

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



ITEM: 3.53
(ID # 30762)

MEETING DATE:
Tuesday, June 23, 2026

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY AND EXECUTIVE OFFICE

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT) AND EXECUTIVE OFFICE (EO): Approve Amendment No. 4 to the RivCoONE Connect and Enterprise Data Platform Agreement with Slalom, Inc., for Phase Two to add additional Statement of Work and to increase the contract amount by \$4,000,000 for the period of July 1, 2026 through June 30, 2027 with the option to renew through March 23, 2028 without seeking competitive bids and approval of a Budget Adjustment, All Districts. [\$4,000,000– General Fund Contingency - 100%] (4/5 Vote Required)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 4 to the RivCoONE Connect and Enterprise Data Platform Agreement with Slalom, Inc., for Phase Two of the RivCoONE Connect Project to add additional Statement of Work and increase the contract amount by \$4,000,000 for the period of July 1, 2026 through June 30, 2027, with the option to renew through March 23, 2028 without seeking competitive bids and authorize the Chair of the Board to execute the same on behalf of the County;

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ACTION:4/5 Vote Required, Policy

Karan Chandran
Karan Chandran, Chief Information Officer

6/12/2026


Tammi Graham
Tammi Graham, Integrated Health & Human Services Director

6/12/2026

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Gutierrez 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: June 23, 2026
xc: RCIT, EO

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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RECOMMENDED MOTION: That the Board of Supervisors:

2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel to sign amendments that exercise the options of the Agreement including modifications to the Statement of Work that stay within the intent of the Agreements;
3. Direct the Purchasing Agent to issue a purchase order to Slalom for goods/services that do not exceed the Board approved amounts;
4. Approve and direct the Auditor-Controller to make the budget adjustment as shown on Schedule A to fund Phase Two of the RivCoONE Connect project; and
5. Direct the Clerk of the Board to retain one (1) copy of each agreement and return two (2) copies of each to RCIT for distribution.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 4,000,000	\$ 0	\$ 4,000,000	\$ 0
NET COUNTY COST	\$ 4,000,000	\$ 0	\$ 4,000,000	\$ 0
SOURCE OF FUNDS: General Fund Contingency - 100%			Budget Adjustment: Yes	
			For Fiscal Year: 25/26 – 26/27	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Executive Office (EO) and Riverside County Information Technology (RCIT) recommend that the Board approve Amendment No. 4. to the agreement with Slalom and budget adjustments to appropriations and estimated revenue, as outlined in Schedule A. The amendment and adjustments will support the continued development and implementation of additional features for RivCoONE Connect, previously known as Coordinated Care System, and Enterprise Data Platform in partnership with Slalom, Inc. from July 1, 2026, through June 30, 2027.

RivCoONE Connect and Enterprise Data Platform provide core technological infrastructure, including a data lake, identity resolution, permissible data sharing across existing systems, and the RivCoONE Connect application. Built in alignment with RCIT and Riverside University Health System (RUHS) information security and compliance requirements, the platform is designed for ongoing expansion and optimization. It is currently used by Department of Public Social Services (DPSS), Department of Child Support Services (DCSS), Riverside University Health System (RUHS), Probation, Housing Workforce Solutions (HWS), Fire, Emergency Management, First 5, Veterans Services, and the Office on Aging (OOA).

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During Phase One in FY 25/26, the County delivered the foundational RivCoONE Connect platform, including universal registration, Whole Person Health Score (WPHS) assessment, appointments, referrals, resident holistic view, and an Enterprise Data Platform (Data Lake). These capabilities give care coordinators a unified, resident-centered view of services across county departments.

Phase Two focuses on scaling and enhancing the platform with improved referral recommendations, resource management, identity matching workflows, administrative and messaging capabilities, operational dashboards, reporting and insights, and expanded interoperability. The county also plans to expand secure consent-driven access for community-based organizations (CBOs) and county residents through enhancements such as resident portal functionality, multilingual support, household linking, electronic signature capabilities, and expanded identity verification options.

Working in partnership with the RivCoONE team, Slalom, and RCIT, the proposed amendment outlines the scope of work for enhancing the RivCoONE Connect system and the Enterprise Data Platform. Approval of this item will support new platform features and enable onboarding of additional County agencies into RivCoONE.

Impact on Residents and Businesses

There is no negative impact on residents or businesses within the County of Riverside.

Additional Fiscal Information

The table below reflects the total costs per fiscal year.

Description	FY 25/26
Phase Two of RivCoONE Connect Project – Slalom Amendment No. 4	\$ 4,000,000
Total	\$ 4,000,000

Contract History and Price Reasonableness

The Board approved agreement ITARC-0001251 to Slalom Inc., on March 11, 2025, under Agenda Item 3.22. Amendment No. 1 to this agreement was executed by the Purchasing Agent on December 30, 2025, to extend the period of performance through March 23, 2027. Amendment No. 2 to this agreement was approved by the Board on April 14, 2026, under Agenda Item 3.6 to increase funding for the period of April 1, 2026, through June 30, 2026, for additional work needed to support ongoing services for RivCoONE Connect and the Enterprise Data Platform. Amendment No. 3 included a GenAI Pilot project for no additional fees to the agreement. Amendment No. 4 will increase funding for the term of July 1, 2026 through June 30, 2027, for the Phase Two RivCoONE Connect Project. Single Source #25-123b to Slalom, Inc. was reviewed by County Purchasing.



The hourly bill rate for the 2026-2027 term has increased by an average of 3% compared to last year. The increase reflects the annual adjustment based Social Security Administration cost-of-living adjustment (COLA).

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ATTACHMENTS:

- A. Schedule A
- B. Amendment to Sole Source Justification # 25-123b for Slalom, Inc.
- C. Slalom Amendment No. 4

 Brett Austin, Supervising Accountant	 Melissa Curtis, Deputy Director of Purchasing and Fleet
6/16/2026	6/15/2026

 Alonzo Barrera, Principal Management Analyst	 Sarah Franco, Assistant County Executive Officer
6/17/2026	6/17/2026

 Aaron Gettis, Chief Deputy County Counsel
6/16/2026

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Current Contract Term:	March 24, 2025, through March 23, 2027
Original Contract Amount:	\$5,452,153.00
Amended Contract Term:	July 1, 2026, through June 30, 2027
Amended Contract Amount:	\$9,452,153.00
Contract ID:	ITARC-0001251

This Amendment No. 4 for the Coordinated Care-System of Engagement Platform Design Agreement between COUNTY OF RIVERSIDE and SLALOM, INC., (herein referred to as "Amendment No. 4"), is made and entered into by and between the County of Riverside a political subdivision of the State of California, (herein referred to as "COUNTY"), and SLALOM, INC., a Delaware corporation authorized to conduct business in State of California, (herein referred to as "CONTRACTOR"), sometimes collectively referred to as the "Parties".

RECITALS

WHEREAS, the COUNTY and CONTRACTOR entered into that certain Agreement for Coordinated Care-System of Engagement Platform Design, Contract ID No. ITARC-0001251, executed on March 11, 2025, (herein referred to as "Agreement").

WHEREAS, the COUNTY and CONTRACTOR amended the Agreement for the first time to renew the period of performance from March 24, 2026, through March 23, 2027.

WHEREAS, the COUNTY and CONTRACTOR amended the Agreement for the second time to add \$252,153 to the contract for the Coordinated Care - System of Engagement project and added Attachment 1 – Slalom Change Order ("CO") 1, to reference the additional scope for the Mid-Year project covering the period of April 1, 2026 – June 30, 2026, Mid-Year project.

WHEREAS, the COUNTY and CONTRACTOR amended the Agreement for the third time to add Attachment 2 – Slalom Change Order ("CO") 2, to reference the additional scope for the June 1, 2026, through August 31, 2026, GenAI Pilot project for no additional fees.

WHEREAS, the COUNTY and CONTRACTOR now desire to amend the Agreement for a fourth time to add \$4,000,000 to the Coordinated Care – System of Engagement Platform Design contract, and add Attachment 3 – Slalom Change Order ("CO") 3, to reference Coordinated Care – System of Engagement: Phase 2 project to Exhibit A "Statement of Work", which outlines the statement of work for the period of July 1, 2026 – June 30, 2027, with the option to renew through March 23, 2028.

NOW, THEREFORE, for good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the Parties agree as follows:

1. The above recitals are true and correct; they are incorporated herein by reference.
2. Section 3 "Compensation", subsection 3.1 of the Agreement is amended to increase the compensation by four million dollars (\$4,000,000).

Form #116-311 Revision Date: 06/22/2018

Riverside County Information Technology 3450 14th Street, Riverside, CA 92501

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3. Exhibit A "Statement of Work" of the Agreement is hereby amended to include Attachment 3 "Coordinated Care – System of Engagement: Phase 2 Statement of Work" of this Amendment No. 4.
4. USE OF ELECTRONIC SIGNATURES: This amendment may be executed in any number of counterparts, each of which will be original, but all of which together will constitute one instrument. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signatures mean an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.
5. Capitalized Terms/Amendment to Prevail. Unless defined herein or the context requires otherwise, all capitalized terms herein shall have the meaning defined in the Agreement, as heretofore amended. The provisions of this Amendment No.4 shall prevail over any inconsistency or conflicting provisions of the Agreement, as heretofore amended, and shall supplement the remaining provisions thereof.
6. Miscellaneous. Except as amended or modified herein, all the terms of the Agreement shall remain in full force and effect and shall apply with the same force and effect. Time is of the essence in this Amendment No.4 and the Agreement and each and all of their respective provisions. Subject to the provisions of the Agreement as to assignment, the agreements, conditions and provisions herein contained shall apply to and bind the heirs, executors, administrators, successors and assigns of the parties hereto. If any provisions of this Amendment No.4 or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either COUNTY or CONTRACTOR.
7. Effective Date. This Amendment No.4 shall not be binding or consummated until it is fully executed by the Parties.
8. CORPORATE SIGNERS: Pursuant to California Corporations Code Section 313, please provide signature of chairperson of the board, president, or any vice president,

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and the secretary, any assistant secretary, the chief financial officer, or any assistant treasurer. If providing only one signature, please also provide a resolution or other proof of delegated authority that shows signers can legally bind the corporation.

9. All other terms and conditions of the Agreement not modified herein shall remain unchanged.


{Signature Page to Follow}

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IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 4.

COUNTY OF RIVERSIDE, a political
Subdivision of the State of California

SLALOM, INC., a Delaware corporation,
authorized to conduct business in the State
of California



Karen Spiegel
Chair, Board of Supervisors



Pritha Sridharan (Jun 10, 2026 17:42:42 EDT)
Pritha Sridharan
Senior Managing Director

JUN 23 2026

Dated

10/06/2026

Dated

ATTEST:
Kimberly Rector
Clerk of the Board



Deputy

APPROVED AS TO FORM
Minh C. Tran
County Counsel

Emilio Ramirez

Emilio Ramirez (Jun 10, 2026 14:47:53 PDT)
Emilio Ramirez
Deputy County Counsel

10/06/2026

Dated

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Attachment 3

Coordinated Care – System of Engagement: Phase 2



CHANGE ORDER (“CO”) 3

Services Agreement Title	<i>Professional Services Agreement for County of Riverside and Slalom</i>	Services Agreement Effective Date	<i>March 24, 2025</i>
Statement of Work Project Name	<i>Coordinated Care – System of Engagement: Phase 2</i>	Statement of Work Effective Date	<i>March 24, 2025</i>
Client	<i>County of Riverside (“Client” or “RivCo”)</i>	CO Effective Date	<i>July 1, 2026</i>

This CO dated as of the CO Effective Date set forth above modifies, amends, changes and/or supplements Statement of Work identified above, as amended from (the “SOW”):

- Amendment 1: Term Extension
- Amendment 2, Change Order 1: Additional Scope
- Amendment 3, Change Order 2: Coordinated Care – System of Engagement: Mid-Year Scope (GenAI Pilot)

The SOW was entered into by and made pursuant to the governing Services Agreement set forth above (“Agreement”) between Client and Slalom, Inc. (“Slalom”). All capitalized terms not defined in this SOW have the respective meanings set forth in the Agreement.

1. Update to Section 1.1 Project Overview / Objectives

- a. RivCoONE Connect is a comprehensive, integrated Coordinated Care System and digital platform designed to enhance service delivery for Riverside County residents by integrating permissible data from multiple systems. In Phase 1, (March 2025 – June 2026) of the project, the County focused on establishing the foundational architecture for a “system of systems” that centralizes constituent information, reduces duplicate data entry, supports care plan development, and improves referral processes across Riverside County agencies. Core goals included creating a comprehensive care platform for Riverside County residents, improving information sharing between agencies (including RUHS and community providers), enhancing needs determination, and enabling coordinated service delivery. These capabilities are supported by an enterprise data lake

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architecture to unify data, enable analytics, and ensure secure data exchange across departments.

- b. Building on this foundation, Phase 2 (July 2026 – June 2027) shifts from MVP deployment to broader scaling, optimization, and feature expansion across the ecosystem, with additional resources and effort shifting at the end of Phase 2/beginning of Phase 3 towards building efficient operations and shifting towards a model of ongoing support. The major focus for Phase 2 includes retiring the legacy START application by onboarding CBOs on the Connect application, updates to the Resident Portal to allow for residents to log in, in addition to county employees and CBOs and a GenAI solution to allow for smarter referrals for Riverside County agencies. Additional focus areas include enhancing platform reliability and user experience through system optimization initiatives, including performance testing, load balancing improvements, test automation, and usability refinements as well as EPIC interoperability using FHIR/HL7. Security and compliance are planned to be further strengthened with expansion of audit logging, privacy and minimization controls, retention/legal hold policies, and an additional accessibility audit aligned to WCAG 2.2, similar to what was conducted in Phase 1, but also intended to include new features and functionality.
- c. To support operational oversight and data-driven decision-making, the County will introduce an expanded Reporting & Insights framework, including dashboards at multiple organizational levels, new standard reports, operational SLA dashboards, and a maturing data governance layer (catalog, lineage, data quality rules). The Enterprise Data Platform efforts will support this and longer-term analytical capabilities will be advanced through a System of Insights leveraging geospatial analysis (Esri) with structured access for analysts. Data migration efforts (First 5, EMD, Fire, RUHS-BH) will also be delivered.
- d. Together, these Phase 2 initiatives evolve the Coordinated Care System from a foundational multiagency data platform into a scalable, user-centered, insight-driven ecosystem supporting residents, providers, and county operations. The program continues to strengthen interoperability, enhance service delivery, and support Riverside County's long-term vision for whole person, coordinated care.

2. Update to Section 1.2 Nature of Engagement

- a. **Nature of Engagement:** Time and Materials: This will remain a time and materials engagement. Fees will be based on the hourly rates of the deployed Slalom resources. Slalom will increase resourcing as needed, and as agreed to with Riverside County, to ensure project success. While Slalom will endeavor to complete the in-scope objectives described in this SOW within the Estimated Fees described in Section 6.2, Slalom will work with RivCo

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Product Leadership and RCIT to prioritize functionality in order to deliver as much of the high value and must-have features as capacity allows within Phase two.

3. Update to Section 1.3 Scope, Activities, and Deliverables

a. Scope

- b. The following scope is representative of the activities and deliverables Slalom may perform within the 12-month time and materials engagement. The implementation of features to be delivered for each release cycle will be mutually agreed upon and documented between Slalom and RivCo project leadership during the engagement based on priority, capacity, complexity, and time to deliver.
- c. The Core architecture of the system should continue to be designed to be adaptive, capable of iterating with the growth of the services to be included in the Integrated Service Delivery initiative and incorporating new technologies as they become available.
- d. The user interface will continue to be designed to be modern, clean and legible, focusing on paying attention to colors, contrast, pairing color indicators with iconography, font sizes, font weights, tab sequencing, etc. We aim for conformance to Web Content Accessibility Guidelines (WCAG), Revised 508 Standards, and EN 301 549 standards. We strive for conformance with WCAG 2.1 level AA, while testing for success criteria in the forthcoming WCAG 2.2 standard. Ultimately our goal is to allow for greater accessibility and usability of technology and services by individuals with disabilities or diverse needs/accommodations. This includes machine tooling like screen readers, code linters, etc. as well as human reviews for compliance and the experience to advise to what level of compliance issues/features apply.
- e. Services provided by Slalom relating to security, risk, governance, accessibility or other compliance-related matters do not constitute legal or regulatory compliance advice.

4. CBO Access Enhancements

- a. CONTRACTOR shall expand Community Based Organization (CBO) access to the platform, including:
- b. External CBO portal access with security & audit controls
- c. Role based permissions supporting to support limited access by external access users.

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- d. Consent aware access rules
- e. CBO specific redaction and data sharing compliance features

5. Resident Portal

- a. CONTRACTOR shall develop enhancements to the Resident Portal, including:
 - b. Authentication using Amazon Cognito
 - c. Views for resident specific features
 - d. Resident 360 display and profile view/edit
 - e. Document upload capabilities
 - f. Support for viewing referrals within Connect
 - g. Incorporation of WPHS self-service workflows (QR code entry, no login)

6. Integration with System of Insights (SOI)

- a. Integrating with SOI that ESRI developing
- b. Integrating SOI's reporting inside Connect Application
- c. API for other systems

7. Data Migration

- a. Migration of data from other Riverside County data sources as applicable

8. Enhance the data governance, data discovery, and data pipeline for EDP

- a. Enhance data governance framework
- b. Automation in data pipeline
- c. Implement data quality rules, data quality monitoring and reporting
- d. Enhance data catalog and data discovery workflow for various type of users
- e. Build data mart for departmental data analytics

9. Security & UI/UX for Audit Logging

- a. CONTRACTOR shall deliver enhanced security features including:

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- b. Full activity log and audit trail
- c. Security framework improvements
- d. WCAG 2.2 accessibility audit and remediation (similar to what was conducted in Phase 1)
- e. Retention and legal hold policies
- f. Privacy/data minimization enforcement
- g. Resident privacy controls (delete account, unsubscribe, export data, revoke consent)

10. WPHS Usability Enhancements

- a. Review of CONNECT usability for the user workflow
- b. Search Before Create: Ability to search for resident identifiers in the system prior to creating a new resident record

11. Non-Registering WPHS

- a. Support for public QR code accessible WPHS self-service tools

12. API / Integration Strategy

- a. API foundation for integrations
- b. Developer portal, OAuth scope, sandbox

13. SMART AI for Referrals

- a. CONTRACTOR shall support AI strategy development including:
- b. AI-assisted referral routing
- c. Conversational AI (“AI Navigator”)
- d. AI Agent Assist for care coordinators
- e. AI based matching (auto-matching/scoring)

14. Manual Matching V2

- a. When reactivated, enhancements may include:
- b. UI-based matching interface

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- c. Supervisor sign-off
- d. Reduced RCIT involvement
- e. Front-end display of Match ID
- f. Auto-matching machine learning enhancements (if included in SMART AI scope)

15. Admin Console

- a. Includes improvements to:
- b. Group-based permissions (supervisor, manager, director)
- c. User interface for permissions
- d. Reduce 3rd-party/manual interventions
- e. Add/Edit Agencies via UI
- f. Role-based redaction
- g. Staff SSO/MFA tied to permissions
- h. When resources/funding is unavailable, add ability to turn off departments/programs from receiving referrals - This could be part of the Data Admin/Exec role
- i. Flag high-profile data
- j. A warning message when a user tries to access a flagged profile
- k. Ability to send notifications to one or more designated notification group
- l. Note: This function may be provided by a 3rd party CMS solution

16. Household & Family Linking

- a. Ability to associate residents under a single household structure
- b. Support for shared workflows and linked cases

17. Adolescent WPHS

- a. Adolescent WPHS assessment, pending policy decision

18. Signature Pad Compatibility

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- a. Enable agencies using signature pads to capture digital signatures within Connect

19. Resident Portal V2 (Service-Oriented vs. Department-Oriented)

- a. Enhancements include:
- b. Expanded service directory
- c. Enhanced workflows and referrals
- d. Notification engine (email/SMS templates + consent tracking)

20. Authorized Representative Workflow

- a. Allow spouse/guardian to complete WPHS on behalf of resident
- b. Identity verification (IDV/KBA/document upload) for security

21. Scheduling (Directional / Bidirectional - Optional)

- a. Integration alignment across departments
- b. Requirements definition for appointment management, with Connect to serve as the go-to application for users and residents

22. Teams Messaging / In-App Communication

- a. In-application chat for care coordinators
- b. Chat routing
- c. Audit-compliant message retention
- d. Overall update notification to all users like an alert message on the top of screen to stay until the user clicks the X button.

23. Epic Interoperability

- a. Beyond referrals, includes:
- b. FHIR/HL7 support
- c. Appointments, documents, care plans, and other clinical exchanges
- d. Bidirectional or unidirectional flows based on COUNTY decision

24. Additional Languages

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- a. Support for additional languages as determined by the Product Owner team

25. Contracting & Billing

- a. Discovery and implementation support for:
- b. Community Health Worker encounters
- c. EPIC UX alignment for billing workflows

26. HR RivCo Training

- a. Use Connect to request access and integrate with HIPAA training (if determined appropriate).

27. Reporting & Insights

- a. CONTRACTOR may complete reporting and analytics capabilities, including:
- b. Business requirements development
- c. Vendor alignment (ESRI/Slalom)
- d. Reports page with standard report templates
- e. Build new report functionality
- f. Dashboards at multiple organizational levels: Director, Manager, Supervisor and Staff / Operational.
- g. SLA, queue, and breach alert dashboards
- h. Data governance functions (catalog, lineage, quality rules)

28. System Optimization Initiatives

- a. CONTRACTOR may perform platform stability and performance improvements, including:
- b. Performance testing
- c. Load-balancing techniques
- d. Administrative portal enhancements
- e. Test automation

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- f. Usability improvements to enhance system efficiency and user workflow
- g. Waiting Room v2- Self – Service - ("goes up to kiosk")

29. Updated with Additional Deliverables

- a. *Note: Phase 1 SOW deliverables list ends at #12

#	Deliverable	Description	Slalom Resources	RivCo Resource & Weekly Commitment
a.	Sprint Story Acceptance Criteria	Acceptance Criteria for key feature agile stories that represents client acceptance criteria. This will be defined during the Feature Product Design sessions directly in the Agile work management tool.	<ul style="list-style-type: none"> •Solution Owner •Experience Design Architect •Solution Architect 	<ul style="list-style-type: none"> •Product Owner & Technical Lead •Responsibility: input & review •Commitment: 2–3 hours per Sprint
b.	Update of the RivCoONE Connect Architectural Blueprint	Updated diagrams / documentation of the solution architecture	<ul style="list-style-type: none"> •Solution Architect •SMEs 	<ul style="list-style-type: none"> •Technical Lead •Responsibility: input & review •Commitment: 16–20 hours
c.	Performance Testing Test Plan	High-level plan identifying performance testing approach and plan	<ul style="list-style-type: none"> •Quality Engineering Architect 	<ul style="list-style-type: none"> •Technical Lead •Responsibility: performance testing input, co-development, review •Commitment: 80 hours

30. Enterprise Data Platform Deliverables

- a. The following table lists the Phase 2 Enterprise Data Platform deliverables, the Slalom resources that will produce each one, and the County resources needed (with indicative weekly time commitment) for review, decisions, and approvals.

#	Deliverable	Description	Slalom Resources	RivCo Resource & Weekly Commitment
a.	Data Management Maturity Assessment	Baseline assessment of the EDP across data quality, reference/master data, identity resolution, governance, and operations. Outputs include a maturity scorecard, identified gaps, prioritized recommendations, and a 12-month improvement roadmap.	<ul style="list-style-type: none"> •Domain Expert •Domain Specialist 	RivCo Data Architect; data stewards from participating departments — 4 hrs/week during weeks 1–6
b.	Data Governance Framework — Quick Wins	Business glossary, AWS Glue Data Catalog / DataZone setup, ownership and stewardship roles, data classification, and access	<ul style="list-style-type: none"> •Domain Expert •Domain Specialist 	RivCo Data Steward and RCIT Solution Architect — 3 hrs/week ongoing

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		patterns. Targets quick wins in the first 90 days, with a longer-term MDM and reference-data strategy documented.		
c.	Reference Data Standardization	Inventory of reference/code data across source systems; standardized lookups, crosswalks, and a governed process for managing future changes.	•Domain Expert •Domain Specialist	Domain SMEs from each onboarded department - 2 hrs/week during that department's onboarding window
d.	Data Quality Framework	Reusable validation rules across the standard DQ dimensions (completeness, accuracy, consistency, validity, timeliness, uniqueness); per-dataset DQ scoring; and threshold-based alerting.	•Domain Expert •Domain Specialist	Source-system SMEs - 2 hrs/week per onboarded dataset
e.	Entity Resolution Tuning	Refinement of AWS Entity Resolution match rules using Phase 1 production signals, improvements to the manual-match workflow, and a documented IDR operations playbook for ongoing matching and review by RCIT.	•Domain Expert •Domain Specialist	RivCo Data Architect; Privacy/Compliance representative - 2 hrs/week
f.	Department Data Onboarding (First 5, EMD, Fire, RUHS-BH ELMR, Veteran Service and others as applicable)	Production ingestion, curation, and IDR onboarding for the five new departments. Each onboarding includes source discovery, data mapping, DMS/SFTP/S3 endpoint configuration, curated-layer modeling, IDR onboarding, and UAT. Sequencing is contingent on data sharing agreement readiness; Veteran Service is included if applicable.	•Domain Expert •Domain Specialist	Per department: program owner and source-system SME - 5 hrs/week during a 6 - 8 week onboarding window
g.	EDP Solution Architecture Refresh	Updated conceptual, logical, and physical architecture diagrams reflecting Phase 2 changes — new departments onboarded, IDR tuning, DQ framework, and governance overlay.	•Domain Expert •Domain Specialist	RCIT Solution Architect - 2 hrs/week during review cycles
h.	Updated EDP Operational Runbook	Refreshed end-to-end operational runbook covering ingestion configuration, curated jobs, IDR workflows, monitoring, data retention, and scheduling. Reflects Phase 2 changes and	•Domain Expert •Domain Specialist	RCIT Data/Platform Engineer - 2 hrs/week for review

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		serves as the primary handover artifact for RCIT.		
i.	Knowledge Transfer to RCIT & County Data Team	Live and recorded KT sessions, technical pairing, and a shared backlog-grooming cadence so County staff progressively take ownership of EDP operations and incremental enhancements.	All EDP roles (rotating)	RCIT Data Engineer and Data Architect - 5 hrs/week during active KT cycles (quarterly intensives)

31. Updates to Project Management section: Slalom will continue to rely on all decisions and approvals of Client. Slalom and Client will participate in: Weekly status review meetings to determine accomplishments with the plan and identify issues that need immediate resolution. For critical issues, a response from Client is required within one (1) business day. For other issues, a response from Client is required in five (5) business days.

32. Quarterly Business Reviews to review:

- a. Summary of the previous quarter (Key wins, challenges, financial health, progress against success criteria)
- b. Reconfirm Project goals and success criteria project for the upcoming quarter
- c. Risks and challenges, mitigation plan
- d. Recommendations
- e. Next quarter plan + actions
- f. This is a time and materials project. Work will be scoped and prioritized within the time and budget allocated. If a requirement or deliverable is introduced or redefined in such a way that accomplishing it would exceed the time and budget for the project, a Change Order will be proposed, and revised estimate provided. Decisions to continue to enhance the core functionality beyond budgeted iterations will be prioritized against available budget. Those that can be accommodated within the budget, while not putting core functionality at risk, will be accommodated. Those that cannot be accommodated will form the Year 3 prioritized enhancements backlog. Slalom will not be responsible for delays, additional costs, or other liabilities caused by or associated with the acts or omissions of Client or Client-affiliated vendors and other third-party resources, including failure to timely execute the Client Specific Dependencies.
- g. Slalom and Riverside County agree to conduct an overview of AI tooling that will be used on this project.

33. Updated Resources Section

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- a. The CONTRACTOR’s resources will be available between 8AM and 5PM pacific standard time irrespective of the time zone where the resources are. Exceptions may be considered and agreed upon mutually.
- b. Designated CONTRACTOR resources will be available during agreed upon after hours or weekend deployment and post-production support. Availability during the Hyper Care period is critical and support hours and resources will be agreed upon for each Hyper Care period.
- c. The CONTRACTOR will make every effort to provide a 2-week notice for resources that are rolling off the project. It is the CONTRACTOR’s responsibility to provide a replacement resource and ensure the knowledge transfer (KT) is completed before the resource’s last working day.
- d. The CONTRACTOR will confirm in writing that KT is complete and that the new resource meets the requirement to support the program. It is the CONTRACTOR’s responsibility to manage their resources vacations. Key resource availability and alternate key resources should be provided.

34. Update to Section 2. Duration of Work/Schedule

- a. Project is expected to start **July 01, 2026**, lasting **12 months** after kickoff.
- b. Start date determined after both parties sign required agreements.

35. Update to Section 3. Project Personnel

a. Slalom Project Personnel

Role	Role Description	% Time Allocation
35.1 - Accountable Executive	<ul style="list-style-type: none"> a. Senior consulting leader responsible for leading the Slalom team from an account level. b. Escalation point for both Slalom and Client. c. Builds and maintains a partnership relationship with the Client team. d. Advises Client and connects Client team to others with similar objectives. e. Establishes and drives regular steering committee meetings with Client team and establishes Slalom as an accountable delivery partner. f. Gathers and delivers feedback to the Client and Slalom project team. g. Participates in steering committee meetings. h. Handles any contracting questions or changes related to the Slalom team. 	Part-time
35.2 - Sr. Solution Owner	<ul style="list-style-type: none"> a. Overall workstream delivery lead responsible for deeply understanding the project health, progress, and financials. 	Full-time

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	<ul style="list-style-type: none"> b. Works with the workstream Product Owner and Client stakeholders to define and champion the vision, product roadmap, and release schedule. c. Works with the Client Product Owner and Project Manager to define user stories and ensure they satisfy the Client's business requirements. d. Works with the Client Product Owner and Project Manager to prioritize the product backlog based on business value and importance. e. Writes user stories to be consumed by the Slalom development team. f. Establishes and maintains project governance artifacts (e.g., schedule, budget, risks, issues, resources, change requests, status, velocity/burn down reporting, etc.). g. Reviews project status and health with the Client. 	
35.3 - Sr. Solution Architect	<ul style="list-style-type: none"> a. Application architect for the Slalom team, defining the technical direction for System of Engagement solutions. b. Acts as architect, defining the technical direction for Enterprise Data Platform. c. Develop core data model and design. d. Works with Client technical architects and engineers to meet technical and interface requirements. e. Handles complexity related to application platform development. f. Performs code reviews. 	Full-time
35.4 - Experience Design Architect	<ul style="list-style-type: none"> a. Conducts Client stakeholder interviews with core client/business stakeholders. b. Facilitates cross-functional discussions/workshops surrounding business and user requirements to establish consensus and a shared frame of reference amongst vendor and Client. c. Develops, produces, and iterates user flows, information architecture, and experience prototypes. d. Designs user interface screens and documents functional components within the pattern library. 	Full-time
35.5 - Engineering Lead	<ul style="list-style-type: none"> a. Leads engineering resources, working in tandem with Sr. Solution Architect to ensure engineering aligns with defined technical approach and architecture. b. Ensures frontend engineering is standardized. c. Ensures data engineering is standardized. d. Estimates story complexity for platform development. e. Executes frontend application build / delivers code to source control. f. Creates unit tests. g. Participates in scrum activities. 	Full-time

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35.6 - Sr. Engineer	<ul style="list-style-type: none"> a. Creates infrastructure as code to build out application infrastructure and networking. b. Automates application CI/CD. c. Designs proper testing strategy. d. Creates test execution framework. e. Develops automated tests. f. Executes frontend and backend application build/deliver code to source control. g. Executes enterprise data platform build/deliver code to source control. h. Creates unit tests. i. Creates automated tests. j. Participates in scrum activities. 	Full-time
35.7 - Engineer / Analyst	<ul style="list-style-type: none"> a. Executes frontend and backend application build/deliver code to source control. b. Executes enterprise data platform build/deliver code to source control. c. Creates unit tests. d. Assists solution owner as directed. e. Participates in scrum activities. 	Full-time
35.8 – SME	<ul style="list-style-type: none"> a. Provides specific functional and technical expertise as requested by the project team or Client. 	Part-time
35.9 - Domain Expert	<ul style="list-style-type: none"> b. Provides specific functional and technical expertise as requested by the project team or Client. 	Full-time, Part-time as needed
35.10 - Domain Specialist	<ul style="list-style-type: none"> c. Provides specific functional and technical expertise as requested by the project team or Client. 	Full-time

- b. Slalom will utilize reasonable efforts to retain and maintain assigned resources throughout the SOW term. Slalom will review resource updates with Client as soon as reasonably possible.
- c. Client and Slalom will leverage best practices and technologies for effective remote project delivery.

36. Section 3.2 Restated from Phase 1 SOW below - Client Project Personnel

Role	Responsibility
36.1 - Project Manager	<ul style="list-style-type: none"> a. Facilitates coordination and scheduling of major workshops and UAT. b. Provides insight to key stakeholders for project governance including risk and issue resolution. c. Works with the Solution Owner to define user stories and ensure they satisfy the business's requirements.
36.2 - Product Owner	<ul style="list-style-type: none"> a. Establishes and represents the product vision for the project team; is the primary voice of requirements for the business. b. Works with the Solution Owner to define user stories and ensure they satisfy the business's requirements. c. Prioritizes the product backlog based on business value and importance. d. Assists with sprint calendar planning.

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36.3 - Technical Lead	<ul style="list-style-type: none"> a. Serves as the technical counterpart to the Solution Architect and Domain Expert for the Enterprise Data Platform, confirming the technical direction for each respective solution. b. Works with Slalom technical architects and engineers to meet and validate technical and interface requirements. c. Ensures technical knowledge transfer throughout the engagement.
36.4 - Business & Technical SMEs	<ul style="list-style-type: none"> a. Participate in workshops and interviews as requested by the project team. b. Provide functional and non-functional requirements. c. Provide input to Product Owner around prioritization of product backlog. d. Develops UAT scripts, test scenarios, and required test data.

37. Updated Section 5.1 Fees with the Additional Tables Below:

Estimated Phase 2 Total Service Fees	\$3,999,594
Estimated Phase 2 Reimbursable Expenses (See Note 1)	\$406
Total Estimated Phase 2 Service Fees and Reimbursable Expenses	\$4,000,000

Note 1: Expenses are estimated at a minimal amount. To the extent not already approved pursuant to the Agreement or included in estimated reimbursable expense above, if travel from or to other locations outside the local service area is required, Slalom will submit a Change Order to this SOW for approval of such travel costs. Slalom expenses will follow Riverside County's travel policy D-1: billed at actual cost. All travels must be prior approved by County.

38. Updated Section 5.2 Fee Schedule

- a. Rate card for Slalom services are estimated at the hourly rates defined below. For Phase 2, the rates were adjusted by +2.8%, commensurate to Social Security's cost of living adjustment (COLA).

Level	Sample Roles	2025 – 2026 Discounted Hourly Rate	2026 – 2027 Discounted Hourly Rate
L10	Domain Expert	\$394	\$405
L9	Domain Specialist	\$302	\$310
L8	Accountable Executive	\$250	\$257
L7	Sr. Solution Architect, SME	\$222	\$228
L6	Sr. Solution Owner	\$196	\$201
L5	Experience Design Architect, Sr. Engineering Architect	\$190	\$195
L4	Engineering Architect	\$180	\$185
L3	Engineering Lead	\$170	\$175
L2	Sr. Engineer	\$159	\$163
L1	Engineer, Sr. Analyst	\$145	\$149

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- b. For Phase 2, client shall compensate Slalom for services defined above. Estimated hours and fees are detailed below

Role	Hourly Bill Rate (2026-27)	Estimated Hours	Estimated Fees
Domain Expert	\$405	1618	\$655,290
Domain Specialist	\$310	1968	\$610,080
Accountable Executive	\$257	240	\$61,680
Sr Solution Architect	\$175	5904	\$1,033,200
Solution Owner	\$201	1968	\$395,568
Experience Design Architect	\$228	3772	\$860,016
Engineering Lead	\$195	1968	\$383,760
	Estimated Subtotal:		\$3,999,594
	Estimated Reimbursable Expenses:		\$406
	Estimated Total Fees:		\$4,000,000

39. Updated Invoice Schedule

- a. Invoices will be delivered on a monthly basis. Invoices will include billed Slalom project team time for Riverside County accepted completed work for the period.









FIRST AMENDMENT TO THE AGREEMENT- RE: Slalom Amendment E-Signature Request

Final Audit Report

2026-06-10

Created:	2026-06-10
By:	Evelyn Navarro (EvNavarro@RIVCO.ORG)
Status:	Signed
Transaction ID:	CBJCHBCAABAAAFalTnjaH5r0o7kxn0j4MHNcLzt1ySPrH

"FIRST AMENDMENT TO THE AGREEMENT- RE: Slalom Amendment E-Signature Request" History

-  Document created by Evelyn Navarro (EvNavarro@RIVCO.ORG)
2026-06-10 - 9:29:22 PM GMT
-  Document emailed to Pritha Sridharan (prithas@slalom.com) for signature
2026-06-10 - 9:29:30 PM GMT
-  Email viewed by Pritha Sridharan (prithas@slalom.com)
2026-06-10 - 9:29:41 PM GMT
-  Document e-signed by Pritha Sridharan (prithas@slalom.com)
Signature Date: 2026-06-10 - 9:42:42 PM GMT - Time Source: server - Signature Appearance Selected: MOBILE_DRAW
-  Document emailed to Emilio Ramirez (emiramirez@rivco.org) for signature
2026-06-10 - 9:42:44 PM GMT
-  Email viewed by Emilio Ramirez (emiramirez@rivco.org)
2026-06-10 - 9:42:58 PM GMT
-  Document e-signed by Emilio Ramirez (emiramirez@rivco.org)
Signature Date: 2026-06-10 - 9:47:53 PM GMT - Time Source: server - Signature Appearance Selected: TYPE
-  Agreement completed.
2026-06-10 - 9:47:53 PM GMT

Schedule A
Budget Adjustment FY 2025-2026

Increase appropriations:

45500-7400100000-525440	Professional Service	\$4,000,000
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Increase estimated revenues:

45500-7400100000-790600	Contrib. Fr Other County Funds	\$4,000,000
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Decrease appropriations:

10000-1109000000-581000	EO-Approp. for Contingency-General	\$4,000,000
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Anticipated Increase in Unassigned Fund Balance:

10000-1109000000-370100	Unassigned Fund Balance	\$4,000,000
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Increase appropriations:

10000-1101000000-551100	Contribution To Other Funds	\$4,000,000
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Anticipated Use of Unassigned Fund Balance:

10000-1101000000-370100	Unassigned Fund Balance	\$4,000,000
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KARAN CHANDRAN
Chief Information Officer

GUSTAVO VAZQUEZ
Chief Technology Officer

TRACY TILLMAN
Deputy Director Admin – IT

ANTHONY CHOGOYOJI
Chief Information Security Officer



MARTIN PEREZ, ACIO
Enterprise Applications Bureau

SEAN ADAMS, ACIO
Technology Services Bureau

JOHN HASCHAK, ACIO
Converged Communications Bureau

SSJ No.: 25-123 and 25-123a

Amendment No.: 2

Date: Thursday, June 4, 2026

From: Karan Chandran, Chief Information Officer

To: Purchasing Agent

Via: Aaron Herman, Buyer II

Subject: Request for Coordinated Care – System of Engagement Phase 2 Project

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote Supplier Sole Source Letter Final draft agreement
 Final draft Form 11 H-11 approved by RCIT/TSOC Grant Agreement
 Other: Amendment No. 4

(i.e. CA Secretary of State Business Entity Information, Dept. of Justice Registration Conformation for non-profits, etc.)

1. Supplier Name: Slalom, Inc Supplier ID: 0000267039
2. Reason or Justification for the Amendment: This SSJ amendment is for Phase 2 of the RivcoONE Project. This initiative is for the continued development, expansion, and integrations of the platform.
3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY 24/25	FY 25/26	FY 26/27	FY 27/28	Total
Slalom, Inc. (SSJ #25-123)	\$1,200,000	\$4,000,000	\$0	\$0	\$5,200,000
Slalom, Inc. Amendment No. 2 (SSJ #25-123a)	\$0	\$252,153	\$0	\$0	\$252,153
20% Contingency (SSJ #25-123a)	\$0	\$51,000	\$0	\$0	\$51,000
Total Costs	\$1,200,000	\$4,303,153	\$0	\$0	\$5,503,153

a. Amended goods and/or services costs must be identified below (If applicable):

Description:	FY 26/27	Total
Slalom, Inc. Phase 2	\$4,000,000	\$4,000,000
Total Costs	\$4,000,000	\$4,000,000
10% contingency		\$400,000

4. Period of Performance: July 1, 2026 through June 30, 2027

Ratify Start Date (if applicable): NA

Initial Term Start Date: March 24, 2025 End Date: March 23, 2026

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): Two (2) additional annual renewals.

Aggregate Term/ End Date: March 23, 2028 (BOS MO 3.22 approved on 11 March 2025)

5. Projected Board of Supervisor Date (if applicable): June 23, 2026

By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.

KARAN CHANDRAN *C. J. [Signature]* 6/8/2026
 Print Name Department Head Signature Date
 (Executive Level Designee)

PCS Reviewed:

Erika Woods *WOODS* June 8, 2026
 Print Name Signature Date

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to psolesource@rivco.org, and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Review and Comments: _____

Stacy Orton 6/8/2026 25-123b
 Purchasing Agent Signature Date Tracking Number

(Reference on Purchasing Documents)