



## Sole Source Acquisition Request

1. Fully describe the product(s) and/or service(s) being requested.

The Department seeks to purchase Amazon Web Services (AWS) Generative Artificial Intelligence for both English and Spanish (English/Spanish GenAI) from Accenture LLP (Accenture) for use by the Department's Contact Center. GenAI transcribes English and Spanish calls in real time and provides Contact Center agents with detailed call summaries in English. The implementation of GenAI call summarization reduces post-call wrap-up time and standardizes case comments across the Contact Center. Currently, English and Spanish GenAI services are covered under separate agreements. This new agreement will combine both services into a single contract to reduce administrative and recurring costs as well as streamline management of the GenAI Post-Call Summarization contracts. The two-month duration for this agreement will conclude the CalSAWS Consortium's agreement with its current vendor, Accenture, before transitioning to Gainwell, LLC, the new vendor selected by the CalSAWS Consortium as the statewide contact center service provider.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

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3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The Agreement will be a two month term with the total maximum compensation not to exceed \$161,368.75. The maximum compensation for Fiscal Year 24/25 will be \$80,684.37. The following FY 25/26 will be \$80,684.38.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a sole source acquisition.

In September 2023, the Department transitioned from its previous benefits determination system, CalWIN, to the Statewide Automated Welfare System (CalSAWS) as mandated by the California Department of Social Services. The CalSAWS Consortium is a Joint Powers Authority (JPA) formed by all 58 California counties, and as a JPA have solicited and selected Accenture as the statewide ancillary contact center service provider utilizing Amazon Connect for all counties. Amazon Connect and GenAI are both solutions provided by and integrated with AWS.

5. Explain why the unique qualities and/or capabilities described above are essential to your department.

The Department's Contact Center offers direct access to Eligibility Workers for clients seeking assistance with Medi-Cal, CalFRESH, CalWORKs, General Relief, Aged, Blind, and Disabled (ABD), and Affordable Care Act/Warm Hand-off (ACA/WHO) inquiries. The migration to Amazon Connect allows the Department to utilize English and Spanish GenAI to automate case comments for clients and reduce post-call work time. Implementing GenAI will enhance the client experience by enabling the Contact Center to manage more calls efficiently, focus on client needs without multitasking, and eliminate the need to manually capture important details of the call while speaking to the client.

6. Provide a comprehensive explanation of the research done to verify that there is only a sole vendor that is capable of providing the required service(s) and/or product(s). Include a list of all other vendors contacted with regard to providing the requested product(s) and/or service(s) and indicate their response.

As a county participant in the CalSAWS Consortium, the Department seeks to purchase English and Spanish Generative Artificial Intelligence for the Department's Contact Center using the established Consortium process, which was authorized through contract A-19-130. The Consortium, as a joint powers authority created for the design, development, implementation, migration, and on-going operation and maintenance of a unified automated welfare system across all 58 California counties, holds the sole authority to select, enter into contracts with, and approve vendors for statewide implementation. The established process assures security and integrity of the CalSAWS system for all 58 counties. There is no other vendor that has been acquired by the Consortium to provide generative artificial intelligence to counties. A sole source is justified as there are no other providers authorized by the CalSAWS Consortium.

ajohncox 4/3/2025 1:16:59 PM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

**I approve this request to sole source for the service(s) and/or product(s) identified herein.**

martik 4/8/2025 5:33:34 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 4/15/2025 11:31:09 AM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!