

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.37
(ID # 29193)

MEETING DATE:
Tuesday, November 18, 2025

FROM : PUBLIC SOCIAL SERVICES

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approve the Statement of Work # SOW 2504 with International Business Machines (IBM) Corporation for Child Welfare Services/Case Management System (CWS/CMS) DB2 Data Downloads effective December 1, 2025 through November 30, 2026 at an annual cost of \$90,458; All Districts. [Total Cost: \$90,458 up to \$18,092 in additional compensation – Federal 60%, State 20%, Realignment 20%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Statement of Work #SOW 2504 with International Business Machines (IBM) Corporation for Child Welfare Services/Case Management System (CWS/CMS) DB2 Data Downloads effective December 1, 2025, through November 30, 2026, at an annual cost of \$90,458; and authorize the Chair of the Board to execute the Statement of Work #SOW 2504 on behalf of the County; and,
2. Authorize the Purchasing Agent to issue Purchase Orders for any goods and/or services rendered; and,
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, and as approved to form by County Counsel to (a) sign amendments that make modifications to the scope of services that stay within the intent of the SOW #2504; and (b) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%) of the total aggregate cost of the SOW.

ACTION:Policy



Charity Douglas, DPSS Director

11/5/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: November 18, 2025
xc: DPSS

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 48,205.83	\$42,252,17	\$90,458	\$
NET COUNTY COST	\$	\$	\$	\$
SOURCE OF FUNDS: Federal 60%, State 20%, Realignment 20%			Budget Adjustment:	No
			For Fiscal Year:	25/26-26/27

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The California Health and Human Services Agency selected IBM through RFP #DSS-0003 to provide professional services related to the Child Welfare Services Case Management System (CWS/CMS) since 1992. The Department of Public Social Services (DPSS) uses data extracted from CWS/CMS for detailed reporting and analysis of Children’s Services caseloads. To accomplish this, IBM provides weekly data downloads from CWS/CMS to DPSS. In addition to weekly downloads, IBM also provides periodic database change releases. IBM is the sole provider of these services for the State of California and the only source from which DPSS can obtain this data.

On November 19, 2021, Riverside County DPSS received the Statement of Work SOW#2108 with IBM for the provision of data downloads from CWS/CMS, provided under the terms and conditions of the CWS/CMS Contract between the State of California and IBM, Agreement Number 31091. The Statement of Work #2108 was executed on March 1, 2022, and ratified back to December 1, 2021, through November 30, 2025.

The State of California is in the process of developing a new system, Child Welfare System/California Automated Response and Engagement System (CWS/CARES) which is scheduled for state-wide implementation by October 2026. CWS/CARES will replace CWS/CMS application, which is currently maintained by IBM. To ensure continued support during this transition, the County of Riverside is requesting a one-year extension of IBM Statement of Work #2108 by way of this SOW #2504. This extension will allow for the continued weekly data downloads from the CWS/CMS system until the CWS/CARES system is fully implemented.

All terms and conditions in the Statement of Work #2108 (DPSS-0003904) remain unchanged from the previous agreement. For the extended term of December 1, 2025 through November 30, 2026.

Impact on Residents and Businesses

Analysis of CWS/CMS data assists DPSS to accurately and efficiently target its resources to protect children in Riverside County.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Additional Fiscal Information

The Annual Payment to IBM are below. Contingency amount may be applied for unforeseen cost:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
December 1, 2025 through November 30, 2026	\$90,458
Total	\$90,458
Contingency:	\$18,092

Contract History and Price Reasonableness

The agreement with IBM and before the Board is based on utilizing the same pricing and terms as detailed in Agreement 31091, Amendment No. 32 between IBM and the State of California.

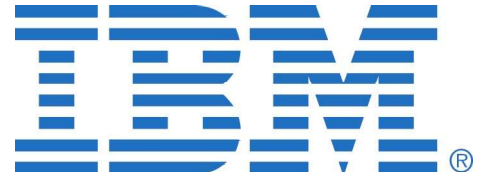
Piggybacking off a governmental procurement meets the county's requirement of seeking competition and assists with expecting the implementation/acquisition of needed commodities and services. The request before the Board includes a 20% contingency amount which, if used, will exceed current Purchasing Agent authority.

ATTACHMENTS:

- A. Statement of Work #SOW 2504 – Extension of SOW #2108


Melissa Curtis, Deputy Director of Purchasing and Fleet 11/5/2025


Gregg Gu, Chief of Deputy County Counsel 11/6/2025



**State of California
Child Welfare Services/Case Management System**

**Statement of Work # SOW 2504 for the
County of Riverside**

CWS/CMS – DB2 Data Downloads

Sep 12, 2025

Version 1.0



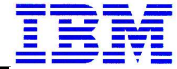
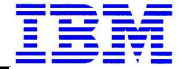


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1. Introduction

This Statement of Work (SOW) is provided under the terms and conditions of the CWS/CMS Contract between the State of California and IBM, Contract Number 31091. The pricing contained herein utilizes the labor rates contained in Rider I, “Pricing for Purchases by State and Counties of Additional Goods and Services,” as updated by Amendment No. 32 on August 05, 2021.

2. Purpose and Scope

The County of Riverside has requested IBM to provide on-going support for weekly ASCII formatted file downloads of its CWS/CMS data.

The work associated with this Statement of Work is estimated to begin on December 1, 2025. IBM will provide Services under this Statement of Work through November 30, 2026.

Support and development will be provided at IBM location(s). This Statement of Work does not anticipate any travel to be required for meetings with any County of Riverside personnel.

3. Roles and Responsibilities

3.1. IBM

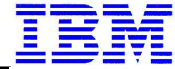
IBM resources will perform the tasks associated with this Statement of Work and will possess the necessary industry and technical skills required.

IBM resources will require up to 393 labor hours per fiscal year, as described in Section 6.1, to complete all the tasks involved in this Statement of Work.

3.1.1. Roles & Responsibilities

IBM will:

- Assign a Project Manager to manage all activities outlined in this Statement of Work.
- Provide a weekly extract of the County of Riverside data from the CWS/CMS database on a State server and provide technical support for issues related to the extract.
- Provide at least 30 calendar days advance notice of database changes.
- Provide DB2 Data Definition Language (DDL) changes, due to any required changes to the current CWS/CMS database structures, for new releases of the CWS/CMS application.
- Provide test data records for all changed tables at least 30 calendar days prior to a new database release in order to facilitate a complete test of refresh data. This will include providing technical support for weekend testing as required.



- Provide updated entity-relationship (ER) diagrams and the new updated version of xTools at least 30 calendar days prior to the database change.

3.2. County of Riverside

3.2.1. Roles and Responsibilities

The County of Riverside will:

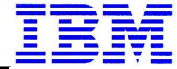
- Provide a Project Manager to work with the IBM Project Manager.
- Provide a signed Purchase Order approving this Statement of Work.
- Respond to any IBM requests for information in a timely manner.
- Own all data and DDL generated as part of this Statement of Work and be responsible for on-going support of this data and DDL beyond this Statement of Work.
- Provide all hardware and software required to develop, implement and maintain the data on its server.
- Provide connectivity to the State server where the weekly extract is stored.
- Provide scripts for extracting, decrypting and decompressing the data from the State server where the weekly extract is stored.
- Begin the process of retrieving the weekly extract from the State server containing the data at a pre-determined time agreed upon by IBM and the County of Riverside Project Managers.

4. Security

The County of Riverside is responsible for establishing the procedures to provide physical site security for the hardware and software systems and their elements. This security includes, as appropriate, protection from losses occasioned by natural threats, forced entry, acts of violence and internal sabotage. It is the County of Riverside's responsibility to establish and implement any procedures necessary to safeguard the integrity and security of software and data used in this project from access by unauthorized persons. The actual content of any data file, the selection and implementation of controls on its access and use, and the security of the data are the responsibility of the County of Riverside.

5. Completion Criteria

This Statement of Work will be considered complete when the final weekly download for the month of November 2026 has been delivered to the County.



5.1. Period of Performance

This Statement of Work is estimated to begin on December 1, 2025 and to be completed by November 30, 2026.

6. Invoicing and Payment Provisions

The total price per year for the delivery of Services under this Statement of Work will not exceed \$90,458.00 per fiscal year. This Not-to-Exceed price assumes that database changes associated with four releases of CWS/CMS will be required over the course of the fiscal year.

For subsequent fiscal years, the following rates will apply, in accordance with the rates for professional services listed for each year in the “Rider I, Pricing for Purchases by State and Counties of Additional Goods and Services” section of IBM’s Contract # 31091 with the State:

Professional Service Categories	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)
	12/01/2021	12/01/2022	12/01/2023	12/01/2024	12/01/2025
	–	–	–	–	–
	11/30/2022	11/30/2023	11/30/2024	11/30/2025	11/30/2026
Application Developer	231	231	231	231	231
Consultant	274	274	274	274	274
Data Entry	79	79	79	79	79

The County will be billed for the Data Download Services in 12 equal monthly payments in each fiscal year. Payment terms will be net thirty (30) days.

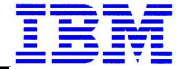
6.1. Price Summary

The schedule below summarizes the billing details for each fiscal year with respect to the Services being provided to the County:

- Data Download Services: \$35,722.00/per year
- Database Change Services: \$13,684.00/per release

The County will be billed for the ‘Data Download Service’ charges in 12 equal monthly payments of \$2,976.84. Payments will be invoiced at the end of each month during this period.

The County will be billed for the ‘Database Change Service’ charges (if required) upon delivery of the DDLs reflecting the structural changes to the database due to a new release of CWS/CMS.



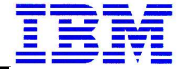
The price summary for each fiscal year **Data Download Services** is as follows:

Professional Services Categories	Rider I Price/Unit	Quantity	Total
Application Developer			
Development & Technical Support	\$231/Hour	128 Hours	\$29,568.00
Consultant			
Project Management	\$274/Hour	19 Hours	\$5,206.00
Data Entry			
Administrative Support	\$79/Hour	12 Hours	\$948.00
Total Data Download Services		159 Hours	\$35,722.00
Monthly Charge for Data Download Services			\$2,976.84

The price summary for each fiscal year **Database Change Services** is as follows:

Professional Services Categories	Rider I Price/Unit	Quantity	Total
Application Developer			
Development & Technical Support	\$231/Hour	50	\$11,550.00
Consultant			
Project Management	\$274/Hour	7.5 Hours	\$2,055.00
Data Entry			
Administrative Support	\$79/Hour	1 Hours	\$79.00
Total Database Change Services		58.5 Hours	\$13,684.00

	Quantity (Hours)	12/01/2021 – 11/30/2022	12/01/2022 – 11/30/2023	12/01/2023 – 11/30/2024	12/01/2024 – 11/30/2025	12/01/2025 – 11/30/2026
Total Data Download Services	159	\$35,722.00	\$35,722.00	\$35,722.00	\$35,722.00	\$35,722.00
Total Database Change Services – First Change	58.5	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00
Total Database Change Services – Second Change	58.5	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00
Total Database Change	58.5	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00



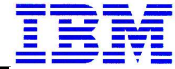
Services – Third Change						
Total Database Change Services – Fourth Change	58.5	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00	\$13,684.00
Services Grand Total, Not-to-Exceed	393	\$90,458.00	\$90,458.00	\$90,458.00	\$90,458.00	\$90,458.00

NOTE:

- Database Change Services may be required for each release of CWS/CMS that is rolled out in production. These releases are typically rolled out in the months of January, April, July and October.
- Effective March 24, 2006, the CWS/CMS database began being hosted by the State of California, Office of Technology Services (OTech), now known as Office Of Technology and Solutions Integration. IBM is dependent on OTech allowing IBM to run the batch jobs and on-line transactions necessary to extract the data defined in this SOW. Any costs imposed by OTech for this service for usage of the host will be the responsibility of the County of Riverside.
- This Statement of Work does not include any travel expenses for meetings with any County of Riverside Personnel.

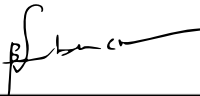
7. Termination of Agreement

The conditions for termination of this Statement of Work are the same as those set forth in the Base Contract, Contract Number 31091.



8. Statement of Work – Approval

This Statement of Work has been jointly prepared by IBM and the County of Riverside (referred to subsequently as ‘participants’). By authorized signature, each participant acknowledges receipt and acceptance of the contents of this document and the terms and conditions stated herein. This Statement of Work and the Contract (and any applicable attachments) represent the entire agreement between the parties regarding the subject matter herein and replaces any prior oral or written communications. Each party acknowledges that this document is the only Statement of Work that is being contracted for and changes to this agreement must be formally introduced and agreed to in writing by each participant. Such additions/changes will append to this Statement of Work.

For the County of Riverside, a political subdivision of the State of California <i>V. Manuel Perez</i>	11/18/2025	For IBM 	09/19/2025
V. Manuel Perez Chair of the Board	Date	Suresh Babu CWS/CMS Project Executive	Date

Approved as to Form
Minh C. Tran
County Counsel

Katherine Wilkins
By: _____
Katherine Wilkins
Deputy County Counsel

Date 10/30/2025

ATTEST:
Clerk of the Board

By: Whitney Mayo, Deputy

