
**COUNTY PUBLIC ASSISTANCE EDP SYSTEMS FUNDING
GENERAL**

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CHAPTER 28-000 GENERAL

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DIVISION 28 COUNTY PUBLIC ASSISTANCE EDP SYSTEMS FUNDING

CHAPTER 28-000 GENERAL

28-005 INTRODUCTION 28-005

- (a) To ensure that welfare, food stamp and child support programs in California are administered with efficiency, effectiveness and equity, state and federal financial participation (S/FFP) shall be available to counties to develop and operate electronic data processing (EDP) systems that support these programs.
- (b) The criteria and procedures for obtaining S/FFP for such projects shall be those specified in Sections 28-105 through 28-135 below.

28-010 DEFINITIONS 28-010

- (a) Development/Implementation Costs Means:
 - (1) The costs associated with the creation of an electronic data processing (EDP) system for an installation.
 - (2) The cost of adapting an EDP system to another type of installation, including but not limited to system transfer, change in equipment, or change in operating system.
 - (3) Those modification and enhancement costs specified in Section 28-010(e) or (g).
- (b) Electronic Data Processing (EDP) Equipment means:
 - (1) Electronic digital computers, regardless of size, capacity, or price, that accept data input, store data, perform calculations and other processing steps, and which prepare information output.
 - (2) All peripheral or auxiliary equipment used in support of electronic computers, whether selected and acquired with the computer or separately.
 - (3) Data transmission or communications equipment that is selected and acquired solely or primarily for use with a configuration of EDP equipment which includes an electronic computer.

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- (4) Data input equipment that is used to enter data directly or indirectly into an electronic digital computer, peripheral or auxiliary equipment, or data transmission or communications equipment.
- (5) Software, as defined in (i) below, that is leased, rented or purchased from private or public vendors or consultants.
- (c) Electronic Data Processing (EDP) Services means:
 - (1) Services to operate EDP equipment.
 - (2) Services to perform such tasks as feasibility studies, system studies, system design, development of system specifications, system analysis, programming, and system implementation.
- (d) Electronic Data Processing (EDP) System means a method of data processing performed by electronic or electrical machines so interconnected and interacting as to minimize the need for human assistance or intervention.
- (e) Enhancement Costs means:
 - (1) The costs of adding functions to the system, including but not limited to production of additional reports, and collection, editing and retention of additional data.
 - (2) The costs of improving process performance, modifying an input or output, or augmenting an input or output.
- (f) Maintenance Costs means the costs of the activity to keep a system "in repair" and performing what it was designed to do.
- (g) Modification Costs means the costs of minor changes to the system, including but not limited to the following:
 - (1) Recomposition of a job.
 - (2) Revision of the parameters/keys of a sort/merge.
 - (3) Revision of the columnar alignment of a report.
 - (4) Revision in response to changes in regulations/instructions from state program management.

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- (h) Operations Costs means the costs to perform the processes of an EDP system, including but not limited to the following:
- (1) Salaries of data processing technicians, computer operators, and key entry operators.
 - (2) Systems software costs.
 - (3) Computer lease or purchase costs.
 - (4) Operations plant costs, including but not limited to the following:
 - (A) Space.
 - (B) Lights.
 - (C) Air conditioning.
 - (D) Water.
 - (E) Motor generator.
 - (F) Security.
 - (5) Consumable supply costs, including but not limited to the following:
 - (A) Paper.
 - (B) Ink.
 - (C) Ribbons.
 - (D) Magnetic cards and tape.
 - (E) Tabulating (punch) cards.
 - (F) Binders.

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- (6) Ancillary equipment costs, including but not limited to the following:
 - (A) Burster.
 - (B) Decollator .
 - (C) Storage racks.
 - (D) Tape cleaner.
 - (E) Degauser.
 - (F) Certifier.
- (7) Office equipment costs for equipment used in the operations area.
- (8) Administrative overhead.
- (i) Software means a set of stored programs, procedures and associated documentation by which EDP equipment is used and operated.
 - (1) Systems software means the programs required to perform general functions frequently termed "operating systems".
 - (2) Applications software means programs or sets of programs designed to perform specific user-oriented functions including but not limited to the following:
 - (A) Updating of files.
 - (B) Preparation of reports.
 - (C) Performance of payroll processes.

**COUNTY PUBLIC ASSISTANCE EDP SYSTEMS FUNDING
SPECIFIC REQUIREMENTS**

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CHAPTER 28-100 SPECIFIC REQUIREMENTS

28-105 APPROVAL REQUIREMENTS 28-105

- (a) County requests for S/FFP for EDP activities shall meet the following review criteria:
- (1) EDP systems shall be in support of state and federal welfare, food stamp and child support programs wherein state and/or federal financial participation is available for their costs.
 - (2) Competitive procurement procedures in compliance with 45 CFR Part 74, Subpart P, and 7 CFR Part 277.14 shall be followed when leasing, renting or purchasing equipment or services from private vendors or consultants.
 - (A) The counties shall obtain written SDSS approval at the times indicated under the following circumstances:
 1. Prior to issuance to prospective bidders of Requests for Proposal and Invitations for Bid.
 2. Prior to acceptance of any bid.
 3. Prior to sole source procurement.
 4. Prior to signature of the contracting officer on any contract for complex procurements or in any county having a history of performance problems, as described in (d)(3)(A) below, when requested.
 - (3) County proposals shall contain alternative systems applications of varying degrees of complexity, including the transfer of EDP systems from other counties and revisions of current procedures.
 - (A) If alternative systems applications are not presented, an explanation for their absence shall be included.
- (b) Counties shall obtain written SDSS approval of the service agreement specified in Section 28-135, and shall submit annual updates of such agreements to SDSS.

28-105	APPROVAL REQUIREMENTS (Continued)	28-105
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- (c) At the beginning of each fiscal year the counties shall be notified by SDSS of the following:
- (1) Maximum amount the county may claim for maintaining and operating EDP systems.
 - (A) This amount shall be based upon consideration of the following:
 - 1. Maintenance and operating costs of approved systems in prior fiscal years.
 - 2. Approved estimates of operating costs of new systems.
 - 3. Cost-of-living increases.
 - 4. Other pertinent information received from counties or other sources.
- (d) The approved amount for maintenance and operating activities shall be expended in accordance with the following:
- (1) Amounts expended for maintenance and operating activities may be claimed without additional approval from SDSS up to the maximums specified in this section.
 - (2) Except for projects specified in (3) below, funds approved for maintenance and operations shall not be used for development activities without prior approval from SDSS as specified in (e) below.
 - (3) The maximum amount the county or joint maintenance group may claim without prior approval from SDSS for any non-mandated project to enhance or modify existing automated systems shall be \$10,000 per project.

28-105	APPROVAL REQUIREMENTS (Continued)	28-105
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- (A) Counties or joint maintenance groups shall notify SDSS of all non-mandated enhancements or modifications not exceeding \$10,000 in cost at the end of each calendar quarter, and shall include in the notification a brief description of the following:
 - 1. Nature of change.
 - 2. Reason for change.
 - 3. Cost of change.
 - 4. Impact of change on maintenance and operations costs.
- (4) The maximum amount the county or joint maintenance group may claim without prior approval from SDSS for any project resulting from a written state or federal mandate or instruction, including regulation and all-county letter, shall be \$25,000.
- (A) Counties or joint maintenance groups shall notify SDSS of all enhancements or modifications, resulting from state or federal mandate or instruction, which do not exceed \$25,000 in cost at the time of their implementation, and shall include in the notification a brief description of the following:
 - 1. Nature of change.
 - 2. Reason for change.
 - 3. Cost of change.
 - 4. Impact of change on maintenance and operations costs.
- (5) The amounts specified in (3) and (4) above may be reduced or eliminated if, in the judgment of SDSS, the county or joint maintenance group has a history of performance problems.

28-105	APPROVAL REQUIREMENTS (Continued)	28-105
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- (A) Performance problems may include but shall not be limited to the following:
1. A history of excessive project expenditures above the approved amount without reasonable cause.
 2. Failure to implement an approved project without reasonable cause.
- (6) The amounts claimed shall not exceed the amount approved for maintenance and operations as specified in (c)(1) above.
- (7) Multiple minor enhancements or modifications, individually below but collectively projected to be in excess of the limitations specified above, shall require prior review and written approval as specified in (e)(6) below.
- (e) Prior review and written approval from SDSS shall be required for the following:
- (1) New EDP system development or implementation.
 - (2) EDP equipment acquisition.
 - (3) Private EDP vendor services acquisition.
 - (4) Mandated or instructed changes in excess of \$25,000, as specified in (d)(4) above.
 - (5) Development project, or ongoing operations and maintenance, expenditures beyond amounts authorized.
 - (6) Non-mandated changes to existing EDP systems projected to exceed \$10,000 in cost, as specified in (d)(3) above.

28-110	PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL	28-110
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- (a) The review and approval process for development and/or implementation of a new EDP system or major subsystem, including equipment, primarily to support the programs specified in Section 28-105(a)(1), shall consist of the following:
- (1) The county or joint maintenance group shall submit documentation to SDSS in the following order:
 - (A) Statement of Problem, as specified in Section 28-120.
 - (B) Feasibility Study, as specified in Section 28-125.
 - (C) EDP Project Reports, as specified in Section 28-130.
 - (2) The county or joint maintenance group shall not proceed to the next stage of project development until formal written approval of the preceding stage has been received from SDSS.
 - (A) Feasibility Studies that are not in progress six months following receipt of claiming approval shall be subject to reassessment of Statement of Problem findings and reestablishment of claiming approval.
 - (B) Upon approval of the Feasibility Study, SDSS shall notify the county or joint maintenance group that development costs are approved for claiming.
 - (C) Projects not under development six months following receipt of claiming approval shall be subject to reassessment of Feasibility Study results and reestablishment of claiming approval.
 - (3) Project reporting shall not be terminated until written approval of the Post-Implementation Evaluation Report specified in Section 28-130(d) has been received from SDSS.

28-110 PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL (Continued) **28-110**

- (b) The review and approval process for acquisition of EDP equipment primarily to support the programs specified in Section 28-105(a)(1) shall consist of the following:
- (1) The county or joint maintenance group shall submit a proposal to SDSS which shall include the following:
- (A) Explanation of requirements equipment is to support, including but not limited to the following:
1. Growth in current programs.
 2. Improved efficiency.
 3. Replacement of existing equipment resulting in lower cost.
- (B) Description of current and proposed equipment capacity utilization.
- (C) Description of type, capacity, and configuration of proposed equipment and its integration with existing equipment.
- (D) Description of alternatives considered, their estimated costs, and reasons for selection of proposed configuration.
- (E) Description of conversion considerations and potential conversion problems.
- (F) Explanation of site preparation plans and costs including security considerations.
- (G) Proposed activity schedule including specific tasks, decision points, and milestones for each new equipment acquisition, implementation and operation phase.

28-110 **PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL** (Continued) **28-110**

(H) Information on costs including the following:

1. Explanation of proposed acquisition method and its advantages over other alternatives.
2. Estimated cost of acquisition including conversion and operation cost.
3. Comparison of current equipment costs and estimated new equipment acquisition and operation costs.
4. Quantifiable and intangible acquisition benefits.
5. Expenditure schedule corresponding with activity schedule specified in (G) above.

(2) The acquisition shall be subject to the competitive procurement procedures, and review and approval requirements, specified in Section 28-105(a)(2).

(c) The review and approval process for acquisition from a private vendor or consultant of EDP services primarily to support the programs specified in Section 28-105(a)(1) shall consist of the following:

(1) The county or joint maintenance group shall submit a proposal to SDSS which shall include the following:

(A) Description of requirements service is to support, including but not limited to the following:

1. New system for program(s) not previously supported.
2. Redesigned system for current program(s).
3. Growth in current program(s).
4. Need for increased in-house capability.

28-110 PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL (Continued) 28-110

- (B) Explanation of service function and its support of individual programmatic or administrative objectives, including but not limited to the following:
 - 1. New or improved service delivery.
 - 2. Operational efficiency.
 - 3. Programmatic or administrative accountability.
- (C) Description of nature and scope of service including the following:
 - 1. Identification of service-supported functions by each program, such as AFDC, food stamps, child support, or Medi-Cal.
 - 2. Description of the relationships and interfaces of service to existing system(s).
- (D) Acquisition schedule including the following:
 - 1. Major acquisition milestones and target dates, including but not limited to the following:
 - a. Preparation of Request for Proposal (RFP).
 - b. RFP advertisement.
 - c. Bid evaluation.
 - d. Contract award.
 - 2. Allowance of time for requisite approvals.
- (E) Explanation of proposed service selection and its advantages in comparison with other means of satisfying stated needs and objectives.

28-110 PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL (Continued) **28-110**

- (F) Cost benefit analysis including the following:
 - 1. Estimated cost of service acquisition.
 - 2. County or joint maintenance group service utilization period.
 - 3. Benefits of satisfying the requirements through use of the service as opposed to in-house support.
 - 4. Quantifiable and/or intangible acquisition benefit.
- (2) Methods for satisfaction of competitive procurement requirements specified in Section 28-105(a)(2).
- (d) The review and approval process for state or federal mandated or instructed changes requiring prior approval as specified in Section 28-105(e)(4) shall consist of the following:
 - (1) The county or joint maintenance group shall submit a development plan which includes the following:
 - (A) Brief description of current system functions to be modified.
 - (B) Description of modifications necessary to implement mandated changes.
 - (C) Delineation of major tasks, and staff hours required for their completion, necessary to accomplish modifications.
 - (D) Estimation of costs and completion dates for the following, when applicable:
 - 1. Systems analysis and design.
 - 2. Programming and testing.
 - 3. Training and implementation.
 - (E) Estimation of operating and maintenance costs for current and revised systems.
 - (F) Project leader's name, title and telephone number.

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28-110 PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL (Continued) **28-110**

- (e) Counties and joint maintenance groups shall be required to submit in advance a request for approval of expenditures beyond the amount authorized for a development project or for ongoing operations and maintenance.
 - (1) Such request shall include the following:
 - (A) Reason for expected cost overrun.
 - (B) Corrective actions taken or under way to get the project back within cost limitations.
 - (C) Amount of additional funds requested.
 - (D) Detail commensurate with the magnitude of the project and/or the overrun.
- (f) Enhancement or modification of an existing system where costs are projected to exceed the amount specified in Section 28-105(d) shall require the following:
 - (1) Submission by the county or joint maintenance group of a request including the following:
 - (A) Description of current system function(s) or feature(s) to be affected by the proposed enhancement or modification.
 - (B) Identification of needs as described in Section 28-120(b)(2).
 - (C) Statement of objectives as described in Section 28-120(b)(3).
 - (D) Description of alternatives under consideration.
 - (E) Estimate of the total cost of the enhancement or modification.
 - (F) Development and implementation plan including the following:
 - 1. Project milestones for projects of more than six months.
 - 2. Estimated completion date for the project and each milestone, when applicable.

28-110 PROCESS FOR OBTAINING PRIOR REVIEW AND APPROVAL (Continued) 28-110

- (G) Identification of benefits, both tangible and intangible.
 - 1. Benefits should be quantified as much as possible.
- (H) Estimate of the effect of the change on the cost of operations and maintenance of the system.

28-115 RESPONSIBILITY OF THE STATE DEPARTMENT OF SOCIAL SERVICES 28-115

- (a) The State Department of Social Services (SDSS) shall be responsible for the following:
 - (1) Coordination of state review process.
 - (2) Technical review of proposed system.
 - (3) Prompt program and fiscal review of county requests.
 - (A) Approval, disapproval, or other request status shall be communicated to the county or joint maintenance group within 30 working days of request receipt by SDSS.
 - (4) Procurement of federal approval, when appropriate.
 - (5) Leadership and consultation to counties and joint maintenance groups, including the following:
 - (A) Assistance in identifying practical alternatives.
 - (B) Information on EDP systems in other counties.
 - (C) Information on state and federal EDP regulatory requirements.
 - (6) Monitoring and evaluation of county EDP development efforts and ongoing systems.

28-120	STATEMENT OF PROBLEM	28-120
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- (a) The statement shall be written in broad terms, but shall contain enough detail to justify the investment of additional resources in a Feasibility Study, and to enable the Department of Social Services to evaluate the degree to which the following are met:
- (1) Program and fiscal management objectives and requirements at county, state and federal levels.
 - (2) Technical data processing requirements.
 - (3) Cost benefits in service provision to program recipients.
- (b) The Statement of Problem shall be a general overview providing the following:
- (1) Description of problems in the current system.
 - (2) Identification of needs as follows:
 - (A) Explanation of necessity for action, including identification of statutory requirements or executive directives when appropriate.
 - (B) Quantification of needs and costs whenever possible.
 - (C) Explanation of effects of failure to act.
 - (3) Statement of objectives as follows:
 - (A) Description of objectives in a results-oriented manner, including quantification of performance criteria such as cost-reduction, cost-avoidance, turnaround and delivery times, response rates, and preparation of specific output products.
 - (B) Provision of a time frame for accomplishing objectives.

28-120	STATEMENT OF PROBLEM (Continued)	28-120
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- (4) Identification of unalterable situations, statutes, or policy decisions which introduce constraints upon alternatives.
- (5) Description of alternatives under consideration.
- (6) Estimation of Feasibility Study costs including total staff costs and the costs of any other resources required.
- (7) Estimation of length of time required to complete Feasibility Study.

28-125	FEASIBILITY STUDY	28-125
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- (a) Background.
 - (1) The Feasibility Study shall be a detailed report of broad scope determining the alternatives available to the county and the feasibility of developing them.
 - (2) The study shall provide sufficient information for management assessment and decision regarding the recommended alternative.
 - (3) The study content shall reflect a level of detail commensurate with the complexity of the subject and the magnitude of the expenditure involved.
 - (4) The study shall be written in non-technical language readily understood by those involved in welfare, child support and food stamp program administration.
 - (5) The study shall identify the recommended alternative and shall rank other alternatives in a most-to-least preferred order.
 - (6) The study shall include a detailed analysis of the recommended alternative as specified in (c) below.
 - (7) Information provided for available alternatives considered but not recommended shall include data considered and rationale supporting the conclusion to eliminate the alternative as specified in (b) below.

28-125	FEASIBILITY STUDY (Continued)	28-125
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- (b) Information provided for available alternatives shall include the following:
- (1) Description of alternative.
 - (2) Costs of development identified for staffing, equipment, supplies and services through the development period and for at least the first full year of operation.
 - (3) Costs displayed in chart form similar to Handbook Table 1.
 - (4) A comparison of ongoing operations/maintenance costs which identifies costs for staffing, equipment, supplies and services for the existing system and each available alternative.
 - (5) Identified benefits relating to development/implementation costs or ongoing operations/maintenance costs, classified as follows:
 - (A) Identified cost-reduction.
 - (B) Identified cost-avoidance through personnel reduction or elimination of need for increased staff or equipment.
 - (C) Other tangible and intangible management benefits.
- (c) Information presented for the recommended alternative shall include the following:
- (1) Selection criteria and its application to the alternative.
 - (2) Detailed information supporting all identified costs and benefits.
 - (3) Proposed application of any cost benefits.

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- (4) Organization charts showing personnel assignments for each affected budgeted or planned position for each district or administration unit.
 - (A) Assignments shall be indicated both pre- and post-project for each part or subphase of the project.
- (5) Identification of budgeted or planned positions to be replaced by an EDP product and information regarding the following:
 - (A) Specific function EDP product is intended to replace.
 - (B) To what extent function is to be replaced.
 - (C) Indirect costs/benefits incurred due to replacement.
 - (D) Method used to calculate the cost-avoidance value to that function or position.
 - (E) Possible barriers to timely staff shifts or reductions such as union opposition, requirements for parallel operation, or retraining costs, and their estimated effect on cost-avoidance value of those barriers.
- (6) For EDP projects designed to meet projected workload increases rather than to replace existing staff, projections based on concrete data subject to verification, including the following:
 - (A) Anticipated caseload changes.
 - (B) Numbers of actions or activities quantified in units of time and resources.
 - (C) Increased reporting requirements quantified in units of time and resources.
 - (D) Number of additional staff or other resources necessary if project were not implemented.

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- (7) Identification of state and federal public assistance programs to be served by the system.
 - (A) Social Security Act titles of each program shall be clearly identified.
- (8) Indication of the involvement of other governmental agencies including the following:
 - (A) Indication of the specific authorizations required from other agencies within the county, the steps taken to obtain such authorizations, and the results.
 - (B) Identification of statutory or directive changes, if any, required in order to implement the selected alternative and the agency authorized to make such changes.
 - (C) Identification of any other governmental entities which interface with the proposed development, or whose involvement is necessary for the proposed systems operation.
- (9) Expected utilization period.
- (d) The study shall include a written agreement between the county user of the proposed system and the system developer, whether a county agency or private vendor.
 - (1) Such agreement shall include the following:
 - (A) Type of developer service to be provided.
 - (B) Time frame for project development completion, delineating major tasks.

28-125	FEASIBILITY STUDY (Continued)	28-125
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- (C) Total project developmental costs to be charged to user, delineating major tasks.
 - 1. This information may be submitted as an amendable attachment.
 - (D) Ongoing operations/maintenance costs to be charged to user.
 - 1. This information may be submitted as an amendable attachment.
 - (E) Certification that developer's charges apply equally to all users.
 - (F) Description of methods of accounting for services rendered and computing services charges.
 - (G) Requirements that EDP information access, use and disposal be safeguarded in accordance with provisions of 7 CFR 272.1(c), 45 CFR 205.50, 45 CFR 302.18, and Welfare and Institutions Code Section 10850.
 - (H) Prohibition of developer discrimination against employees on the basis of their race, color, religion, ancestry, sex, age, national origin, physical handicap, or medical condition.
 - (I) Requirement for developer to obtain prior SDSS approval for EDP equipment and service acquired primarily to support the proposed system, and that procurements related to the service agreement comply with 45 CFR, Part 74, Subpart P and 7 CFR 277.14.
- (e) The study shall include a project development and implementation plan for the recommended alternative which shall contain the following information:
- (1) Availability of qualified staff to participate in project.
 - (2) Designation of project director, preferably with state and federal program knowledge, having overall project responsibility.

28-125	FEASIBILITY STUDY (Continued)	28-125
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- (3) Staffing requirements.
- (4) Highlighting of any significant variances the alternative may introduce.
- (5) Indication of procedure for progress monitoring and plan revision.
- (6) An implementation schedule identifying the following:
 - (A) Specific tasks to be accomplished.
 - (B) Estimated length of time required to complete each task, and anticipated date of completion for each task.
 - (C) Estimated developmental cost of each task.
 - (D) Responsibility for task performance.
 - (E) Proposed staffing allocation by task.
 - (F) Significant milestones or decision points.
- (f) The county shall submit five copies of the Feasibility Study.

28-130	EDP PROJECT REPORTS	28-130
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- (a) EDP project reports shall provide information regarding progress in implementing approved development projects as specified in Section 28-105(e)(1)-(6).
- (b) The Department of Social Services shall review project reports to determine project conformance with approved plans, policies, procedures, standards and budgets.
- (c) EDP project reports shall include quarterly progress reports submitted no later than the fifteenth day of the month following the end of each fiscal year quarter.

28-130	EDP PROJECT REPORTS (Continued)	28-130
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- (1) Quarterly progress reports shall compare actual progress on the project with implementation schedule goals, and shall include the following:
 - (A) Project title and number.
 - (B) Length of time spent on each completed task and date of completion.
 - (C) For tasks that have not been completed on schedule, indication of the following:
 - 1. Reason for failure to complete task.
 - 2. Corrective action taken.
 - 3. New estimated completion date.
 - 4. Impact of delay on project costs.
 - (D) Amount spent on the development project to date.
 - (E) If routinely collected, indication of amount of funds spent on each task.
 - (F) For incomplete tasks that have exceeded the amount of estimated costs, indication of the following:
 - 1. Cause of overrun.
 - 2. Corrective action taken.
 - 3. New estimated completion cost and rationale for such.
 - (G) Changes that have occurred in requirements or methodology.
 - (H) Signature of project director.

28-130	EDP PROJECT REPORTS (Continued)	28-130
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- (d) At the conclusion of the project, counties shall submit a Post-Implementation Evaluation Report, comparing actual results with anticipated results from the approved project and requesting project reporting termination.
- (1) The report shall be submitted as soon as possible, but only upon accumulation of sufficient experience and data to adequately judge system performance, generally approximately six months after implementation.
 - (2) The report shall describe actual results, measured against criteria or estimates in the approved Feasibility Study, and any subsequent revisions, for the following categories:
 - (A) Performance.
 - (B) Development costs.
 - (C) Operation/maintenance costs.
 - (D) Benefits, including the following:
 - 1. Cost-reduction.
 - 2. Cost-avoidance.
 - 3. Investment return.
 - 4. Other management benefits.
 - (3) The report shall state reasons for any significant difference between expected and actual results, and any necessary corrective actions.
 - (4) The report, when approved by SDSS, shall provide the basis for termination of Quarterly Progress Reports.

28-135	SERVICE AGREEMENTS	28-135
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- (a) When EDP services are provided by a county central data processing facility or by another local agency, the county welfare department and/or district attorney receiving the services shall have a written service agreement with the agency providing data processing services.
- (b) The service agreement shall contain the following information regarding the service arrangement:
 - (1) Basis for service arrangement use, including but not limited to the following:
 - (A) Legislative requirement such as county ordinance or Board of Supervisors edict.
 - (B) County agency organization including central data processing facility serving multiple departments.
 - (C) Other county agency cooperative agreement through which another agency provides service to the agency responsible for administration of SDSS-funded programs.
 - (2) Type of agreement in terms of the EDP services provided, including but not limited to the following:
 - (A) Full data processing support including system analysis and programming.
 - (B) Partial data processing support providing operational support only.
 - (C) Partial data processing support providing operational support and some system development support.
 - (3) Specific functional responsibilities of each party to the agreement.
 - (4) Prohibition of provider discrimination against employees on the basis of their race, color, religion, ancestry, sex, age, national origin, physical handicap, or medical condition.

28-135	SERVICE AGREEMENTS (Continued)	28-135
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- (c) The service agreement shall contain the following information regarding service conditions:
- (1) Identification of welfare, food stamp and child support programs supported by the service in sufficient detail to enable each program component to identify functions and/or services supported.
 - (2) Specification of financial responsibility for operational problems, errors and mistakes.
 - (3) Requirements that services provided will be timely and satisfactory.
 - (4) Requirements for security of computer system information, access, use and disposal, as specified in 7 CFR 272.1(c), 45 CFR 205.51, 45 CFR 302.18, and Welfare and Institutions Code Section 10850.
- (d) The service agreement shall contain the following information regarding cost factors:
- (1) Description of methods of accounting for services rendered and computing service charges.
 - (2) Schedule of charges for each identified service.
 - (3) Statement of certification that charges apply equally to all users.
- (e) The service agreement shall provide that when the service provider procures equipment or services primarily to support state and federally funded programs, such provider and county welfare department or district attorney shall meet the following requirements:
- (1) Acquisition of prior approval from SDSS for equipment and services procurement as specified in Section 28-110.
 - (2) Employment of competitive procurement procedures as specified in 45 CFR, Part 74, Subpart P, and 7 CFR 277.14.

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- (f) The service agreement shall specify the service arrangement time period including commencement and termination dates.
- (g) The service agreement shall contain the following information regarding management structure:
 - (1) Specification that county welfare department or district attorney shall have the authority to participate in planning, installation, operation and future development of system as it relates to their programs.
 - (2) Description of management structure under which agreement activities shall be conducted.
 - (3) Designation of functional staff person in each agency responsible for management of day-to-day activities under the agreement.