



Macros Must Be Enabled -- Please Re-open and Enable
Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.
The Department of Social Services (DSS) seeks to purchase extended warranty coverage from the CalSAWS Consortium for 26 kiosk printers located in DSS public lobbies. CalSAWS kiosks are self-service and integrated with the California Statewide Automated Welfare System (CalSAWS), allowing clients to check in, submit documents, and view case information. The attached kiosk printers will provide paper copies of the clients' ticket numbers to be seen by Department staff. Warranty services for the kiosk printers include general maintenance, parts replacement, printer replacement, and labor provided by services technicians.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.
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Gainwell Technologies
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 29-month term, effective April 1, 2026, through, August 31, 2028, with the total maximum compensation not to exceed \$9,450.44. The full cost of the Kiosk Printer Warranty Coverage will be paid during FY 26/27.
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.
In September 2023, the Department transitioned from its previous benefits determination system, CalWIN, to the Statewide Automated Welfare System (CalSAWS) as required by the California Department of Social Services. The CalSAWS Consortium is a Joint Powers Authority (JPA) formed by all 58 California counties and is considered a "public entity" established pursuant to Article II to the CalSAWS JPA (A-19-129). The Consortium has solicited and selected Gainwell Technologies LLC as the vendor to provide hardware support through extended warranty service coverage for the Department's 26 kiosk printers. The printers are provided to the Department by the CalSAWS Consortium and are the property of CalSAWS.
5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.
 In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
 When the contract is with a federal, state, or local governmental agency.
 When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
 When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
 When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
 When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.
6. Explain why the unique qualities and/or capabilities described above are essential to your department.
Department lobbies in Fresno and regional areas are self-service, allowing clients to upload documents, view case information, and access face-to-face assistance from staff for programs such as Medi-Cal, CalFRESH, CalWORKs, General Reileif, Aged, Blind, and Disabled (ABD), and others. Kiosks are an integral part of a functional lobby, improving efficiency by enabling clients to check-in, upload documents and direct them to the appropriate worker to address their specific needs. Maintaining kiosk printer functionality will help the Department avoid operational bottlenecks and errors, providing an improved client experience in DSS lobbies.
7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.
As a county participant in the CalSAWS Consortium, the Department seeks to purchase extended kiosk printer warranty coverage through the established consortium process, as authorized by the Department's agreement with the CalSAWS Consortium (A-19-130). The Consortium, as a Joint-Powers Authority (JPA) holds the sole authority to select, contract with, and approve vendors for statewide implementation. The decision to procure extended kiosk printer warranty coverage as a suspension of competition acquisition is justified by the lack of alternative providers authorized to support counties participating in the CalSAWS Consortium. CalSAWS kiosk printer warranty coverage's uniqueness stems from its exclusive association with the CalSAWS consortium, and

the consolidated expertise and support provided through this partnership with Gainwell Technologies LLC.

ancervantes 4/28/2026 9:32:01 AM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

I approve this request to suspend competition for the service(s) and/or product(s) identified herein.

martik 4/28/2026 5:03:57 PM

Department Head Signature

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rblackburn 4/29/2026 8:45:04 AM

Purchasing Manager Signature

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