

ATTACHMENT L - QA ROLE DEFINITION FOR NON-KEY STAFF

QA Role Definition

QA Bidder	ClearBest, Inc.
QA Project Role	QA PMO Specialist
Role Responsibilities	<p>The QA PMO Specialist is responsible for supporting the QA Project Manager and QA PMO Manager in the development and administration of the Project Management and overall reporting efforts for the QA Vendor. The QA PMO Specialist must possess strong organizational and communication skills. In addition to the above, the QA PMO Specialist responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Supporting the QA PMO Manager in the effective execution of the QA project effort. • Creating, communicating, and supporting the execution of the QA Management Plan and Vendor Deliverable Review and Assessment Plan. • Developing and delivering QA Reporting requirements, ensuring timeliness and accuracy of each. • Supporting the development and delivery of all QA Deliverable Expectation Documents (DEDs) and deliverables, work products, tasks and services and ensuring that they are of the highest quality and are delivered in accordance with the approved Work Plan. • Reviewing all QA Deliverables for cross-team consistency, conflicts, issues, risks, and dependencies, escalating as appropriate and facilitating discussions for awareness, resolution, and/or cross-team discussions. • Establishing and managing issue resolution and risk mitigation strategies. • Supporting the creation, maintenance, and communication of the initial QA Work Plan and monthly updates. • Establishing and maintaining an open communication process that supports all levels of communication throughout the project, including the Consortium Project Team, Regions/Counties, and other Contractors. • Verifying that appropriate processes and tools are in place to manage system changes, including formal logging of change requests and the review, approval, prioritization and timely scheduling of change request actions. • Assessing the CalSAWS Design Development and Implementation (DD&I) Work Plan tasks and transition from one major task to another, reassessing subsequent tasks, resources, timeframes and costs as needed. • Assessing key decisions that impact the deliverables, schedule, budget, or concerns of the Project team. • Analyzing and assessing all high priority issues, dependencies, and impacts and recommending possible resolutions to noted problems. • Identifying and documenting critical or overdue issues or problems and recommending solutions with dates and timeframes for escalation. • Providing analysis of the impact of policy interpretations or changes on existing requirements.

	<ul style="list-style-type: none"> • Providing as-needed support to the QA PMO Manager and Consortium Management team in the form of development and delivery of presentation materials, general advice and recommendations, and assistance in addressing concerns and solving problems. • Working with the QA PMO Manager to review, assess, and consolidate comments on the initial QA Assessment of DD&I Vendor CalSAWS Migration Work Plan, initial Assessment of DD&I Vendor CalSAWS Migration Project Control Document, and monthly Assessment of DD&I Vendor CalSAWS Migration Work Plan Update deliverables. • Consolidating team-based status reports into the QA Monthly Status Report during DD&I and QA M&O Monthly Test Report during M&O. • Proactively identifying and implementing project process and other improvements. • Escalating risks and issues to the QA PMO Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience creating, managing, executing, and/or assessing plans to manage risks, issues, quality, schedule, communication, resources, contracts, deliverables, budget, and scope.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
PMP Certification	Desired



QA Bidder	ClearBest, Inc.
QA Project Role	QA Senior Administrative Assistant

Role Responsibilities	<p>The QA Senior Administrative Assistant is responsible for supporting the QA Project Manager and QA team, including document preparation and tracking, time and expense tracking, invoice preparation, file maintenance, correspondence, and various project tasks as assigned. The QA PMO Administrative Assistant responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none">• Supporting the QA PMO Manager in the effective execution of the QA project effort.• Providing assistance to the QA Project Manager and QA staff on an as-needed basis.• Implementing and maintaining a document control system, including tracking and submittal of all ClearBest project documents.• Establishing and maintaining template library for all ClearBest project documentation.• Editing and final production of all ClearBest project documentation.• Establishing and maintaining the ClearBest QA Project online and physical library.• Serving as the point of contact for reviewing all time and expense reports and providing results to the QA Project Manager.• Preparing monthly client invoices and track invoice processes from submittal through reimbursement.• Tracking invoice processes from submittal through reimbursement.• Serving as the point of contact for all ClearBest internal communications and personnel matters.• Word processing, filing, and copying support for the QA Project staff.• Attending project and status meetings as required.• Identifying, documenting, resolving, and/or escalating issues to the appropriate level.• Proactively identifying and implementing process and other improvements.• Escalating risks and issues to the QA PMO Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience managing time reporting, expense reconciliation, and invoices.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Strong skills with Word, Excel, and PowerPoint to support comment collection and tracking; document editing and formatting; invoice validation and processing; and presentation preparation/support.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Independent Tester
Role Responsibilities	<p>The QA Independent Tester reports to the QA Test Manager and is responsible for conducting Independent Test activities in parallel with the DD&I Vendor System Test. At a high-level, activities include planning, preparing, and executing independent test activities and associated deliverables and work products for the CalSAWS QA Project. The Independent Tester responsibilities include:</p> <ul style="list-style-type: none"> • Supporting the QA Test Manager in the effective execution of the QA Independent Test effort. • Adhering to the structured test approaches for all QA testing, including accountability procedures. • Supporting the development and execution of the Independent Test Plan that serves as the guide for the QA Test team. • Ensuring the formal deficiency reporting process used by the DD&I Vendor is rigorously observed. • Determining and reporting whether deficiency fixes discovered in independent testing are expedited by the DD&I Vendor so the QA team is able to proceed with retest efforts. • Completing independent test planning, execution, and review activities on schedule to ensure overall project schedule is not negatively impacted. • Providing recommendations to the QA Test Manager and Consortium regarding the feasibility of promoting the changes into the production environment based on independent and regression test results. • Conducting testing of multiple code releases at the same time. • Escalating and reporting to the QA Test Manager in the event the Vendor(s) is not providing the correct code or batch support on a timely basis to facilitate timely independent Testing. • Reviewing the effectiveness of the Regression Testing scripts and providing recommendations for improvement. • Designing and executing focused tests on critical and high priority functionality and complex portions of the CalSAWS system and converted data. • Independently executing the tests and recording and documenting the findings (including material and cosmetic deficiencies) in the CalSAWS Migration Project deficiency management tool. • Re-testing the DD&I Vendor correction of material deficiencies identified during Independent testing and escalating to the QA Test Manager If the material deficiencies are not corrected within the required timeframe by the DD&I Vendor. • Reviewing DD&I Vendor System Test and Regression Test scripts and results and recommending corrections or improvements. • Supporting the creation of the QA Assessment of DD&I Vendor CalSAWS Master Test Plan (to address Unit, System, Regression, Performance, and converted data testing) deliverable. • Contributing to the QA Test Monthly Report during DD&I and QA M&O Test Report during M&O. • Identifying and recommending system test process improvements. • Escalating risks and issues to the QA Test Manager.



Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience as a system, independent, and/or user acceptance tester for a project with over 1,000 concurrent users.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience developing and executing system test, independent tests, User Acceptance Test and/or regression tests in compliance with a recognized standard, such as IEEE or ISO.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with Federally-funded Health and Human Services systems projects	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Independent Tester/UAT Leader
Role Responsibilities	<p>The QA Independent Tester/UAT Leader supports the QA Test Manager and QA UAT Lead in the development and execution of comprehensive UAT Plans and works collaboratively with Consortium and County UAT Testers to support the overall UAT effort; this includes both the onsite UAT in the northern and southern project locations as well as remote UAT for additional County participants. The QA Independent Tester/UAT Leader is responsible for supporting Independent testing, including writing and executing scripts, preparing test data, reporting defects, retesting corrected defects, and reporting outcomes. The QA Independent Tester/UAT Leader is also responsible for supporting the preparation and execution of all UAT activities and associated deliverables and work products. The QA Independent Tester/UAT Leader is responsible for supporting the training of County UAT Testers to develop and execute UAT scripts, conduct unscripted tests, and to identify and document deficiencies using the standard deficiency management tools. The QA Independent Tester/UAT Leader responsibilities are:</p> <ul style="list-style-type: none"> • Supporting the QA Test Manager and QA UAT Lead in the effective execution of the QA Test effort. • Adhering to the defined test approaches and accountability procedures. • Supporting the development and execution of the QA Testing Plan, which includes the Independent Test Plan, UAT Plan, and approach for Consortium Support and serves as a guide for the QA Test teams, during DD&I and the QA M&O Testing Plan during the M&O period. • Supporting the training of County UAT Testers on the concept of UAT, the UAT Plan structure, how to work in accordance with the UAT Plan, how to develop and execute UAT scripts with different data sets, unscripted testing, documenting test results and deficiencies found, and retest requirements once deficiencies are corrected. • Ensuring the formal deficiency reporting process used by the DD&I Vendor is rigorously observed. • Determining and reporting whether deficiency fixes discovered in independent testing are expedited by the DD&I Vendor so the QA team is able to proceed with retest efforts. • Completing independent test planning, execution, and review activities on schedule to ensure overall project schedule is not negatively impacted. • Providing recommendations to the QA Test Manager and Consortium regarding the feasibility of promoting the changes into the production environment based on independent and regression test results. • Conducting testing of multiple code releases at the same time. • Escalating and reporting to the QA Test Manager in the event the Vendor(s) is not providing the correct code or batch support on a timely basis to facilitate timely independent testing. • Reviewing the effectiveness of the Regression testing scripts and providing recommendations for improvement. • Designing and executing focused tests on critical and high priority functionality and complex portions of the CalSAWS system and converted data. • Reviewing UAT test scenarios developed by and making recommendations to the Consortium and the Counties regarding how to improve their test scripts. • Providing UAT test execution support and reviewing discrepancies to ensure satisfactory resolution of testing.

	<ul style="list-style-type: none"> Identifying and reporting UAT deficiencies in support of the Consortium and County UAT teams and identifying if fixes need to be expedited by the Vendor(s) so the County UAT teams are able to proceed with retest efforts. Using the DD&I Contractor deficiency management tool for recording and tracking deficiencies found during UAT period. Supporting UAT participants during the UAT period and acting as a liaison for County questions, issues and concerns, including indicating whether the DD&I Contractor is reacting in a timely manner to participant and County concerns. Guiding County resources as they participate in the UAT effort. Providing recommendations to the QA UAT Lead regarding the feasibility of promoting the changes into the production environment based on UAT results. Escalating critical or high priority issues to the appropriate DD&I Vendor staff and inform the Executive Director. Providing a UAT exit criteria report and advising the Consortium regarding the feasibility of promoting the changes into the production environment. Supporting the creation of the QA Assessment of DD&I Vendor CalSAWS Master Test Plan (to address unit, system, regression, performance and converted data testing), Assessment of DD&I Vendor CalSAWS UAT Support Plan, Assessment of DD&I Vendor CalSAWS (C-IV) UAT Readiness Report/Milestone, Assessment of DD&I Vendor CalSAWS (CalWIN) UAT Readiness Report/Milestone deliverables. Contributing to the QA Test Monthly Report and UAT Weekly Report during DD&I and QA M&O Monthly Test Report during the M&O period. Identifying and recommending system test process improvements. Escalating risks and issues to the QA UAT Lead and QA Test Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience in a test role for a project with over 1,000 concurrent users.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience developing and executing UAT in a large-scale application implementation environment.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with Federally-funded Health and Human Services systems projects.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Conversion Lead

Role Responsibilities	<p>The QA Conversion Lead is responsible for assessing the adequacy of the DD&I Vendor's Conversion Plan for converting data and code from Los Angeles County and CalWIN and detailing the impact of its execution on the local offices. The QA Conversion Lead will also ensure that all available systems and their data have been considered, that data from these sources has been properly defined for conversion to the new system, and that accuracy of the data has been properly assessed. The QA Conversion Lead will also ensure that all manual conversion processes and procedures have been adequately addressed and documented. The QA Conversion Lead responsibilities include:</p> <ul style="list-style-type: none"> • Reviewing the Conversion-related Vendor Deliverables with a focus on meeting the conversion requirements. • Participating in conversion analysis and design sessions to provide input and support for the Consortium. • Tracking changes and corresponding conversion requirements and reviewing the DD&I Requirements Traceability Matrix. • Reviewing and preparing scripts for converted data testing, particularly for complex scenarios or changes. • Reviewing data conversion reports and providing feedback to the Consortium regarding any outstanding issues or deficiencies that much be addressed to proceed. • Providing recommendations regarding the readiness of releases for production; • Fostering thorough and timely communication with the Vendors, Consortium, Counties and other stakeholders. • Being primarily responsible for the creation and submission of QA deliverables: <ul style="list-style-type: none"> • Assessment of DD&I Vendor CalACES Master Conversion Plan • Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan • Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan - Update 1 • Contributing to other QA deliverables, including but not limited to: <ul style="list-style-type: none"> • Assessment of DD&I Vendor CalSAWS General Design (Page/Report/Correspondence Changes per Requirement) deliverables • Assessment of DD&I Vendor CalSAWS Master Test Plan (to address unit, system, regression, performance and converted data testing) • Assessment of DD&I Vendor CalSAWS Business Architecture Design • Assessment of DD&I Vendor CalSAWS Requirements Traceability Matrix initial and update deliverables • Assessment of DD&I Vendor C-IV Deployment Readiness Plan • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Reports • Assessment of CalWIN Implementation Support Vendor CalWIN Deployment Readiness Plan • Contributing to the QA Monthly Status Report during DD&I. • Identifying and recommending conversion process improvements.
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- Escalating risks and issues appropriately to the QA Functional Manager and QA Project Manager.

Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience in conversion of Social Services program data and requirements as related to eligibility determination, outcomes and required noticing in either a QA or systems integrator role.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience in design and testing of converted data for eligibility systems in a systems integrator or QA role.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience developing and/or reviewing conversion requirements and tracking conversion requirements through implementation.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Business Analyst/Tester
Role Responsibilities	<p>The QA Business Analyst/Tester is responsible for analyzing functional application requirements and their execution within the CalSAWS system and/or subsequent SCRs, assisting with the development and review of requirements and design documentation, reviewing release notes and other materials related to new releases, reviewing and supporting the QA test activities for complex changes and monitoring changes implemented. This position must have or quickly gain a broad understanding of the entire suite of CalSAWS core and ancillary functions. The QA Business Analyst/Tester responsibilities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Participating in analysis and design sessions to provide input and support for the Consortium. • Reviewing the Vendor Deliverables with a focus on meeting the functional application requirements. • Tracking changes and corresponding requirements across multiple programs and reviewing the DD&I Requirements Traceability Matrix. • Reviewing and analyzing the change request deliverables and work products to determine the viability of the scope, level of effort, resources, schedule, budget, workflow, reporting, and impact to county business operations and on the existing M&O work plans. • Reviewing and preparing scripts for independent, UAT and/or regression testing, particularly for complex scenarios or changes. • Supporting or reviewing results of independent, UAT and/or regression testing to determine whether all functional requirements have been met. • Providing recommendations regarding the readiness of releases for production. • Reviewing release notes and other release documentation or training materials. • Analyzing and/or developing business process solutions, sometimes in the absence of an automated solution, to support Consortium and County business operations. • Reviewing training materials, release notes, and highlights associated with a software release to ensure accuracy and quality of materials including identification of deficiencies and recommendations for improvement. • Fostering thorough and timely communication with the Vendors, Consortium, Counties and other stakeholders. • Being primary responsible for the creation and submission of: <ul style="list-style-type: none"> • Assessment of DD&I Vendor CalSAWS General Design (Page/Report/Correspondence Changes per Requirement) deliverables • Assessment of DD&I Vendor Application Development Preparation and Installation Plan • Assessment of DD&I Vendor CalSAWS Business Architecture Design • Assessment of DD&I Vendor CalSAWS Requirements Traceability Matrix (initial and updates) • Contributing to other QA deliverables, including but not limited to: <ul style="list-style-type: none"> • Assessment of DD&I Vendor CalACES Master Conversion Plan

	<ul style="list-style-type: none"> • Assessment of DD&I Vendor CalSAWS Master Test Plan (to address unit, system, regression, performance and converted data testing) • Assessment of DD&I Vendor C-IV Master Training Plan • Assessment of DD&I Vendor C-IV Deployment Readiness Plan • Assessment of CalWIN Implementation Support Vendor CalWIN Deployment Readiness Plan • Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan • Assessment of CalWIN Implementation Support Vendor CalWIN ILT Training Material • Assessment of CalWIN Implementation Support Vendor CalWIN WBT Training Material • Contributing to the QA Monthly Status Report and QA Test Monthly Report. • Identifying and recommending business, design, test, and deploy process improvements. • Escalating risks and issues to the QA Functional Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience understanding Social Services program policy and requirements as related to eligibility determination, outcomes and required noticing.	3 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience in design and testing of eligibility systems in a systems integrator or QA role.	3 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience developing and/or reviewing requirements and tracking requirements through implementation.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Technical Lead

Role Responsibilities	<p>The QA Technical Lead will provide technical support and advice to the QA Technical Manager, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Reviewing the DD&I Vendor Deliverables with a focus on technical and operational industry standards and project specifications. • Providing technical support for review of the CalSAWS System and DD&I Vendor responsibilities. • Ensuring adherence to the technically related processes and procedures documented in the project plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Monitoring the overall success of the CalSAWS technical solution. • Understanding and reviewing the overall CalSAWS architecture including infrastructure, cloud environment, configuration management, data management, networks, and applications to ensure adherence to requirements. • Validating system sizing and performance metrics and assumptions. • Tracking of industry changes in technology and their effect on CalSAWS. • Reviewing and analyzing all aspects of CalSAWS System Security. • Reviewing all application software releases involving software or configuration changes. • Verifying and validating technical and database change requests for system settings. • Reviewing and recommending improvements to database standards and procedures. • Reviewing direct SQL overrides of normal system activity (i.e., for mass update of records or addressing incorrect actions that occurred as a result of a system deficiency). • Updating QA and Consortium management on deviations from technical requirements. • Recommending potential upgrades to ensure performance remains within defined Service Level Agreement parameters. • Reviewing performance monitoring, availability and capacity planning. • Being primary responsible for the creation and submission of: <ul style="list-style-type: none"> • QA Security Review Plan • Quarterly QA Security Report (Quarterly) • Assessment of DD&I Vendor CalSAWS General Design (Page/Report/Correspondence Changes per Requirement) deliverables • Assessment of DD&I Vendor Application Development Preparation and Installation Plan • Assessment of DD&I Vendor CalSAWS Business Architecture Design • Contributing to other QA deliverables, including but not limited to:
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	<ul style="list-style-type: none"> • Assessment of DD&I Vendor CalSAWS Requirements Traceability Matrix (initial and updates) • Assessment of DD&I Vendor CalACES Master Conversion Plan • Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan and updates • Assessment of DD&I Vendor C-IV Deployment Readiness Plan • Assessment of CalWIN Implementation Support Vendor CalWIN Deployment Readiness Plan • Contributing to the QA Monthly Status Report. • Identifying and recommending technical improvements. • Escalating risks and issues to the QA Technical Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience providing technical support in a lead role.	3 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with large-scale scale system with over 1,000 users.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience of similar technical architecture infrastructure areas such as cloud, system interoperability and interfaces.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Implementation Lead

Role Responsibilities	<p>The QA Implementation Lead will provide support and advice to the QA Implementation Manager, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Reviewing the DD&I Vendor Deliverables and activities with a focus on the Migration Project specifications for training, change management, and implementation activities. • Providing advice and recommendations to the Consortium and Vendor Training, Change Management, and Implementation Support teams on the overall approaches and plans, with particular emphasis on supporting CalSAWS County users. • Ensuring adherence to the processes and procedures documented in the Project Plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Tracking application software releases during the Implementation phases. • Updating QA and Consortium management on deviations from requirements. • Communicating and cooperating with Consortium Project team, the Counties, and Vendors. • Being primary responsible for the creation and submission of: <ul style="list-style-type: none"> • Assessment of DD&I Vendor C-IV Master Training Plan • Assessment of DD&I Vendor C-IV Deployment Readiness Plan • Assessment of DD&I Vendor C-IV Change Management Plan • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – C-IV • Assessment of DD&I Vendor CalACES Migration Final Acceptance Certification • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 1 • Assessment of DD&I Vendor CalSAWS Migration Project Control Document Update • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 2 • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 3 • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 4 • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 5 • Assessment of DD&I Vendor CalSAWS Deployment Complete Milestone/Report – CalWIN Wave 6 • Assessment of DD&I Vendor CalSAWS Deployment Complete Report – CalWIN Wave 1-6 • Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan (initial and updates) • Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan • Assessment of CalWIN Implementation Support Vendor CalWIN Deployment Readiness Plan • Assessment of CalWIN Implementation Support Vendor CalWIN Change Management Plan
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	<ul style="list-style-type: none"> • Assessment of CalWIN Implementation Support Vendor CalWIN ILT Training Material • Assessment of CalWIN Implementation Support Vendor CalWIN WBT Training Material • Contributing to other QA deliverables, including but not limited to: <ul style="list-style-type: none"> • Assessment of DD&I Vendor CalACES Master Conversion Plan and updates • Assessment of DD&I Vendor CalWIN/CalSAWS Master Conversion Plan and updates • Assessment of DD&I Vendor Application Development Preparation and Installation Plan • Contributing to the QA Monthly Status Report. • Identifying and recommending improvements to implementation, organizational change management, communication, and training processes. • Escalating risks and issues to the QA Implementation Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience in implementation of a large-scale state government system with at least 1,000 users in a systems integrator, QA, and/or County/State role.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience working with and providing training, organizational change management, implementation support, or conversion support to California counties.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with training, organizational change management and/or implementation support in a System Implementation initiative.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Executive

Role Responsibilities	<p>The Executive is responsible for supporting the Consortium Management and QA Project Manager in the overall success of delivering the project and QA services. The Executive must possess strong organizational and communication skills. In addition to the above, the Executive responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Supporting the QA Project Manager in the effective execution of the QA project effort. • Providing executive support and as-needed assistance and advisory to the Consortium. • Overseeing, monitoring, and supporting the overall QA team to ensure successful delivery of services, removing obstacles and providing resources as needed. • Assisting with quality assurance reviews of QA deliverables. • Identifying and recommending improvements to the project strategy and methods. • Escalating risks and issues to the CalSAWS Project Director.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience managing contracts and providing team oversight and guidance.	5 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with State or County large-scale systems projects.	3 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Technical Lead (OCAT) Added 07/31/2019 (Change Order No. 01)

Role Responsibilities	<p>The QA Technical Lead (OCAT) will provide technical support and advice to the QA Technical Manager, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Reviewing the Online CalWORKs Appraisal Tool (OCAT) Vendor Deliverables with a focus on technical and operational industry standards and project specifications. • Providing technical support for review of the CalSAWS System and OCAT Vendor responsibilities. • Ensuring adherence to the technically related processes and procedures documented in the project plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Monitoring the overall success of the CalSAWS OCAT technical solution. • Understanding and reviewing the overall CalSAWS OCAT architecture including infrastructure, cloud environment, configuration management, data management, networks, and applications to ensure adherence to requirements. • Validating system sizing and performance metrics and assumptions. • Tracking of industry changes in technology and their effect on CalSAWS. • Reviewing and analyzing all aspects of OCAT Security. • Reviewing all application software releases involving software or configuration changes. • Verifying and validating technical and database change requests for system settings. • Reviewing and recommending improvements to database standards and procedures. • Reviewing direct SQL overrides of normal system activity (i.e., for mass update of records or addressing incorrect actions that occurred as a result of a system deficiency). • Updating QA and Consortium management on deviations from technical requirements. • Recommending potential upgrades to ensure performance remains within defined Service Level Agreement parameters. • Reviewing performance monitoring, availability and capacity planning. • Being primary responsible for the creation and submission of: <ul style="list-style-type: none"> • QA Monthly Status Report (OCAT) • QA Assessment of OCAT Work Plan • QA Assessment of OCAT RTM • QA Assessment of OCAT General Design Document • Technical Design Document • QA Assessment of OCAT Application SAWS Interfaces • QA Assessment of OCAT Master Test Plan
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	<ul style="list-style-type: none"> • QA Assessment of OCAT Final Acceptance • QA Assessment of OCAT M&O Transition Plan • QA M&O Monthly Status Report (OCAT) • Identifying and recommending technical improvements. • Escalating risks and issues to the QA Technical Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience providing technical support in a lead role.	3 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with large-scale scale system with over 1,000 users.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience of similar technical architecture infrastructure areas such as cloud, system interoperability and interfaces.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Specialist (OCAT) Added 07/31/2019 (Change Order No. 01)

Role Responsibilities	<p>The QA Specialist (OCAT) is responsible for supporting the QA OCAT team in providing quality assurance and management consulting services to support multiple project areas. The QA Specialist must possess strong organizational and communication skills. In addition, the QA Specialist (OCAT) responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Participating in discussions, meetings, and joint application design sessions pertaining to the design, development, and implementation of the Online CalWORKs Appraisal Tool (OCAT). • Identifying and recommending improvements to implementation, organizational change management, communication, and training processes. • Supporting the development and delivery of the OCAT QA Deliverable Expectation Documents (DEDs) and deliverables, work products, tasks, and services and ensuring that they are of the highest quality and are delivered in accordance with the approved Work Plan. • Reviewing QA OCAT Deliverables for consistency, conflicts, issues, risks, and dependencies, escalating as appropriate and facilitating discussions for awareness, resolution, and/or cross-team discussions. • Providing advice and recommendations to the Consortium and OCAT Vendor Training, Change Management, and Implementation Support teams on the overall approaches and plans, with particular emphasis on supporting CalSAWS County users. • Ensuring adherence to the processes and procedures documented in the CalSAWS and OCAT Project Plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Maintaining open communication across the OCAT effort and with the CalSAWS Project team. • Conducting reviews and leading or supporting the creation of the following deliverables: <ul style="list-style-type: none"> • QA Assessment of OCAT Project Control Document • QA Assessment of OCAT Work Plan • QA Assessment of OCAT RTM • QA Assessment of OCAT General Design Document • QA Assessment of OCAT Master Test Plan • QA Assessment of OCAT Training Plan • QA Assessment of OCAT Training Materials • QA Assessment of OCAT System Documentation • QA Assessment of OCAT Final Acceptance • Contributing OCAT updates to the QA Monthly Status Report.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience creating, managing, executing, and/or assessing plans to manage risks, issues, quality, schedule, communication, resources, contracts, deliverables, budget, and/or scope.	2 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience working with and providing training, organizational change management, implementation support, or conversion support to California State agencies and/or counties.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with State or County large-scale systems projects.	2 Years



QA Bidder	ClearBest, Inc.
QA Project Role	QA Executive/Specialist Added 01/03/2020 (Change Order No. 2)

Role Responsibilities	<p>The QA Executive/Specialist is responsible for supporting the Consortium Management and QA Project Manager in delivering project management and QA services. The QA Executive/Specialist must possess strong organizational and communication skills. In addition to the above, the QA Executive/Specialist responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none">• Providing project management and as-needed assistance and advisory to the Consortium.• Assisting with organizational and strategic initiatives.• Assisting with funding and approval packages for state and federal agencies.• Identifying and recommending improvements to the project strategy and methods.• Escalating risks and issues to the CalSAWS Project Director.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience providing organizational and strategic services.	5 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with State or County large-scale systems projects.	3 Years



QA Bidder	ClearBest, Inc.
QA Project Role	QA Specialist II Added 03/11/2020 (Change Order No. 03)

Role Responsibilities	<p>The QA Specialist II will provide functional, data, project management, and/or technical support and advice to the ClearBest QA Managers/Leads, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none">• Reviewing the Vendor Deliverables and work products with a focus on functional, data, technical, and/or operational industry standards and project specifications.• Reviewing and analyzing the change request deliverables and work products to determine the viability of the scope, level of effort, resources, schedule, budget, workflow, and reporting and the impact to county business operations, technical operations, and existing work plans.• Analyzing and/or developing business and technical process solutions, sometimes in the absence of an automated solution, to support Consortium and County business operations.• Reviewing relevant training materials, release notes, and highlights associated with a software release to ensure accuracy and quality of materials including identification of deficiencies and recommendations for improvement.• Fostering thorough and timely communication with the Vendors, Consortium, Counties and other stakeholders.• Providing QA support for review of the CalSAWS System and Vendor responsibilities.• Validating adherence to the functionally and/or technically related processes and procedures documented in the project plans.• Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking.• Monitoring the overall success of the CalSAWS solution.• Reviewing and recommending improvements to solution standards and procedures.• Updating QA and Consortium management on deviations from requirements.• Being responsible for the creation and submission of area-related content for the QA Monthly Status Report• Identifying and recommending functional, data, project management, and technical improvements.• Escalating risks and issues to the appropriate QA Manager/Lead and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience analyzing, designing, and/or implementing large-scale solutions in a lead role.	3 Years



Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with large-scale scale system with over 1,000 users.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience analyzing, designing, and/or implementing within the related specialized area.	2 Years

QA Bidder	ClearBest, Inc.
QA Project Role	QA Technical Lead (Imaging) Added 01/20/2020 (Change Order No. 03)

Role Responsibilities	<p>The QA Technical Lead (Imaging) will provide technical support and advice to the QA Technical Manager, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Reviewing the Imaging Vendor Deliverables and work products with a focus on technical and operational industry standards and project specifications. • Providing technical support for review of the CalSAWS System and Imaging Vendor responsibilities. • Validating adherence to the technically related processes and procedures documented in the project plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Monitoring the overall success of the CalSAWS Imaging technical solution. • Understanding and reviewing the overall CalSAWS Imaging solution including infrastructure, cloud environment, configuration management, data management, networks, and applications to verify adherence to requirements. • Validating system sizing and performance metrics and assumptions. • Tracking of industry changes in technology and their effect on CalSAWS. • Reviewing and analyzing all aspects of Imaging Security. • Reviewing all application software releases involving software or configuration changes. • Verifying and validating Imaging change requests for system settings. • Reviewing and recommending improvements to Imaging standards and procedures. • Updating QA and Consortium management on deviations from imaging requirements. • Recommending potential upgrades to confirm performance remains within defined Service Level Agreement parameters. • Reviewing performance monitoring, availability and capacity planning. • Being primary responsible for the creation and submission of Imaging content for the QA Monthly Status Report • Identifying and recommending technical improvements. • Escalating risks and issues to the QA Technical Manager and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience analyzing, designing, and/or implementing imaging solutions in a lead role.	3 Years

Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with large-scale scale system with over 1,000 users.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with imaging solution architectures similar to software being implemented (i.e., Hyland).	1 Year



QA Bidder	ClearBest, Inc.
QA Project Role	QA Specialist I Added 03/11/2020 (Change Order No. 03)

Role Responsibilities	<p>The QA Specialist I will provide functional, data, project management, and/or technical support and advice to the ClearBest QA Managers/Leads, Consortium, and Counties. Activities may include, but are not limited to:</p> <ul style="list-style-type: none">• Reviewing the Vendor Deliverables and work products with a focus on functional, data, technical, and/or operational industry standards and project specifications.• Reviewing and analyzing the change request deliverables and work products to determine the viability of the scope, level of effort, resources, schedule, budget, workflow, and reporting and the impact to county business operations, technical operations, and existing work plans.• Analyzing and/or developing business and technical process solutions, sometimes in the absence of an automated solution, to support Consortium and County business operations.• Reviewing relevant training materials, release notes, and highlights associated with a software release to ensure accuracy and quality of materials including identification of deficiencies and recommendations for improvement.• Fostering thorough and timely communication with the Vendors, Consortium, Counties and other stakeholders.• Providing QA support for review of the CalSAWS System and Vendor responsibilities.• Validating adherence to the functionally and/or technically related processes and procedures documented in the project plans.• Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking.• Monitoring the overall success of the CalSAWS solution.• Reviewing and recommending improvements to solution standards and procedures.• Updating QA and Consortium management on deviations from requirements.• Being responsible for the creation and submission of area-related content for the QA Monthly Status Report• Identifying and recommending functional, data, project management, and technical improvements.• Escalating risks and issues to the appropriate QA Manager/Lead and QA Project Manager.
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Role Qualification Requirement #1 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience analyzing, designing, and/or implementing large-scale solutions.	2 Years



Role Qualification Requirement #2 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience with large-scale scale system with over 1,000 users.	2 Years

Role Qualification Requirement #3 (Non-key Staff defined using this RFP Attachment L)

Requirement	Required Minimum Duration (# of years)
Experience analyzing, designing, and/or implementing within the related specialized area.	2 Year