbara. This solution will run within the Santa Barbara infrastructure. EDS will supply the necessary server and workstation software and will retain title to the software.

EDS will be responsible for migrating existing configuration and report data from the current environment into the new Content on Demand environment. Santa Barbara County will be responsible for the distribution of any workstation software that needs to be installed.

EDS will be responsible for adding any new reports to Content on Demand at shipment installation.

The following table describes the minimum requirements of the server to be supplied by Santa Barbara.

Software	Hardware
<p>Microsoft® Windows® 2000 Server, Microsoft Windows 2000 Advanced Server, or Microsoft Windows NT® Version 4.0 SP5 or later</p> <p>DB2 Universal Database Enterprise Edition Version 7.1 or later (included with OnDemand), Microsoft SQL Server 2000, or Oracle 8i Release 3 (8.1.7.0) on the library server</p> <p>Tivoli Storage Manager Version 4.1 or later (included with OnDemand), if you plan to maintain report data or DB2 archived log files and backup image files in archive storage. You must install TSM on at least one object server.</p> <p>Infoprint Manager, if you plan to use the OnDemand server print or server FAX functions. You must install Infoprint on a system that belongs to the same network as the OnDemand library server.</p> <p>TCP/IP</p>	<p>An IBM®-compatible PC with an Intel® Pentium™</p> <p>166 MHz or faster processor</p> <p>128 MB of RAM</p> <p>A minimum of nine gigabytes of disk storage on at least two physical disks plus sufficient storage space for documents</p> <p>A 4mm or 8mm tape drive, automated tape library, or optical library for system backup and recovery. A tape drive can be used with a small system configuration. An automated tape library or dedicated optical library is recommended for medium and large system configurations.</p> <p>Magnetic and optical storage for the database, report data, and temporary work space.</p>

2.3.10.3 Backup Facilities

We take all necessary measures to ensure the protection of The County Data. Procedures are currently in place for the security, backup and recovery, and disaster recovery of data files and WCDS programs.

Established security procedures protect the County's data files and programs from unauthorized access. EDS security personnel protect computer resources and the physical security of the data processing facility. The doors to the data processing facility are locked and only authorized personnel are allowed to enter via badge access.

Access to The County's data files, online regions and programs is limited to only authorized analysts and programmers.

Backup and recovery procedures to restore any of the County's data files and programs to their current status in the event of a system failure or operational error have also been established. These procedures require the generation of frequent backup copies of the WCDS files and libraries during the batch process. Backup copies are stored on magnetic disk for onsite storage and magnetic tape for offsite storage. Magnetic tapes are stored at a secure offsite location. If the current WCDS files are lost due to a hardware failure or an operational error, we restore the files within 4 hours using our backup and recovery procedures. These procedures provide for the restoration of the WCDS files from the most recent backup copy available from the batch cycle.

Standard procedures are in place for the recovery of normal services in case of a disaster which affects data processing facilities and/or communications networks. These procedures include offsite storage of critical data and control files, JCL libraries, program libraries, and, most importantly, a Disaster Recovery Plan. The Disaster Recovery Plan consists of detailed instructions on how to restore service to the County. The plan contains listings of critical files, libraries, job flows, file reloads, forms utilization, forms distribution, FCB/carriage control information, hardware/communication line configurations and contact information for key the County and EDS staff. If we are unable to function locally due to the severity of the disaster, EDS personnel at a disaster recovery site in Texas will work with our operations team to restore service to the County using the information contained in the plan.

3.0 Operations Work Plan

EDS will continue to be responsible for staffing and management of WCDS ongoing and implementation operations as required under the contract. This includes appropriate staffing; project monitoring and control; scheduling coordination with the County; providing technical consultant services; maintaining auditable project accounting records; and providing implementation progress reports.

This section describes our proposed procedures for control of any changes to be made to the system including how changes will be proposed, reviewed, estimated, approved, executed, documented, and reported. The activities for transition from the current The County operations to EDS has been documented and attached as Appendix A.

3.1 Confidentiality Requirements

EDS maintains appropriate supervision and control over staff assigned to WCDS operations. EDS informs each employee with access to WCDS files of the requirements for security of computer information, access, use, and confidential disposal, as specified in 7 CFR 272.1(C), 45 CFR 302.18, and Welfare and Institutions Code Section 10850. It is our policy to notify the County whenever we receive a request for confidential data and to obtain permission from The County prior to disclosing any such data.

3.1.1 Fiscal Accountability and Audit Requirements

We are aware of and meet the special welfare confidentiality requirements contained in state and federal regulations. We maintain all billing and invoice supporting documentation and customer service request (CSR) logs. We keep project

management records that are open to audit by County, State, and Federal officials at our site.

3.2 County Coordination

EDS will continue to host the monthly coordination meetings with existing Operations Counties and The County at our facility or a mutually agreeable location. The agenda for the coordination meeting includes EDS' monthly report, EDS' performance for the month, the WCDS schedule, implementation of WCDS system changes, and other items that require coordination with EDS. Additionally, these meetings serve as a forum for exchanging and sharing ideas and information.

The main benefits of the monthly meeting can be summarized as follows:

- Project coordination, planning, and sharing of information between counties and EDS
- Discussion of the effect of system changes prior to the monthly Technical Subcommittee and Joint Committee meetings. Meetings are normally scheduled on the Thursday prior to the WCDS Joint Committee Meeting
- Review/revision of upcoming WCDS release installation plans and the WCDS batch processing schedule for the upcoming month

3.2.1 Technical Consultation

EDS will provide technical support services for the County at the monthly coordination meetings or as required. EDS will attend the WCDS Joint Maintenance Committee meetings and Technical Subcommittee meetings to provide immediate technical service to the County. We will respond in a timely manner to any County requests for technical support.

As the County's Technical Representative, EDS is an active member of the Technical Subcommittee. In that role, he raises County concerns regarding proposed system changes and pending proposals. To ensure that we are accurately representing the County's concerns, we include Technical Subcommittee preparation and follow-up on the monthly coordination meeting agenda.

Complex system changes require a pro-active role in evaluating the changes and discussing them with the County during the early development phase. This level of involvement has proven to be advantageous when conducting system change installations, especially during pilots.

EDS will also attend up to six special request meetings per year to provide technical consultation when requested by the County. These special request meetings are in addition to the monthly coordination meetings. Our attendance at these meetings will result in no additional charge to the County unless travel and/or hotel accommodations are required.

3.3 Project Billing and Accounting

EDS will bill monthly in arrears for services provided during the past month. We will base the billing on WCDS reports and other standard system reports as specified in the contract. In accordance with County, State, and Federal regulations, EDS maintains auditable records and procedures related to the billing for WCDS operations. EDS will

allow authorized County, State or Federal officials to audit all applicable records and procedures relating to the billing for WCDS installation and operation at our site.

3.4 Implementation Progress Reports

EDS will give weekly progress reports to designated DSS staff.

3.5 Implementation Evaluation Report

Upon completion of the implementation and transition EDS will provide a final report to designated DSS staff.

4.0 Pricing

EDS has attempted to develop a simple and straightforward pricing model for the Consortium counties. The basis for the model is case counts. This approach gives the counties an easy mechanism for forecasting and budgeting WCDS Operational expenses.

One Time Migration Costs

The estimated one-time migration costs for Santa Barbara County are as follows:

Item	Unit Cost	Extended Cost
WCDS software migration	1,500 hrs @ WCDS rate of \$88/hr	\$132,000
Santa Barbara-developed software migration (includes new items and changed WCDS items as per appendix)	750 hrs @ WCDS rate of \$88/hr	\$66,000
Telecommunications		\$6,436
Content on Demand print bundling & migration from ViewDirect	325 hrs @ WCDS rate of \$88/hr	\$103,600
Est travel Expense		\$18,000
Est. Total One-time Costs		\$326,036

Ongoing Operational Costs

The following table depicts the pricing model for operational years. Please note that EDS will not charge Santa Barbara any additional operational and/or computer resources for the execution and maintenance of the Santa Barbara-developed software.

We will charge a migration fee as represented in previous section. If future functional changes are needed to any of the Santa Barbara-developed software, Santa Barbara can request those changes through the traditional Separate Service Letter process. Currently, the hourly rate for any WCDS requests is \$88 per hour. It must be noted that occasionally this hourly rate increased with approval from the Joint Committee.

Below is the estimated yearly charges for Santa Barbara County. These charges are based on the following case count and print volume information provided by Santa Barbara County.

- CDS Applications 4,373 per mth
- CDS Open Cases 31,510 per mth
- CDS Closed Cases 158,035 per mth
- GIS Open Cases 2,146 per mth
- GIS Closed Cases 16,625 per mth
- Active End Users 500 per mth
- Impact(lines): 2,583,000 printed per mth
- Laser(pages): 144,000 printed per mth

WCDS Caseload Charges

Item	Monthly Rate
CDS New Applications	\$0.50 per application
CDS Open Cases	\$1.00 per case
CDS Closed Cases <75,000 cnt	\$0.10 per case
CDS Closed Cases >75,000 cnt	\$0.03 per case
GIS Open Cases	\$1.00 per case
GIS Closed Cases	\$0.10 per case
Telecommunication charges	\$12,419/mth
Operations Staff	\$6,200/mth

Yearly Estimated Costs for Base WCDS Operations

Item	Qty	Unit Price	Ext. Price
CDS Applications	4,373	\$0.50	\$26,238
CDS Open Cases	31,510	\$1.00	\$378,120
CDS Closed Cases <75,000	75,000	\$0.10	90,000
CDS Closed Cases >75,000	83,035	\$0.03	\$29,893
GIS Open Cases	2,146	\$1.00	\$25,752
GIS Closed Cases	16,625	\$0.10	\$19,950
Network	1	\$15,214	182,568
Operations Staff	1	\$6,200	\$74,400
Impact (pages): County has option to discontinue this service after 6 months	43,050	\$0.03	\$16,170

Item	Qty	Unit Price	Ext. Price
Laser (pages) County has option to discontinue this service after 6 months	144,000	\$0.022	\$41,126
Courier Service County has option to discontinue this service after 6 months	1	\$2,000	\$24,000
Yearly Total			\$908,217

5.0 Contact Terms

6.0 Appendix A – Santa Barbara Inventory of New and Changed Programs

The total number of changed are 32 programs as follows:

	bd50159
bdcap80	bd50210
bdcap81	bd50211
bdcb698	bd50238
bdcn041	bd50239
bdcn045	bd50655
bdcn350	
bdcn616	
bdcxs10	
bdgc100	
bdgne11	
bdgnp79	

bdgns92
 bdgnu16
 bdgn422
 bdgn423
 bdgn790
 bdlms20
 bdmdp02
 bdtap01
 bdusp01
 bd50106
 bd50117

bd50120
 bd50128
 bd50139

Number of lines of code changed and lines inserted

The total number of lines of code changed are 3,000 lines. This is separate service coding that needs to be included in the Joint Committee version of the WCDS software.

Number of new programs

The total number of new programs are 76.

Program	Description
CDS007	Online sequential case # generator
CDS010	Sacs report
CDS100	Auditor Recon
CDS120	Create warrant print file
CDS160	College pgms
CDS162	College pgms
CDS164	College pgms
CDS166	College pgms
CDS173	1099 Create
CDS174	1099 Edit
Cds176	1099 Extract for Auditor
CDS200	Transaction list
CDS220	Report of overpayments with grant adj/alpha order
CDS250	Education Act report for schools
CDS270	MediCal extract for Probation
CDS280	DCSS Warrant info
CDS281	DCSS Warrant info
CDS303	Print 2 sided laser forms
CDS310	Break out reports that come from one sysout
CDS320	Split files for distribution
CDS330	Split NOA, Worker files
CDS350	CA7 appended literal
CDS499	Create tickler transactions
CDS522	MediCal Pending extract
CDS524	MediCal Pending report
CDS602	Dup claim report
CDS609	PC Ad Hoc
CDS610	Ethnic Totals
CDS620	Aid Totals by Zip Code
CDS630	Calworks Statistical Report
CDS634	CalLearn Discontinued Report
CDS680	Caseload equalization extract
CDS682	Caseload equalization report
CDS740	DCSS Interface
CDS741	DCSS Interface
CDS742	DCSS Interface
CDS743	DCSS Interface
CDS745	DCSS Interface
CDS746	DCSS Interface
CDS747	Disregard exceptions
CDS753	Convert dir dep files to 80 bytes
CDS754	Convert 80 chr WDTIP rec to 442
CDS755	Convert 80 chr WDTIP recs to 216
CDS756	Convert 80 chr WDTIP recs to 81
CDS757	Exclude Auditor recs from BofA error file

Program	Description
CDS769	Report of trans to Citi
CDS770	EBT return file reports
CDS800	WAS Batch
CDS802	WAS Batch
CDS810	WAS Batch
CDS812	WAS Batch
CDS814	WAS Batch
CDS820	WAS Batch
CDS822	WAS Batch
CDS832	WAS Batch
CDS840	WAS Batch
CDS850	Select case data based on Balderas criteria
CDS852	Create report and ZZF trans from CDS850
CDS880	Warrant Cancel
CDS882	Warrant Cancel
CDS902	Check for no records
CDSAH100	PC Ad Hoc
CDSAH400	PC Ad Hoc
GIS400	Cal Learn Child Care payment data only on standard EDS Gis Reports
GIS410	Stage 2 child care
GIS440	GIS monthly expenditure with PIN data
GIS531	Caseload management for CC Wkrs extract
GIS535	" Report
GIS807	WTW Participation hours
GISAH790	PC Ad Hoc
GISAH791	PC Ad Hoc
CDSIAS10	Santa Barbara's version of BDIAS10
CDSPAB00	Online WAS (Warrant Action System)
CDSPAC00	Online WAS
CDSPAD00	Online WAS
CDSPAF00	Online WAS
CDSP20	Online Tickler

Number of new/changed copybooks

The total number of copybooks changed are 14 programs as follows:

bdaf001	bdgn005	bdtb001
bdbc001	bdia001	bdus001
bdcx001	bdlm001	bdvs001
bdda001	bdna001	bdzz00
bdgn004	bdta001	

Number of changed maps
None

Number of new maps
The total number of new maps are 7.
INSERT NEW MAP LIST HERE

Number of new JCL/PROCs
The total number of new jcl are 25. The total number of new procs are 20.
INSERT NEW JCL AND PROC LIST HERE

Number of new datasets
The total number of new datasets are 158 which includes 44 new gdg's, 114 flat and 4 vsam files.
INSERT NEW DATASET LIST HERE

7.0 Appendix B – Santa Barbara Network & Print Questionnaire

- Q. Please provide information on all Mainframe usage coming inbound/outbound on the OSA adapter (during Peak Time Frame), Determine appropriate percentage of that bandwidth that are in-scope users.
- A. *We concluded that we could not provide this information with any degree of confidence as to its accuracy. We can, however, measure the number of CICS transactions for in-scope users accurately and assume that you have adequate information re. the amount of data transferred for each transaction to get a better approximation of traffic. The maximum number of transactions for CDS and GIS per day for Santa Barbara is 63,000. This includes all in-scope users.*
- Q. Please provide information on all Print usage, by total files and size and over what period of time does this need to be transmitted.
- A. *The maximum number of impact printer lines per month over the last twelve months is 2,800,000. The maximum number of pages printed per month over the last twelve months is 160,000. We assume you have adequate information re. the number of files and the line lengths for the CDS report files to determine files sizes, etc.
CME outputs approximately 800,000 lines, primarily for laser printing.
The daily reports must be transmitted between the time the batch terminates at night and the beginning of the next on-line day at 6:30 am. CME reports must be available the following day, but do not need to meet the 6:30 am time.*
- Q. Please provide quantity of in-scope users, using TN3270.
- A. *Total, but not concurrent, users is 750.*
- Q. Please provide quantity of in-scope CICS users, using Native SNA.
- A. *None. Existing native SNA users will be migrated to TN3270.*
- Q. Please provide NPA/NXX for circuits that are coming into the Front End from other companies.
- A. *There are two circuits: Bank of America and Continental Currency Services.
B of A (NJE) circuit is 56kb defined by the following parameters:*

LPDATS=LPDA2, SPEED=56000, SDLCST=(SDLCST1A,SDLCST1B),

RETRIES=(7,10,5)

Continental Currency Services (RJE) is 9.6 EP defined by the following parameters:

SPEED=9600, CODE=EBCDIC, TYPE=EP,USE=EP,
CLOCKNG=EXT, CU=2703, TERM=3780, NEWSYNC=NO

Please provide specifics if you need more information.

- Q. Please provide information about the FEP/MainFrame dial in, how is this being accomplished, how many users, what is the protocol, what is the model of the dial in.
- A. The Continental Currency Services line is the only dial in. If you need more information than what is given above, please provide specifics.

8.0 Appendix C – Santa Barbara Metrics

CDS & GIS Transaction Volumes by Hour

Date	Start	End	Transactions
08/30/02	05:00	05:59	39
08/30/02	06:00	06:59	42
08/30/02	07:00	07:59	1426
08/30/02	08:00	08:59	3468
08/30/02	09:00	09:59	3553
08/30/02	10:00	10:59	3988
08/30/02	11:00	11:59	3757
08/30/02	12:00	12:59	2630
08/30/02	13:00	13:59	3717
08/30/02	14:00	14:59	4137
08/30/02	15:00	15:59	4058
08/30/02	16:00	16:59	2623
08/30/02	17:00	17:59	171
08/30/02	18:00	18:59	48
08/29/02	05:00	05:59	39
08/29/02	06:00	06:59	151
08/29/02	07:00	07:59	2438
08/29/02	08:00	08:59	4848
08/29/02	09:00	09:59	5677
08/29/02	10:00	10:59	3877
08/29/02	11:00	11:59	4118
08/29/02	12:00	12:59	2612
08/29/02	13:00	13:59	4750
08/29/02	14:00	14:59	4675
08/29/02	15:00	15:59	5309
08/29/02	16:00	16:59	4619
08/29/02	17:00	17:59	1041
08/29/02	18:00	18:59	225
08/29/02	19:00	19:59	20
08/28/02	05:00	05:59	35
08/28/02	06:00	06:59	49
08/28/02	07:00	07:59	1896

Date	Start	End	Transactions
08/28/02	08:00	08:59	5612
08/28/02	09:00	09:59	5525
08/28/02	10:00	10:59	5348
08/28/02	11:00	11:59	4963
08/28/02	12:00	12:59	3011
08/28/02	13:00	13:59	5136
08/28/02	14:00	14:59	5301
08/28/02	15:00	15:59	5732
08/28/02	16:00	16:59	4807
08/28/02	17:00	17:59	965
08/28/02	18:00	18:59	419
08/28/02	19:00	19:59	20
08/28/02	20:00	20:59	20
08/28/02	21:00	21:59	19
08/27/02	05:00	05:59	38
08/27/02	06:00	06:59	56
08/27/02	07:00	07:59	2329
08/27/02	08:00	08:59	6317
08/27/02	09:00	09:59	5654
08/27/02	10:00	10:59	4970
08/27/02	11:00	11:59	6306
08/27/02	12:00	12:59	3016
08/27/02	13:00	13:59	5621
08/27/02	14:00	14:59	5716
08/27/02	15:00	15:59	5449
08/27/02	16:00	16:59	5475
08/27/02	17:00	17:59	1264
08/27/02	18:00	18:59	200
08/27/02	19:00	19:59	20
08/27/02	20:00	20:59	20
08/26/02	05:00	05:59	32
08/26/02	06:00	06:59	55
08/26/02	07:00	07:59	1901
08/26/02	08:00	08:59	4592
08/26/02	09:00	09:59	5120
08/26/02	10:00	10:59	4561
08/26/02	11:00	11:59	6256
08/26/02	12:00	12:59	3060
08/26/02	13:00	13:59	5750
08/26/02	14:00	14:59	5953
08/26/02	15:00	15:59	6486
08/26/02	16:00	16:59	5017
08/26/02	17:00	17:59	1395
08/26/02	18:00	18:59	315
08/26/02	19:00	19:59	20
08/26/02	20:00	20:59	20
08/26/02	21:00	21:59	20
08/23/02	05:00	05:59	34
08/23/02	06:00	06:59	26
08/23/02	07:00	07:59	927
08/23/02	08:00	08:59	3387
08/23/02	09:00	09:59	4283
08/23/02	10:00	10:59	3799

Date	Start	End	Transactions
08/23/02	11:00	11:59	3645
08/23/02	12:00	12:59	2136
08/23/02	13:00	13:59	3920
08/23/02	14:00	14:59	4287
08/23/02	15:00	15:59	3696
08/23/02	16:00	16:59	2397
08/23/02	17:00	17:59	468
08/23/02	18:00	18:59	81
08/23/02	19:00	19:59	20
08/22/02	05:00	05:59	39
08/22/02	06:00	06:59	78
08/22/02	07:00	07:59	2153
08/22/02	08:00	08:59	4152
08/22/02	09:00	09:59	4896
08/22/02	10:00	10:59	4498
08/22/02	11:00	11:59	5490
08/22/02	12:00	12:59	2828
08/22/02	13:00	13:59	5209
08/22/02	14:00	14:59	5337
08/22/02	15:00	15:59	5287
08/22/02	16:00	16:59	3993
08/22/02	17:00	17:59	514
08/22/02	18:00	18:59	137
08/22/02	19:00	19:59	24
08/22/02	20:00	20:59	20
08/21/02	05:00	05:59	37
08/21/02	06:00	06:59	59
08/21/02	07:00	07:59	2844
08/21/02	08:00	08:59	5577
08/21/02	09:00	09:59	5811
08/21/02	10:00	10:59	5431
08/21/02	11:00	11:59	5333
08/21/02	12:00	12:59	2823
08/21/02	13:00	13:59	5424
08/21/02	14:00	14:59	5957
08/21/02	15:00	15:59	5613
08/21/02	16:00	16:59	5168
08/21/02	17:00	17:59	1155
08/21/02	18:00	18:59	289
08/21/02	19:00	19:59	20
08/21/02	20:00	20:59	19
08/20/02	05:00	05:59	36
08/20/02	06:00	06:59	105
08/20/02	07:00	07:59	2269
08/20/02	08:00	08:59	5536
08/20/02	09:00	09:59	6386
08/20/02	10:00	10:59	5277
08/20/02	11:00	11:59	5755
08/20/02	12:00	12:59	3699
08/20/02	13:00	13:59	6531
08/20/02	14:00	14:59	7126
08/20/02	15:00	15:59	7256
08/20/02	16:00	16:59	5864

Date	Start	End	Transactions
08/20/02	17:00	17:59	1506
08/20/02	18:00	18:59	220
08/20/02	19:00	19:59	20
08/20/02	20:00	20:59	20
08/19/02	05:00	05:59	32
08/19/02	06:00	06:59	42
08/19/02	07:00	07:59	1864
08/19/02	08:00	08:59	4151
08/19/02	09:00	09:59	5046
08/19/02	10:00	10:59	4581
08/19/02	11:00	11:59	5886
08/19/02	12:00	12:59	3481
08/19/02	13:00	13:59	6119
08/19/02	14:00	14:59	5990
08/19/02	15:00	15:59	6265
08/19/02	16:00	16:59	4861
08/19/02	17:00	17:59	1555
08/19/02	18:00	18:59	291
08/19/02	19:00	19:59	21
08/19/02	20:00	20:59	20
08/16/02	05:00	05:59	40
08/16/02	06:00	06:59	20
08/16/02	07:00	07:59	1173
08/16/02	08:00	08:59	2941
08/16/02	09:00	09:59	3886
08/16/02	10:00	10:59	4258
08/16/02	11:00	11:59	4837
08/16/02	12:00	12:59	2095
08/16/02	13:00	13:59	3812
08/16/02	14:00	14:59	3904
08/16/02	15:00	15:59	3558
08/16/02	16:00	16:59	2556
08/16/02	17:00	17:59	111
08/16/02	18:00	18:59	42
08/16/02	19:00	19:59	20
08/16/02	20:00	20:59	20
08/15/02	05:00	05:59	38
08/15/02	06:00	06:59	38
08/15/02	07:00	07:59	1902
08/15/02	08:00	08:59	5536
08/15/02	09:00	09:59	5891
08/15/02	10:00	10:59	5275
08/15/02	11:00	11:59	5940
08/15/02	12:00	12:59	2982
08/15/02	13:00	13:59	6481
08/15/02	14:00	14:59	6289
08/15/02	15:00	15:59	5853
08/15/02	16:00	16:59	5125
08/15/02	17:00	17:59	1284
08/15/02	18:00	18:59	99
08/15/02	19:00	19:59	20
08/14/02	05:00	05:59	31
08/14/02	06:00	06:59	63

Date	Start	End	Transactions
08/14/02	07:00	07:59	2356
08/14/02	08:00	08:59	5671
08/14/02	09:00	09:59	5882
08/14/02	10:00	10:59	6407
08/14/02	11:00	11:59	5797
08/14/02	12:00	12:59	3374
08/14/02	13:00	13:59	5714
08/14/02	14:00	14:59	6984
08/14/02	15:00	15:59	7251
08/14/02	16:00	16:59	5950
08/14/02	17:00	17:59	1177
08/14/02	18:00	18:59	104
08/14/02	19:00	19:59	20
08/14/02	20:00	20:59	20
08/13/02	05:00	05:59	35
08/13/02	06:00	06:59	95
08/13/02	07:00	07:59	2648
08/13/02	08:00	08:59	5029
08/13/02	09:00	09:59	6048
08/13/02	10:00	10:59	5789
08/13/02	11:00	11:59	5839
08/13/02	12:00	12:59	3323
08/13/02	13:00	13:59	6421
08/13/02	14:00	14:59	6965
08/13/02	15:00	15:59	6886
08/13/02	16:00	16:59	6172
08/13/02	17:00	17:59	1500
08/13/02	18:00	18:59	168
08/13/02	19:00	19:59	20
08/13/02	20:00	20:59	20
08/12/02	05:00	05:59	32
08/12/02	06:00	06:59	46
08/12/02	07:00	07:59	1904
08/12/02	08:00	08:59	4734
08/12/02	09:00	09:59	6202
08/12/02	10:00	10:59	6444
08/12/02	11:00	11:59	6272
08/12/02	12:00	12:59	3937
08/12/02	13:00	13:59	6069
08/12/02	14:00	14:59	7058
08/12/02	15:00	15:59	6256
08/12/02	16:00	16:59	6425
08/12/02	17:00	17:59	2234
08/12/02	18:00	18:59	37
08/12/02	19:00	19:59	20
08/09/02	05:00	05:59	44
08/09/02	06:00	06:59	20
08/09/02	07:00	07:59	1789
08/09/02	08:00	08:59	3943
08/09/02	09:00	09:59	5325
08/09/02	10:00	10:59	4857
08/09/02	11:00	11:59	4796
08/09/02	12:00	12:59	2359

Date	Start	End	Transactions
08/09/02	13:00	13:59	3895
08/09/02	14:00	14:59	5235
08/09/02	15:00	15:59	3934
08/09/02	16:00	16:59	2683
08/09/02	17:00	17:59	808
08/09/02	18:00	18:59	41
08/09/02	19:00	19:59	20
08/08/02	05:00	05:59	34
08/08/02	06:00	06:59	46
08/08/02	07:00	07:59	2245
08/08/02	08:00	08:59	5291
08/08/02	09:00	09:59	6937
08/08/02	10:00	10:59	5996
08/08/02	11:00	11:59	6295
08/08/02	12:00	12:59	2586
08/08/02	13:00	13:59	5490
08/08/02	14:00	14:59	6669
08/08/02	15:00	15:59	6323
08/08/02	16:00	16:59	6213
08/08/02	17:00	17:59	1584
08/08/02	18:00	18:59	161
08/08/02	19:00	19:59	20
08/08/02	20:00	20:59	20
08/07/02	05:00	05:59	36
08/07/02	06:00	06:59	73
08/07/02	07:00	07:59	2627
08/07/02	08:00	08:59	5129
08/07/02	09:00	09:59	5815
08/07/02	10:00	10:59	6137
08/07/02	11:00	11:59	6208
08/07/02	12:00	12:59	3258
08/07/02	13:00	13:59	6224
08/07/02	14:00	14:59	6264
08/07/02	15:00	15:59	6431
08/07/02	16:00	16:59	5756
08/07/02	17:00	17:59	944
08/07/02	18:00	18:59	272
08/07/02	19:00	19:59	20
08/07/02	20:00	20:59	20
08/06/02	05:00	05:59	37
08/06/02	06:00	06:59	38
08/06/02	07:00	07:59	2550
08/06/02	08:00	08:59	5543
08/06/02	09:00	09:59	7416
08/06/02	10:00	10:59	6140
08/06/02	11:00	11:59	6919
08/06/02	12:00	12:59	3911
08/06/02	13:00	13:59	6756
08/06/02	14:00	14:59	7418
08/06/02	15:00	15:59	7003
08/06/02	16:00	16:59	6413
08/06/02	17:00	17:59	1005
08/06/02	18:00	18:59	146

Date	Start	End	Transactions
08/06/02	19:00	19:59	21
08/06/02	20:00	20:59	20
08/05/02	05:00	05:59	29
08/05/02	06:00	06:59	65
08/05/02	07:00	07:59	2003
08/05/02	08:00	08:59	5152
08/05/02	09:00	09:59	5830
08/05/02	10:00	10:59	6254
08/05/02	11:00	11:59	6761
08/05/02	12:00	12:59	4077
08/05/02	13:00	13:59	6584
08/05/02	14:00	14:59	6762
08/05/02	15:00	15:59	6317
08/05/02	16:00	16:59	5673
08/05/02	17:00	17:59	1485
08/05/02	18:00	18:59	133
08/05/02	19:00	19:59	20
08/05/02	20:00	20:59	20
08/02/02	05:00	05:59	35
08/02/02	06:00	06:59	28
08/02/02	07:00	07:59	943
08/02/02	08:00	08:59	4266
08/02/02	09:00	09:59	5008
08/02/02	10:00	10:59	3988
08/02/02	11:00	11:59	4001
08/02/02	12:00	12:59	2482
08/02/02	13:00	13:59	4152
08/02/02	14:00	14:59	4051
08/02/02	15:00	15:59	4193
08/02/02	16:00	16:59	2413
08/02/02	17:00	17:59	121
08/02/02	18:00	18:59	38
08/02/02	19:00	19:59	20
08/01/02	05:00	05:59	37
08/01/02	06:00	06:59	25
08/01/02	07:00	07:59	1959
08/01/02	08:00	08:59	4475
08/01/02	09:00	09:59	5375
08/01/02	10:00	10:59	5452
08/01/02	11:00	11:59	5621
08/01/02	12:00	12:59	2738
08/01/02	13:00	13:59	6380
08/01/02	14:00	14:59	6046
08/01/02	15:00	15:59	5561
08/01/02	16:00	16:59	4944
08/01/02	17:00	17:59	1576
08/01/02	18:00	18:59	272
08/01/02	19:00	19:59	20
08/01/02	20:00	20:59	20

CDS & GIS Transaction Volumes by Day

Date	Transactions
8/1/2002	50501
8/2/2002	35739
8/5/2002	57165
8/6/2002	61336
8/7/2002	55214
8/8/2002	55910
8/9/2002	39749
8/12/2002	57670
8/13/2002	56958
8/14/2002	56801
8/15/2002	52753
8/16/2002	33273
8/19/2002	50205
8/20/2002	57606
8/21/2002	51560
8/22/2002	44655
8/23/2002	33106
8/26/2002	50553
8/27/2002	52451
8/28/2002	48858
8/29/2002	44399
8/30/2002	33657

Daily Print Volumes

These are Jes2 print records regardless of Laser or Impact destination.

Date	Total Print Records	Notes
7/1	607,462	First Daily
7/2	462,156	
7/3	368,702	
7/5	173,892	Friday after 4 th of July
7/8	380,039	
7/9	369,218	
7/10	702,134	Mid Month
7/11	404,799	
7/12	285,125	
7/15	428,924	
7/16	450,341	
7/17	335,109	
7/18	404,681	NOA Cutoff
7/19	175,904	
7/22	256,611	
7/23	231,632	
7/24	263,775	
7/25	228,279	

Date	Total Print Records	Notes
7/26	343,080	Fiscal
7/29	247,326	
7/30	209,279	
7/31	1,076,855	CME

WCDS Report List

EXHIBIT B

PAYMENT ARRANGEMENTS Periodic Compensation

- A. For CONTRACTOR services to be rendered under this contract, CONTRACTOR shall be paid a total contract amount, including cost reimbursements, not to exceed \$ **1,309,938**.
- B. Payment for services and /or reimbursement of costs shall be made upon CONTRACTOR's satisfactory performance, based upon the scope and methodology contained in **EXHIBIT A** as determined by COUNTY. Invoice amounts will be based on the rates and information provided in EXHIBIT A, Section 3.3 Project Billing and Accounting, and Section 4.0 Pricing.
- C. MONTHLY, CONTRACTOR shall submit to the COUNTY DESIGNATED REPRESENTATIVE an invoice for the service performed over the period specified. These invoices must cite the assigned Board Contract Number. COUNTY REPRESENTATIVE shall evaluate the quality of the service performed and if found to be satisfactory shall initiate payment processing. COUNTY shall pay invoices or claims for satisfactory work within 30 days of presentation.
- D. COUNTY's failure to discover or object to any unsatisfactory work or billings prior to payment will not constitute a waiver of COUNTY's right to require CONTRACTOR to correct such work or billings or seek any other legal remedy.

EXHIBIT C

STANDARD INDEMNIFICATION AND INSURANCE PROVISIONS for contracts NOT requiring professional liability insurance

INDEMNIFICATION

CONTRACTOR shall defend, indemnify and save harmless the COUNTY, its officers, agents and employees from any and all third party claims, demands, damages, costs, expenses (including attorney's fees), judgments or liabilities arising out of or occasioned by the negligent performance or attempted performance of the provisions hereof; including, but not limited to, any negligent act or omission to act on the part of the CONTRACTOR or his agents or employees or other independent contractors directly responsible to him; except those claims, demands, damages, costs, expenses (including attorney's fees), judgments or liabilities resulting from the sole negligence or willful misconduct of the COUNTY.

CONTRACTOR shall notify the COUNTY immediately in the event of any accident or injury arising out of or in connection with this Agreement.

Without limiting the CONTRACTOR's indemnification of the COUNTY, CONTRACTOR shall procure the following required insurance coverages at its sole cost and expense. All insurance coverage is to be placed with insurers which (1) have a Best's rating of no less than A-: VII, and (2) are admitted insurance companies in the State of California. All other insurers require the prior approval of the COUNTY. Such insurance coverage shall be maintained during the term of this Agreement. Failure to comply with the insurance requirements shall place CONTRACTOR in default. Upon request by the COUNTY, CONTRACTOR shall provide certificates of insurance to the COUNTY within ten (10) working days.

1. Workers' Compensation Insurance: Statutory Workers' Compensation and Employers Liability Insurance shall cover all CONTRACTOR's staff while performing any work incidental to the performance of this Agreement. The policy shall provide that no cancellation, or expiration or reduction of coverage shall be effective or occur until at least thirty (30) days after receipt of such notice by the COUNTY. In the event CONTRACTOR is self-insured, it shall furnish a copy of Certificate of Consent to Self-Insure issued by the Department of Industrial Relations for the State of California. This provision does not apply if CONTRACTOR has no employees as defined in Labor Code Section 3350 et seq. during the entire period of this Agreement and CONTRACTOR submits a written statement to the COUNTY stating that fact.
2. General and Automobile Liability Insurance: The general liability insurance shall include bodily injury, property damage and personal injury liability coverage, shall afford coverage for all premises, operations, products and completed operations of CONTRACTOR and shall include contractual liability coverage sufficiently broad so as to include the insurable liability assumed by the CONTRACTOR in the indemnity and hold harmless provisions of the Indemnification Section of this Agreement between COUNTY and CONTRACTOR. The automobile liability insurance shall cover all owned, non-owned and hired motor vehicles that are operated on behalf of CONTRACTOR pursuant to CONTRACTOR's activities hereunder. CONTRACTORS shall require all subcontractors to furnish separate certificates and endorsements to meet the standards of these provisions by each subcontractor. COUNTY, its officers, agents, and employees shall be Additional Insured status on any Auto or General Liability policy. A cross liability clause, or equivalent wording, stating that coverage will apply separately to each named or additional insured as if separate policies had been issued to each shall be included in the

policies. The limit of liability of said policy or policies for general and automobile liability insurance shall not be less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate.

Said policy or policies shall include a severability of interest or cross liability clause or equivalent wording. Said policy or policies shall contain a provision of the following form:

"Such insurance as is afforded by this policy shall be primary and non-contributory to the full limits stated in the declarations, and if the COUNTY has other valid and collectible insurance for a loss covered by this policy, that other insurance shall be excess only."

If the policy providing liability coverage is on a 'claims-made' form, the CONTRACTOR is required to maintain such coverage for a minimum of three years following completion of the performance or attempted performance of the provisions of this agreement. Said policy or policies shall provide that the COUNTY shall be given thirty (30) days written notice prior to cancellation or expiration of the policy or reduction in coverage.

CONTRACTOR shall submit to the office of the designated COUNTY representative certificate(s) of insurance documenting the required insurance as specified above prior to this Agreement becoming effective. COUNTY shall maintain current certificate(s) of insurance at all times in the office of the designated County representative as a condition precedent to any payment under this Agreement. Approval of insurance by COUNTY or acceptance of the certificate of insurance by COUNTY shall not relieve or decrease the extent to which the CONTRACTOR may be held responsible for payment of damages resulting from CONTRACTOR'S services of operation pursuant to the contract, nor shall it be deemed a waiver of COUNTY'S rights to insurance coverage hereunder.

In the event the CONTRACTOR is not able to comply with the COUNTY'S insurance requirements, COUNTY may, at their sole discretion and at the CONTRACTOR'S expense, provide compliant coverage.

The above insurance requirements are subject to periodic review by the COUNTY. The COUNTY's Risk Manager is authorized to propose changes to the above insurance requirements, with the concurrence of County Counsel, to include additional types of insurance coverage or higher coverage limits, provided that such change is reasonable based on changed risk of loss or in light of past claims against the COUNTY or inflation. COUNTY may propose this change in any amendment of this Agreement that results in an increase in the nature of COUNTY's risk and such change of provisions will be in effect for the term of the amended Agreement. Such change pertaining to types of insurance coverage or higher coverage limits must be made by written amendment to this Agreement. To the extent necessary, CONTRACTOR agrees to provide new insurance certificates to indicate compliance with any such amendment within thirty (30) days of execution of the amendment or modification.

EXHIBIT D

YEAR 2000 DATE CHANGE COMPLIANCE WARRANTY FOR GOODS AND SERVICES

CONTRACTOR warrants that any Products furnished by CONTRACTOR pursuant to this agreement shall support a four-digit year format and be able to accurately process date and time data from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, as well as leap year calculations. For purposes of this warranty, "PRODUCT" shall include, without limitation, any piece of component of equipment, hardware, firmware, middleware, custom or commercial software, or internal components of subroutines therein together with updates, upgrades and enhancements on same and all services, wherever such compliance is appropriate. This warranty shall survive termination or expiration of this Agreement.

In the event of any decrease in Product functionality or accuracy related to time and/or date data related codes and/or internal subroutines that impede the Product from operating correctly using dates beyond December 31, 1999, CONTRACTOR shall restore or repair the Product to the same level of functionality as existed prior to the date malfunction, so as to minimize interruption to COUNTY's ongoing business processes, time being of the essence. In the event that such warranty compliance requires the acquisition of additional Products, the expense for any such associated or additional acquisitions that may be required, including without limitations, data conversion tools, shall be borne exclusively by CONTRACTOR.

In the event that restoration, repair and/or replacement is inadequate to prevent or remedy loss, CONTRACTOR shall defend, indemnify and save harmless COUNTY, its agents, officers, and employees from any and all claims, demands, damages, costs, expenses (including attorney's fees), judgments or liabilities arising out of the failure of this warranty or occasioned by the performance or attempted performance of the Product(s), including, but not limited to, any act or omission to act on the part of CONTRACTOR or its agents, officers, employees or independent contractors.

Nothing in this warranty shall be construed to limit any rights or remedies the COUNTY may otherwise have under this Agreement with respect to defects other than Year 2000 performance. CONTRACTOR shall obtain the same assurances from all other suppliers whose products CONTRACTOR relies upon for operation of CONTRACTOR's Product(s) and shall furnish them to COUNTY upon request.

Contract Summary Form:

Contract Number : _____ - _____ - _____ - _____

Complete data below, print, obtain signature of authorized departmental representative, and submit this form (and attachments) to the Clerk of the Board (>\$100,000). If less than (<\$100,000) submit a Purchasing Requisition to the Purchasing Division of General Services. See "online purchasing manual" under General Services, Purchasing, Policies and Procedures. Form not applicable to revenue contracts.

- D1. Fiscal Year : FY 02/03 & 03/04
- D2. Budget Unit Number (plus -Ship/-Bill codes in paren's) :
- D3. Requisition Number..... :
- D4. Department Name..... : Social Services
- D5. Contact Person : Jack Williams
- D6. Phone..... : 805-346-8357

- K1. Contract Type (check one): Personal Service Capital Project/Construction
- K2. Brief Summary of Contract Description/Purpose : Migration of the WCDS to the Welfare Case Data Center and Processing
- K3. Original Contract Amount : \$1,309,938
- K4. Contract Begin Date..... : 5/1/03
- K5. Original Contract End Date : 11/30/04
- K6. Amendment History (leave blank if no prior amendments):

<u>Seq#EffectiveDate</u>	<u>ThisAmndtAmt</u>	<u>CumAmndtTo</u>	<u>DateNewTotalAmt</u>	<u>NewEndDate</u>	<u>Purpose (2-4 words)</u>
	\$	\$			
- K7. Department Project Number :

- B1. Is this a Board Contract? (Yes/No)..... : Yes
- B2. Number of Workers Displaced (if any)..... :
- B3. Number of Competitive Bids (if any) : 0
- B4. Lowest Bid Amount (if bid) : \$
- B5. If Board waived bids, show Agenda Date : 4/22/03
- B6. ... and Agenda Item Number : #
- B7. Boilerplate Contract Text Unaffected? (Yes / or cite ¶¶) : 5

- F1. Encumbrance Transaction Code : 1701
- F2. Current Year Encumbrance Amount : \$
- F3. Fund Number..... : 0001
- F4. Department Number..... : 044
- F5. Division Number (if applicable)..... :
- F6. Account Number :
- F7. Cost Center number (if applicable)..... :
- F8. Payment Terms..... : Net 30

- V1. Vendor Numbers (A=uditor; P=urchasing) :
- V2. Payee/Contractor Name..... : Electronic Data Systems Corporation
- V3. Mailing Address : 11050 Olson Dr., Ste. 210
- V4. City State (two-letter) Zip (include +4 if known) : Rancho Cordova, CA 95670
- V5. Telephone Number..... : 916-636-4333
- V6. Contractor's Federal Tax ID Number (EIN or SSN)..... :
- V7. Contact Person..... : Brett Barton
- V8. Workers Comp Insurance Expiration Date..... : 9/1/03
- V9. Liability Insurance Expiration Date[s] (G=enl; P=rofl) : 9/1/03
- V10. Professional License Number : #
- V11. Verified by (name of County staff) : Maria Gardner
- V12. Company Type (Check one): Individual Sole Proprietorship Partnership Corporation

I certify: information complete and accurate; designated funds available; required concurrences evidenced on signature page.

Date : Authorized Signature..... :