



Change Order No. 3 – QA Schedule Adjustment and QA Professional Services Statement of Work

Purpose

The purpose of this Change Order is to provide:

1. The proposed schedule adjustments to align the delivery of the CalSAWS Quality Assurance (QA) Services with the shifted/extended project timeline.
2. Professional Services to support the various expanding and evolving CalSAWS DD&I efforts, as required and authorized in advance by the Executive Director and/or the PMO Director of CalSAWS.

Scope

Schedule Adjustment

The scope of the Schedule Adjustment includes:

1. Changing the end date of the CalSAWS QA Services from April 30, 2023 to October 31, 2023.
2. Shifting the start of the Optional CalSAWS Maintenance and Operations (M&O) QA Services from May 1, 2023 to November 1, 2023.
3. Extending the following recurring CalSAWS QA deliverables by six months:

Recurring Deliverable	Number of Additional Reports
DEL #03 – QA Monthly Status Report	6
DEL #04 – QA Monthly Work Plan Update	6
DEL #07 – QA Monthly Test Report	6
DEL #10 – QA Quarterly Security Report	2
DEL #12 – QA Assessment of DD&I Vendor CalSAWS Migration Work Plan Updates (Monthly)	6
DEL #59 – Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)	6
Total	32

4. Shifting the following CalSAWS QA deliverables to align with 1) the revised Accenture deliverable schedule and 2) estimated schedule for the CalWIN Implementation Support Vendor deliverables:

Deliverable	Current FDEL Month	Revised FDEL Month
DEL #42 – Assessment of DD&I Vendor CalSAWS (CalWIN) UAT Readiness Report/Milestone	Jul 2021	Mar 2022

Deliverable	Current FDEL Month	Revised FDEL Month
DEL #47 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 1	Mar 2022	Dec 2022
DEL #49 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 2	Jun 2022	Apr 2023
DEL #50 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 3	Sep 2022	Jun 2023
DEL #51 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 4	Nov 2022	Aug 2023
DEL #52 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 5	Jan 2023	Oct 2023
DEL #53 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Wave 6	Mar 2023	Oct 2023
DEL #54 – Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone Report – CalWIN Waves 1-6	Mar 2023	Oct 2023
DEL #56 – Assessment of DD&I Vendor CalSAWS Migration Final Acceptance Certification	Jun 2023	Oct 2023
DEL #57 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Initial	Oct 2020	Dec 2020*
DEL #58 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Project Control Document Initial	Oct 2020	Dec 2020*
DEL #59 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)	Recurring	Recurring
DEL #60 - Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan	Mar 2021	May 2021*
DEL #61 - Assessment of CalWIN Implementation Support Vendor CalWIN Deployment Readiness Plan	Aug 2021	Oct 2021*
DEL #62 - Assessment of CalWIN Implementation Support Vendor CalWIN Change Management Plan	Oct 2021	Dec 2021*
DEL #63 - Assessment of CalWIN Implementation Support Vendor CalWIN ILT Training Material	Jan 2022	Oct 2022*
DDL #64 – Assessment of CalWIN Implementation Vendor CalWIN WBT Training Materials	Feb 2022	Nov 2022*

* Dates subject to change based on approved CalWIN Implementation Support Vendor contract.

- Adding DEL #70 – Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan – Update #2 to align with the new Accenture deliverable.
- Extending QA Implementation staff that were originally scheduled to roll off in December 2022 a total of ten (10) months to October 2023. The extended hours and costs are included in the DEL #03 – QA Monthly Status Report deliverable. During the

extended timeframe between C-IV cutover and CalWIN Wave 1 cutover, the QA Implementation staff will provide QA services on the Implementation, Organizational Change Management, and Training work products and processes associated with the implementation of Task Management, GA/GR, Non-State Forms, and Ancillary Systems functionality.

7. Extending QA staff (non-Implementation) scheduled to roll off in April 2023 six (6) months to October 2023. Staff will:
 - A. Participate in meetings, discussions, and walkthroughs pertaining to CalSAWS deliverables, work products, services, and testing.
 - B. Conduct quality reviews, test, and/or provide feedback on CalSAWS System Change Requests (SCRs) and Accenture work products and services.
 - C. Report outcomes via deliverable reviews and regular status reporting.
 - D. Escalate issues and risks, as appropriate.

QA Professional Services

The scope of the QA Professional Services includes supporting increased DD&I efforts (e.g., increased Functional Design Session, Imaging, Data Analytics, etc.) or special work assignments to more immediately meet the QA needs of the Consortium. Activities on newly assigned or increased QA efforts may include:

1. Participating in meetings, discussions, and walkthroughs pertaining to identified area's work products, services, and testing;
2. Conducting quality reviews of any related System Change Requests (SCRs) and delivered work products, services, and outcomes;
3. Reviewing and providing feedback on the design, build, test, and deployment of newly added functionality or technical capabilities;
4. Including content and attachments, as appropriate, in a Monthly Status Report to report on the new activities, findings, recommendations, issues, risks, and outcomes. The content from any new Monthly Status Report deliverable can be combined with the CalSAWS QA Deliverable #03 – QA Monthly Status Report or CalSAWS QA Deliverable #07 – QA Monthly Test Report to minimize the deliverables created;
5. Reporting on the QA activities and outcomes of the newly added efforts at Weekly Status Meetings, PSC, JPA, and other stakeholder meetings, as required;
6. Assessing the technical solutions of systems integrators and third-party vendors above and beyond the current scope of CalSAWS DD&I;
7. Supporting the development of Implementation Advance Planning Document Updates (IAPDU) for changes in scope, schedule and/or costs; and,
8. Supporting other Project Management Office (PMO) efforts in optimizing funding through cost-effective investments and ensuring the quality and timely delivery of the CalSAWS by the end of 2023.

Assumptions

The following are assumptions related to Schedule Adjustments for the CalSAWS QA:

- Staff hours and costs for extended period are included in the Recurring Deliverables.
- Hours and costs for all single instance deliverables remain unchanged even if shifted to align with new delivery dates.

Timeframe

- The schedule extension moves the:
 - End date for the DD&I QA Services from April 2023 to October 2023.
 - Start date for the Optional M&O QA Services from May 2023 to November 2023.
- The anticipated timeframe for the QA Professional Services is from April 1, 2020 to October 31, 2023, contingent upon federal approval.

Staffing and Costs

Schedule Adjustment

The ClearBest DD&I QA team extension through October 2023 results in the following additional staff hours and costs:

QA STAFF ROLE	TIME PERIOD	HOURS	RATE	COST
Schedule Extension Only				
QA Project Manager	6 months	1,024	\$154	\$157,696
QA PMO Lead	6 months	1,048	\$134	\$140,432
QA Functional Manager	6 months	1,056	\$134	\$141,504
QA Technical Manager	6 months	1,032	\$144	\$148,608
QA Implementation Manager	6 months	1,048	\$134	\$140,432
QA Testing Manager	6 months	1,080	\$134	\$144,720
QA UAT Lead	6 months	1,068	\$134	\$143,112
QA PMO Specialist	6 months	1,588	\$114	\$181,032
QA Sr. Administrative Assistant	6 months	620	\$45	\$27,900
QA Conversion Lead/BA/Tester	6 months	2,080	\$114	\$237,120
QA Independent Tester	6 months	1,088	\$99	\$107,712
QA Independent Tester/UAT	6 months	3,300	\$114	\$376,200
QA Technical Lead	6 months	1,152	\$139	\$160,128
QA Implementation Lead	10 months	3,416	\$124	\$423,584
QA Executive	6 months	164	\$154	\$25,256
Total Cost		20,764		\$2,555,436

All staff hours and costs related to the schedule extension have been included in the recurring QA deliverables and the newly added Deliverable #70 - Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan – Update #2. The following table provides the costs by Deliverable:

DELIVERABLE	ORIGINAL COST	SCHEDULE EXTENSION	REVISED COST
DEL #03 – QA Monthly Status Report	\$5,849,826	\$1,483,560	\$7,333,386
DEL #04 – QA Monthly Work Plan Update	\$506,054	\$67,188	\$573,242
DEL #07 – QA Monthly Test Report	\$4,767,248	\$796,928	\$5,564,176
DEL #10 – QA Quarterly Security Report	\$386,096	\$66,544	\$452,640
DEL #12 – Assessment of DD&I Vendor CalSAWS Migration Work Plan Updates (Monthly)	\$374,832	\$48,912	\$423,744
DEL #59 – Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)	\$174,608	\$34,128	\$208,736
DEL #70 – Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan – Update #2 (NEW)	\$0	\$58,176	\$58,176
Total Cost	\$12,058,664	\$2,555,436	\$14,614,080

QA Professional Services

Staffing will be determined based on the negotiated work effort and timeframes. Costs and payment (i.e., time and materials or deliverable-based) will be determined based on the negotiated work effort, timeframes, staffing, and QA Rates. The maximum budget for the QA Professional Services is \$5,760,595.

Total

The following provides the costs for the Schedule Adjustment and QA Professional Services by SFY:

QA Service	SFY 2019/20	SFY 2020/21	SFY 2021/22	SFY 2022/23	SFY 2023/24	Total
Schedule Adjustment				\$851,812	\$1,703,624	\$2,555,436
QA Professional Services	\$451,936	\$1,594,697	\$2,331,427	\$1,152,121	\$230,414	\$5,760,595
Total	\$451,936	\$1,594,697	\$2,331,427	\$2,003,933	\$1,934,038	\$8,316,031



The following provides the costs for the Schedule Adjustment and QA Professional Services by FFY:

QA Service	FFY 2020	FFY 2021	FFY 2022	FFY 2023	FFY 2024	Total
Schedule Adjustment				\$1,703,624	\$851,812	\$2,555,436
QA Professional Services	\$717,719	\$1,717,485	\$2,134,876	\$1,075,308	\$115,207	\$5,760,595
Total	\$717,719	\$1,717,485	\$2,134,876	\$2,778,932	\$967,019	\$8,316,031

The cost schedules to support the Schedule Adjustment to the CalSAWS QA Services have been incorporated into the Quality Assurance Project Cost Schedules and are attached.