



**Online CalWORKs Appraisal Tool (OCAT)
Project**

Exhibit A to

AGREEMENT

BETWEEN

**California Automated Consortium Eligibility System
(CalACES)**

AND

Cambria Solutions, Inc.

AMENDED AND REVISED STATEMENT OF WORK

San Bernardino County

Purchasing Department

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5.0 SCOPE OF WORK - TASKS AND DELIVERABLES

This Amended and Revised Statement of Work supersedes and replaces any and all prior Statements of Work. This Amended and Revised Statement of Work includes both this document entitled Amended and Revised Statement of Work, as well as Attachment 1, OCAT Revised Timeline Proposal; Attachment 2, OCAT Qlik Reports Design and Specifications; and Attachment 3, Qlik RACI Matrix, which are expressly incorporated into this Amended and Revised Statement of Work by reference.

The Contractor shall perform project tasks and provide respective deliverables as part of two phases:

Phase 1 – Development and Implementation (D&I) Phase consisting of the following tasks:

- a. Project Management;
- b. Confirm System Requirements;
- c. Application Design;
- d. Application Development;
- e. Implementation; and
- f. Final Acceptance.

Phase 2 – Maintenance and Operations (M&O) Phase consisting of the following tasks:

- a. Project Management;
- b. System Maintenance and Operations; and
- c. System Transition.

5.1 Phase 1 – Development and Implementation (D&I)

Phase 1 tasks and deliverables are as follows:

5.1.1 Task 1 - Project Management.

CONTRACTOR is required to provide project management for the Online CalWORKs Appraisal Tool (OCAT) Project, which will provide the overall methodology for defining, managing and controlling the OCAT Project. The scope of the project management approach includes delivery of the OCAT Software, deployment support to the Amazon Web Services (AWS) cloud environment, training for the forty (40) CalACES Counties and the eighteen (18) Welfare Client Data System (WCDS), CalWORKs Information Network (CalWIN) Counties.

Project management is an ongoing Task that will take place throughout the duration of the OCAT Project. The project management Task includes: planning, controlling and reporting the work, identifying, tracking, and resolving scope and other issues, and leading the OCAT Project in cooperation with the CONSORTIUM's Executive Director and CONSORTIUM Staff.

The CONTRACTOR will perform project initiation, weekly status reporting, communications management, facilitating status meetings, risk and issue management, quality management, staff management, and deliverable management.

Subtasks for this task include:

5.1.1.1 Subtask 1.1 – Project Management.

The OCAT Project Manager (“Project Manager”) is responsible for the day-to-day operations of the OCAT Project. The Project Manager is responsible for the production of the OCAT Project Control Document (“PCD”) and monitoring of the processes described therein. The PCD serves as the basis for the management of the OCAT Project. The Project Manager is also responsible for the OCAT Work Plan.

This Subtask shall include, but not be limited to, the following:

1. OCAT Project Kick-off meeting within five (5) business days of project initiation;
2. Prepare for and lead efficient project meetings including meeting agendas and minutes;
3. Participate in California Statewide Automated Welfare System (CalSAWS) management meetings, as requested by the CONSORTIUM Executive Director;
4. Establish and maintain an open communication process at all levels of the project including the CONSORTIUM Project Team, Regions/Counties and other Contractors (as needed);
5. Operation and maintenance of all Project Tools (i.e. Project Repository, Defect Management, Software Version Control, and/or Test Management)

5.1.1.2 Subtask 1.2: Deliverable Management.

The CONTRACTOR will follow the deliverable management process, defined in the approved OCAT PCD to fulfill its obligations to develop and deliver the OCAT Deliverables.

The key steps in the deliverable management process are: (a) Creation, submission, and Acceptance of draft and final Deliverable Expectation Documents (DED), (b) Creation, submission, and Acceptance of draft and final OCAT Deliverables, and (c) Tracking and reporting of OCAT Deliverable status. All OCAT Deliverables must have a corresponding DED.

The CONSORTIUM Staff project team leads, and CONSORTIUM Project Management will perform reviews of the OCAT Project Deliverables. Reviewers will be assigned and documented during the DED process. Deliverable management controls will be used to track OCAT Deliverable completion dates, reviews, and Acceptance Tests, including the use of a Deliverable tracking spreadsheet, Deliverable deficiency log, and DED/Deliverable checklists.

Deliverable documents will be developed, maintained and stored on the internal project SharePoint.

5.1.1.3 Subtask 1.3: OCAT Work Plan Management.

The OCAT Work Plan documents the activities, Tasks and OCAT Deliverables required to complete the OCAT Project. The OCAT Work Plan will include Tasks, planned durations, level of effort in hours, resource assignments and dependencies. The OCAT Work Plan will have a Gantt chart showing planned, and actual start and end dates for Tasks and percentage complete. The OCAT Work Plan, developed and maintained with Microsoft Project, must be updated monthly and provided as part of the monthly OCAT Work Plan Deliverable. Updates may include modifications to Tasks, level of effort, start and end dates and resource assignments. As the OCAT Project progresses, additional detail will be added to activities as necessary.

The OCAT Work Plan will be used to evaluate project progress, determine the activities or Tasks that may be at risk of budget or schedule variances, and to allocate resources to address project risks.

The OCAT Work Plan Work Breakdown Structure (WBS) will represent the entire scope of Phase 1 of the OCAT Project. The OCAT Work Plan WBS includes the following high-level activities:

- Project Management
- Confirm System Requirements
- Application Design
- Application Development
- Testing
- Training
- Implementation
- System Documentation
- Final Acceptance

5.1.1.4 Subtask 1.4 – Project Status Reporting.

Contractor's Project Manager shall provide on-going project management and control of Project activities. Contractor's Project Manager shall present to CONSORTIUM Executive Director a written OCAT Monthly Status Report ("Status Report") documenting Project progress, plans and outstanding issues utilizing the structure, template and process defined within the approved PCD.

Project Manager shall meet with or conduct a status update phone call with CONSORTIUM Executive Director on a weekly basis, or as otherwise agreed to by CONSORTIUM and Contractor within the approved PCD, to review Project Status Reports and any related matters. All project variances shall be presented to CONSORTIUM for approval at the weekly status meeting.

Project Manager shall report Project status on a regular basis and shall participate in monthly status meetings as defined within the approved PCD.

Project Manager shall verbally report any high-priority project issues and/or risks as soon as possible.

5.1.2 Task 2 – Confirm System Requirements.

Contractor, with assistance and cooperation from CONSORTIUM staff, shall review and confirm the System Requirements as defined in ***Exhibit B – Statement of Requirements*** for the implementation of the OCAT. The OCAT is a web-based interview tool that is used by caseworkers in each County welfare department to appraise the strengths and barriers of clients in the California Work Opportunities and Responsibility to Kids (CalWORKs) Welfare-to-Work (WtW) Program, towards self-sufficiency and gainful employment. Then Contractor shall analyze the current business, operational, functional, technical and other requirements relating to the System Requirements.

This Task includes, but is not limited to, the following:

- A. Reviewing the current processes, System Requirements and all other pertinent material, which CONSORTIUM may provide, related to OCAT business processes;
- B. Conducting clarification sessions, as necessary, with CONSORTIUM and California Department of Social Services (CDSS) staff and designated key Users of the System to ensure a mutual understanding of the System Requirements;
- C. Understanding the business environment, organizational and Project objectives and requesting additional information, as appropriate, to ensure a thorough grasp of the System Requirements;
- D. Elaborating the security standards for the OCAT that are consistent with CONSORTIUM security requirements;
- E. Finalizing the Requirements Traceability Matrix (RTM) as defined through the Deliverable Management process and DED requirements.

CONSORTIUM and CDSS staff will participate in the System Requirements meetings and will be available to provide feedback to Contractor team during the development of the RTM.

5.1.3 Task 3 – Application Design.

5.1.3.1 Subtask 3.1 – Develop General Design Document.

Contractor shall create the OCAT Project General Design Document ("General Design Document"), based on the requirements specified within the RTM.

This Task includes, but is not limited to, the following:

1. Data Specifications (input/output sources);
2. End-User Interfaces including navigation flow;
3. Database schema/data models; and
4. Statewide Automated Welfare System (SAWS) Interface specifications.

CONSORTIUM will provide access to appropriate CONSORTIUM staff and information pertaining to SAWS data dictionaries, data models, and databases for all data sources, as well as feedback to Contractor's team during the General Design Document review.

Contractor shall update the RTM upon completion of the General Design Document.

5.1.3.2 Subtask 3.2 –Technical Design.

Contractor shall provide CONSORTIUM with the recommended Technical Design for the System, including System Hardware, System Software, System Network and Third-Party Software to be provided by Contractor, which shall be documented in the System Configuration Plan.

This Task includes, but is not limited to, the following:

- A. Technical architecture specification;
- B. System components and entity relationships diagrams;
- C. Network topology diagrams, including Cloud computing environment;
- D. Information Security design (application and network security protocols);
- E. Application architecture design (software layers); and
- F. Webservice/application programming interface (API) design.

Contractor shall update the RTM upon completion of the Technical Design Deliverable.

5.1.4 Task 4 – Application Development.

As part of the application development Task, the Contractor will review and confirm the RTM with the CONSORTIUM Business Analysts and CDSS program staff.

The CONTRACTOR shall implement Production and Development Environments along with network connectivity in the AWS Government Cloud for the deployment of OCAT in accordance with the terms of the Deliverables that apply to the AWS Government Cloud and that result from the Statement of Requirement (SOR). The CONTRACTOR shall deploy all new Equipment, Software, Network, and other infrastructure and services to ensure the AWS Government Cloud meets applicable Specifications, including without limitation Performance Standards and Acceptance Criteria described in the RTM and applicable approved Deliverables.

5.1.4.1 Subtask 4.1 – Install and Configure System Software.

Contractor shall install and configure the System Software, including the Baseline Application with all Contractor developed Baseline Interfaces, and Third-Party Software, in accordance with the RTM and the Specifications specified in Task 3 – Application Design, which shall include, without limitation:

1. Review of System Software configuration;
2. Installation of the System Software;
3. Initialization of the foundation repositories;
4. Initialization of the directory profile and hierarchy;
5. Installation of applicable client applications;
6. Configuring the installed System Software, initial security policies, initial environments and initial metadata repositories;
7. Performing validation tests using data selected by Contractor to verify proper functionality; and
8. Providing CONSORTIUM's System Administrator with installation knowledge transfer ("Knowledge Transfer"), describing the basic architecture, configuration and interaction of the System Software.

5.1.4.2 Subtask 4.2 – Develop Baseline OCAT Application and SAWS Interfaces.

Contractor shall develop the end-user Baseline OCAT Application and SAWS Interfaces based on the approved General Design Document, and as required hereunder to meet the System Requirements.

Development of the Baseline OCAT Application and SAWS Interfaces includes, but is not limited to, the following activities:

1. Developing the web-based end-user interface to convey the results of the OCAT in various ways including:
 - a. Information portal;
 - b. Dashboards; and
 - c. Reporting interfaces.
2. Integrating a case management interface to organize and collect information about cases under review; and
3. Developing a method to keep the history of all cases that can be queried easily by end-users.

Contractor shall update the RTM upon completion of the Application Development Task.

5.1.5 Task 5 –Testing.

Contractor shall conduct the System Test and assist the CONSORTIUM with the User Acceptance Test ("UAT").

Contractor shall perform the following Work relating to System Tests, including but not limited to:

- A. Developing the Master Test Plan that defines and describes all phases of the OCAT testing approach including test stage entrance/exit criteria, test tools, test management processes, defect management, configuration management, and test roles/responsibilities;

- B. Creating Test Environments to execute all stages of System testing, including a separate UAT Environment for designated CONSORTIUM and/or County testers;
- C. Developing, maintaining and executing the System test scripts, as applicable, at all stages of System Testing; and
- D. Supporting the UAT environments and CONSORTIUM staff to facilitate execution of UAT by CONSORTIUM staff including promptly correcting deficiencies, promptly promulgating updated code into the UAT environments and notifying the CONSORTIUM of corrected deficiencies to facilitate the CONSORTIUM'S re-test.

5.1.5.1 Subtask 5.1 – Develop Master Test Plan.

Contractor shall develop a Master Test Plan which contains test plans for both Contractor System Test and CONSORTIUM UAT Support. Contractor shall develop test plans for System Tests, including the approach and processes for all stages of System Testing that ensures all System Requirements and Specifications are tested and verified.

Contractor shall develop the System Test Plan in accordance with the requirements defined in the OCAT DD&I Deliverable Table – Phase 1 below, which shall contain elements specific to the System Test, including:

1. Thorough testing of all OCAT Components;
2. Thorough testing of all OCAT Interfaces, both internal and external, including host-to-host communications and end-user Baseline Interfaces; and
3. Verification of the correct generation of all error messages, warnings or other messages as designed.

The System Test Plan must be designed and tracked against all requirements as defined within the RTM.

Contractor shall designate the testing roles and responsibilities to perform all testing stages. This test organization shall include functional, operational, technical and training representatives, as needed, and may include CONSORTIUM and/or County staff, as approved by CONSORTIUM Executive Director.

5.1.5.2 Subtask 5.2 – Conduct System Test.

System Test ensures that all facets of the OCAT work together as a cohesive whole. At the conclusion of this Subtask 5.2 – Conduct System Test, Contractor shall have verified that the complete OCAT operates in compliance with the System Requirements and the Specifications.

Contractor shall conduct the System Test in accordance with the CONSORTIUM approved Master Test Plan – System Test Plan.

Contractor shall perform the following tasks to complete System Test:

1. Data Interface Testing – Contractor shall demonstrate that all Interfaces are working properly and adhere to the System Requirements and Specifications.
2. Cycle Testing – Contractor shall conduct cycle tests where each cycle processing is dependent upon previous processing in the OCAT flow. Contractor shall conduct cycle tests to simulate the OCAT operation in Production Use in accordance with the System Requirements and Specifications.

3. Reports Testing – Contractor shall verify the correct layouts, format and distribution of all OCAT generated reports with supporting procedures.
4. End User Interfaces – Contractor shall demonstrate that end-user Baseline Interface meets the System Requirements and the Specifications.
5. Security Testing – Contractor shall demonstrate that the OCAT meets all CONSORTIUM security requirements.
6. Performance and Load Testing – Contractor shall demonstrate that the OCAT can successfully meet the System Performance Requirements under full load conditions.
7. Business Continuity and Disaster Recovery testing – Contractor shall demonstrate that the OCAT can successfully continue to operate properly while executing Business Continuity and Disaster Recovery testing, including the effect on the OCAT System Performance Requirements.

At the end of System Test, Contractor shall prepare System Test Results, summarizing the activities, types of tests, and test results. System Test Results shall include all technical materials, documentation and OCAT generated output as required by CONSORTIUM. Contractor shall present to CONSORTIUM evidence that all Subtask 5.2 – Conduct System Test related requirements have been met. Contractor shall prepare supporting documentation, conduct a review at a meeting with CONSORTIUM and provide any appropriate demonstration(s) of OCAT capabilities, including CONSORTIUM participation in or observation of tests.

Contractor shall update the RTM upon completion of the Conduct System Test Task.

Contractor shall correct all Deficiencies prior to the start of Subtask 5.3 – Support User Acceptance Test.

CONSORTIUM Executive Director approval of the System Test Results is required prior to Contractor proceeding to Support UAT.

5.1.5.3 Subtask 5.3 – Support User Acceptance Test.

The Contractor shall provide support for the CONSORTIUM to conduct the UAT effort. The Contractor shall train up to thirty-five (35) UAT testers on the application/new functionality. The Contractor shall provide and support the UAT environments and CONSORTIUM and/or county staff to facilitate execution of UAT by CONSORTIUM and/or staff, including promptly correcting deficiencies identified by CONSORTIUM and/or county staff, promptly promulgating updated code into the UAT environments and notifying the Consortium of corrected deficiencies to facilitate the CONSORTIUM'S re-test. The Contractor shall provide technical support for clarifying business functionality, answer questions about the OCAT application, execute batch jobs and simulate the advancement of time to facilitate the CONSORTIUM testing of end-to-end business processes and reporting over time. The Contractor shall also prepare test data and assist CONSORTIUM and/or county staff in resolving issues related to test data.

During the execution of the UAT, the CONSORTIUM will identify and document Deficiencies in the OCAT application using the deficiency management/test tracking tool provided for CONSORTIUM use by Contractor. CONSORTIUM approval shall be required before UAT is deemed complete.

CONSORTIUM, with assistance from Contractor, will perform the UAT to verify that each System Component functions according to the SOR and the RTM.

Contractor shall promptly correct all Deficiencies documented by CONSORTIUM during the UAT and promptly deploy updated code into the UAT environments. CONSORTIUM shall conduct UAT re-tests to verify that the corrected System functionality performs in accordance with the System Requirements and the Specifications.

The Support UAT Task shall end when all Deficiencies have been resolved, and all exit criteria, as documented in the UAT portion of the Master Test Plan, is met. Contractor shall provide User Acceptance Test Certification to CONSORTIUM, certifying that all known Deficiencies identified by Contractor or CONSORTIUM have been corrected by Contractor, and that all corrections have been approved by CONSORTIUM Executive Director. CONSORTIUM Executive Director approval of User Acceptance Test Certification will indicate the completion of Subtask 5.3 – Support User Acceptance Test.

Contractor shall update the RTM upon completion of the Support UAT Task.

5.1.6 Task 6 – Training.

The Contractor shall perform OCAT Training activities, including but not limited to, the development, planning, and delivery of system training for existing users in all fifty-eight (58) California Counties. The training materials will focus on key system changes and differences. This training is not intended or designed for new users, or individuals who have never worked with the OCAT system.

Training development will include a combination of a Web-Based Training focused on key system changes, Job Aids and On-Line Help (OLH). The WBTs will be the delivery method for preparing the Counties to use the OCAT.

5.1.6.1 Subtask 6.1 – Develop Master Training Plan.

The Contractor shall develop the Master Training Plan that will be used to govern and manage the overall activities, effort, and scope of training development and delivery in accordance with the requirements defined in the OCAT D&I Deliverable Table – Phase 1 below.

5.1.6.2 Subtask 6.2 – Develop Training Materials.

Contractor shall prepare and provide all OCAT training materials with an emphasis on key system changes as compared to the existing OCAT system. All materials, including WBTs, job aids and On-Line Help, must be developed and provided in easily accessible electronic formats.

Contractor shall prepare and provide OCAT training materials for CONSORTIUM, CDSS and County staff to help support ongoing OCAT System administration and management tasks including: establishing, modifying and removing security profiles for CONSORTIUM, CDSS and County users, establishing, modifying and removing fields within management reports and dashboards, updating information relating to office and worker logistics and demographics.

5.1.6.3 Subtask 6.3 – Provide Training.

Contractor shall provide and deliver the OCAT training to the designated CONSORTIUM, CDSS and County users. Contractor shall track and report on all training related logistics, activities and courses for the designated CONSORTIUM, CDSS and County OCAT users, including the registration, date/time activities and courses were completed, and incomplete and failed activities.

5.1.7 Task 7 – System Documentation.

5.1.7.1 Subtask 7.1 – Provide System Documentation.

Contractor shall prepare and provide CONSORTIUM with System and user reference Documentation for the OCAT solution utilizing the procedures provided by Contractor under this Agreement. This Documentation shall provide CONSORTIUM staff with a comprehensive reference source of System functionality, OCAT solution components and all System Maintenance activities listed in Phase 2 – Maintenance and Operations.

5.1.7.2 Subtask 7.2 – Provide System Maintenance Plan.

Contractor shall develop a plan for System Maintenance and Support covering ongoing operations, maintenance, support and administration of the OCAT System.

5.1.8 Task 8 – Final Acceptance.

5.1.8.1 Subtask 8.1 – Transition to Production Environment.

Following the completion of the UAT and CONSORTIUM approval that the System meets the System Requirements and the Specifications, Contractor shall transition the System to the Production Environment.

The System shall achieve Go-Live and be ready for Production Use when Contractor provides to CONSORTIUM, and CONSORTIUM approves, documented results certifying that the System was successfully transition to the Production Environment pursuant to ***Exhibit C – Sample Agreement***.

5.1.8.2 Subtask 8.2 – Conduct Performance Verification.

Following successful transitioning of the System to the Production Environment, CONSORTIUM will monitor for Deficiencies and Contractor shall maintain the System in Production Use for a minimum of ninety (90) days. Upon occurrence of a Deficiency, Contractor shall correct such Deficiencies by re-performance pursuant to, and subject to the provisions of the body of the Agreement. The System shall achieve Final Acceptance if and when all Deficiencies identified during the ninety (90) day period have been corrected, even if the last correction occurs after such ninety (90) day period.

Contractor shall conduct a review of Performance Verification Report with CONSORTIUM at a meeting scheduled by CONSORTIUM and provide any requested demonstrations of the OCAT including:

- a. Summary of activities, results and outcomes;
- b. Summary of each Deficiency identified by Contractor or CONSORTIUM. The summary shall include for each Deficiency:
 - i. Description of each Deficiency and its root cause,
 - ii. Business processes, OCAT functions and/or Interfaces impacted,
 - iii. Description of all potential risks to the OCAT and mitigation strategy for the OCAT,
 - iv. Corrective action plan, test scenarios and implementation approach,
 - v. Schedule for completion of each corrective action and resources required or assigned,
 - vi. Status of each corrective action,
 - vii. Date of completion of each correction, and
 - viii. Date of CONSORTIUM Executive Director approval of each correction;
- c. Summary of lessons learned; and
- d. Recommendations for any improvements to the OCAT.

Commencing with Final Acceptance and continuing through the Warranty Period, any problems, errors or deficiencies encountered by CONSORTIUM in the use of the System shall be subject to the applicable System Maintenance terms under the Agreement.

TABLE 1 OCAT PHASE 1 DEVELOPMENT AND IMPLEMENTATION DELIVERABLES

Del. #	OCAT D&I Deliverables – Phase 1
1	<p>Contractor shall provide the Project Control Document (PCD), which, at a minimum, shall include the following information:</p> <ol style="list-style-type: none"> 1. All Work described in this Statement of Work and elsewhere in the Agreement; 2. A comprehensive Communication Management Plan, documenting the approach and methods for both internal and external project communications, including Monthly and weekly project reporting meetings and processes, templates, and stakeholder communications; 3. A comprehensive Risk Management Plan (RMP), documenting the approach to risk analysis (e.g., the evaluation of risks and risk interactions to assess the range of possible project outcomes), risk mitigation (e.g., the identification of ways to minimize or eliminate project risks) and risk tracking/control (e.g., a method to ensure that all steps of the risk management process are being followed and, risks are being mitigated effectively). The RMP shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 4. Initial identification of risks that may impact the timely delivery of the OCAT, probability and potential impact, recommended mitigation strategy and impact of implementing any risk mitigation strategies; 5. A comprehensive Issue Management Plan documenting the approach to issue identification (e.g., the identification of issues and their classification), issue analysis (e.g., the analysis of issues to assess the impact) and issue tracking/control (e.g., a method to ensure that all steps of the issue management process are being followed and, issues are being resolved timely/effectively). The Issue Management Plan shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 6. A Staffing Plan documenting the project staffing and resource management plan including identification of all Contractor's Key Personnel and project organization chart; 7. Deliverable Management Plan documenting the process, templates and organization responsibilities to manage and deliver DEDs and Deliverables in accordance with this Statement of Work and the Agreement; and 8. Scope Management Plan documenting changes to the project scope, including additions, deletions and revisions to OCAT requirements or the SOW. <p>The initial PCD shall be submitted no later than thirty (30) calendar days after the OCAT Project Start Date. Updates to the PCD shall be submitted annually throughout Phase 1 of the OCAT Project.</p>

Del. #	OCAT D&I Deliverables – Phase 1
2	<p>The Contractor shall develop an OCAT Work Plan that includes the following:</p> <ul style="list-style-type: none"> A. Task and subtask descriptions with all Deliverables being easily identifiable; B. Associated dependencies among Deliverables, Tasks, Subtasks and other work; C. Estimated hours by task and subtask; and D. Gantt charts showing planned start and end dates (durations) of all tasks, subtasks, and major Milestones and Deliverables, including time frames for the CONSORTIUM'S review and approval of all required Deliverables and work products. <p>The OCAT Work Plan shall be developed in the CONSORTIUM specified version of Microsoft Project.</p> <p>The Work Plan must be updated monthly and submitted with the Monthly Status Report to reflect the following:</p> <ul style="list-style-type: none"> A. Start date and date of completion for each Deliverable, Task, Subtask and other work; B. Task and subtask percent complete; C. Actual hours by task and subtask; and D. Updated Gantt charts. <p>The Initial OCAT Work Plan must be submitted within twenty (20) calendar days of project initiation.</p>
3	<p>Contractor's Project Manager shall prepare and present to CONSORTIUM Executive Director a written OCAT Monthly Status Report documenting project progress, plans, and outstanding issues in a format approved by CONSORTIUM. At a minimum, the OCAT Monthly Status Report must include the following:</p> <ul style="list-style-type: none"> A. An Executive Summary (Both MS Word and MS PowerPoint formats); B. An updated OCAT Work Plan; C. Issues identified by or assigned to the OCAT Vendor; D. Risks identified by or assigned to the OCAT Vendor; E. A summary of all Deliverables and their status; F. A summary of all variances to the OCAT Work Plan and Approach during the reporting period; G. A summary of SCRs reviewed during the reporting period; and H. A detailed assessment of the OCAT Work Plan including: <ul style="list-style-type: none"> • Tasks with end dates in the future that are not complete; • Tasks with end dates in the past that are complete; • Tasks with start dates in the future that have not started; • Tasks with start dates in the past that have started; • Tasks with budgeted hours that are not started and do not have actuals; • Tasks with budgeted hours that are started and have actuals; • Tasks with budgeted hours that are completed and have actuals; and • Inactivation of resources that have rolled off. <p>Upon completion of each Task (Design, Development, etc.), the OCAT Monthly Status Report will include an updated Requirements Traceability Matrix (RTM).</p>

Del. #	OCAT D&I Deliverables – Phase 1
	<p>During the System Test and UAT, Contractor shall provide the System Test Results summary report, which summarizes all activities, types of tests and results of the System Test to allow County to assess the System Test outcome, as further specified in and in accordance with Subtask 5.2 – Conduct System Test.</p> <p>This report shall include without limitation:</p> <ul style="list-style-type: none"> a. Summary of all tests conducted during System Test; b. Summary of results; c. Summary of each Deficiency identified by Contractor or CONSORTIUM, its corrective action status, date of completion of each correction and date of CONSORTIUM Executive Director approval of each correction; and d. Justification for moving to the UAT. <p>The OCAT Monthly Status Report must be submitted within five (5) business days after the completion of a calendar month.</p> <p>Contractor shall provide the first status report to CONSORTIUM Executive Director within five (5) business days following the first full calendar month of work activity.</p>
4	<p>Contractor shall provide a Requirements Traceability Matrix (“RTM”), prepared by Contractor that will address the specific implementation requirements of the OCAT relating to all items listed in the <i>Exhibit B – Statement of Requirements</i>, including System Software, System Hardware, System Network accessibility, System security, data sources, data quality and data integration structure.</p> <p>The RTM will serve as the foundation for all Work to be performed by Contractor under the Agreement. The RTM must establish the link for each functional, technical, and general requirement to documents (e.g., clarifications or examples) or other Deliverables to demonstrate the <i>Exhibit B – Statement of Requirements</i> have been successfully implemented within the OCAT application.</p> <p>Contractor shall also indicate any unresolved traceability issues.</p> <p>The RTM must be submitted within five (5) business days after confirmation of all System Requirements and Specifications listed in <i>Exhibit B – Statement of Requirements</i>.</p> <p>Contractor shall submit a new and updated RTM within the timeframe provided in the revised Schedule contained in Attachment 1 hereto to reflect the new OCAT design.</p>
5	<p>The Contractor shall provide the General Design Document (GDD). The OCAT Software requirements shall be traced via the Requirements Traceability Matrix (RTM).</p> <p>Contractor shall submit the project General Design Document, which will document and address the following:</p> <p>All items under Exhibit B – Statement of Requirements as specified in the RTM;</p> <ul style="list-style-type: none"> 1. Methodology and Assumptions; 2. Mock Application Page Layouts including navigation; 3. Reports Layouts; 4. Logical Data model(s); and 5. SAWS Interface specifications.

Del. #	OCAT D&I Deliverables – Phase 1
	Contractor shall provide an updated GDD within the timeframe provided in the revised Schedule contained in Attachment 1 hereto to remove outdated reports section and reference new Deliverable Number 14, OCAT Reports Design; to update interfaces specifications; and to update Chatbot/Menu-bot design.

Del. #	OCAT D&I Deliverables – Phase 1
6	<p>The Contractor shall provide the Technical Design Document (TDD). The Technical Design Document shall provide comprehensive architectural overview of the OCAT Software, including a depiction of each layer and area of application in terms of Software components. The Technical Design Document shall describe the significant architectural decisions made on the OCAT Software. The Technical Design Document shall also describe how the Contractor will establish at the applicable locations, configure, implement, test, operate and maintain for CONSORTIUM such Equipment, Software, Network, and other components that will be used for the AWS Government Cloud.</p> <p>Contractor shall submit the project Technical Design Document, which will document and address the following in Exhibit B – Statement of Requirements as specified in the RTM;</p> <ol style="list-style-type: none"> 1. Technical Architecture specifications; 2. System components and entity relationship diagrams; 3. Network topology diagrams, including Cloud computing environment; 4. Information Security design (application and network security protocols); 5. Application architecture design (software layers); 6. Webservice/application programming interface (API) design; 7. Physical Data Model; 8. Physical and logical directory path locations; and 9. Format library specification, and update tools. <p>Contractor shall submit a new and updated TDD within the timeframe provided in the revised Schedule contained in Attachment 1 hereto to delete all irrelevant sections (e.g., QuickSight); to add newly relevant sections (e.g., Qlik); to update the SLAs consistent with Attachment 3 hereto; and to add complete interface/ASR functionality documentation (e.g., ASR queue).</p>
7	<p>OCAT Application/SAWS Interfaces</p> <p>Contractor shall complete development of the OCAT Application/SAWS Interfaces in accordance with Subtask 4.2 – Develop OCAT Application/SAWS Interfaces. Contractor shall also provide to CONSORTIUM Executive Director a written report documenting the results of the successful development of the OCAT Application/SAWS Interfaces, which will be available for the Testing, as specified in Task 5 – Testing.</p> <p>Contractor shall complete development of the OCAT Application/SAWS Interfaces and submit its written report documenting the results of that development to the CONSORTIUM Executive Director within the timeframe specified in the revised Schedule contained in Attachment 1.</p>
8	<p>The Contractor shall provide a Master Test Plan for both Contractor System Test and CONSORTIUM User Acceptance Test (UAT) Support. The Master Test Plan must include a System Test Plan which encompasses the approach and processes for all stages of System Testing, including regression testing, that ensures all System Requirements and Specifications are fully tested and verified.</p> <p>The System Test Plan must include but is not limited to the following:</p> <ol style="list-style-type: none"> A. A description of the purpose and structured test approach for each stage of System Testing; B. A description of Contractor and CONSORTIUM testing roles and responsibilities;

Del. #	OCAT D&I Deliverables – Phase 1
	<p>C. A description of tools, environments and controls to be used during each stage of System Testing;</p> <p>D. System Test schedule;</p> <p>E. Standards for scenario and script development, execution and sign-off;</p> <p>F. Processes for identifying, documenting and tracking Deficiencies, corrections to Deficiencies and re-tests once corrected code is promulgated to the System Test environments;</p> <p>G. Standards for weekly Test Status Reporting;</p> <p>H. Tracking to the test condition level; and</p> <p>I. Entrance and Exit criteria for each stage of System Testing.</p> <p>Contractor shall provide a UAT Support Plan to include:</p> <ol style="list-style-type: none"> 1. Overall approach for supporting UAT; 2. A description of processes Contractor will perform to support the UAT; 3. A description of tools, environments and controls to be provided and supported during the UAT; 4. A proposed UAT schedule; 5. A description of Contractor and CONSORTIUM roles, responsibilities and resources needed to perform the UAT; and 6. UAT problem/deficiency reporting, tracking and correction/resolution process. <p>The Master Test Plan must be submitted within ninety (90) calendar days of OCAT Project Initiation.</p>
9	<p>Contractor shall provide Test Weekly Status Reports throughout the System Test and UAT period in accordance with the Master Test Plan. Each such Status Report shall include:</p> <ol style="list-style-type: none"> a. Summary of all tests conducted during the System Test or UAT; b. Summary of test results; c. Summary of each Deficiency identified by Contractor or CONSORTIUM, including for each such Deficiency: <ol style="list-style-type: none"> i. Description of each Deficiency and its root cause, ii. Business processes, OCAT functions and/or Interfaces impacted, iii. Description of all potential risks to the OCAT or System Implementation and mitigation strategy for the OCAT, iv. Corrective action plan, test scenarios and implementation approach, v. Schedule for completion of each corrective action and resources required/assigned, vi. Status of each corrective action, vii. Date of completion of each correction, and viii. Date of CONSORTIUM approval of each correction. d. Documentation of the review of the previous week's report with CONSORTIUM, including agenda, attendees, action items and supporting documentation.

Del. #	OCAT D&I Deliverables – Phase 1
10	<p>Contractor shall provide a Master Training Plan which shall include:</p> <ol style="list-style-type: none"> 1. A description of the approach to training development and delivery; 2. Schedules for training development and delivery; 3. Contractor and CONSORTIUM resources and roles and responsibilities; 4. A description of Tools and environments to be used during the Training; 5. Methods and key metrics to be used to evaluate Training results; 6. Assumptions and constraints; and 7. Instructions for conducting Training, including: <ul style="list-style-type: none"> • How to set up the training preconditions (e.g., configure/initialize the training environment); • How to perform the training; and • How to use the tracking tool and report the results of the training. <p>The Training Plan must be completed at least ninety (90) days prior to the Training delivery.</p>
11	<p>Contractor shall deliver Training Materials consistent with the courses described in CONSORTIUM approved Master Training Plan and certify in writing that all System Training as described in Subtask 6.1 – Provide Training has been successfully completed.</p> <p>All Training Materials must be designed to achieve the following:</p> <ol style="list-style-type: none"> 1. Contractor must create Trainee knowledge assessments that include specific questions related to new system functionality in each course. 2. Contractor must include questions that assess the trainee’s ability to demonstrate understanding of the functionality of various training scenarios. 3. Contractor must include trainee knowledge assessments that require an 80% pass rate of each exercise in order to finalize and complete the course on a continuous basis as courses are completed. 4. Contractor must require the trainee to review and retake the survey if they do not achieve the desired pass rate. 5. Survey must be designed to facilitate comprehensive reporting including: <ul style="list-style-type: none"> • Responses to training comprehension evaluation • Degree of courses completed compared to course schedule • Number of training registrants • Percentage of courses completed by county and by user • Dates and times of training activities and courses completed • Incomplete/Failed Activities 6. Contractor must collect and assess level of comprehension data to determine if course materials need adjustments or additional details are required to enhance the self-guided training experience. 7. Contractor must define the approach for identifying target support areas needed in specific counties that are reporting a lack of progress, or that are identifying concerns with go-live preparation. 8. Contractor must define approach, template and timeline for action plans that will be used to resolve issues identified.
12	System Documentation

Del. #	OCAT D&I Deliverables – Phase 1
	<p>Contractor shall provide CONSORTIUM with System Documentation in accordance with the Statement of Requirements. Contractor shall deliver this Documentation in an electronic format as required by CONSORTIUM.</p> <p>Contractor shall prepare and provide a System Maintenance Plan that will address the specific Maintenance Services and Support Services requirements of the OCAT in accordance with and relating to all items listed in the Statement of Requirements, including but not limited to monitoring, maintaining and managing the OCAT System in the AWS Government Cloud environment.</p> <p>The System Maintenance Plan shall address, at a minimum, the following:</p> <ol style="list-style-type: none"> 1. Back-ups of environments and data; 2. Monitoring the environment; including job schedules, growth, back-up, restore, and user registration and utilization; acting as appropriate to maintain a stable, functioning environment for the OCAT platform; 3. Measuring, managing and improving data quality; 4. Maintaining the database and data tables; 5. Managing, monitoring and assessing the performance and adherence to SLAs; 6. Disaster Recovery Plan and Business Continuity Plan; 7. Staff Plan including Organizational Chart and Staff Loading Plan; 8. Help Desk/Technical Support Plan; 9. Change Control and Change Management Plan; 10. Performance Management Plan; 11. Application Performance and Usage Dashboards; 12. Learning Center Documentation; 13. Help Desk/Technical Support Reports, including defect management and service ticketing trends; 14. M&O Aspect of Reporting Solution; and 15. M&O Aspect of Chatbot/Menu-bot with updates to FAQs. <p>Contractor shall submit the System Documentation and System Maintenance Plan within the timeframe specified in the revised Schedule contained in Attachment 1.</p>

Del. #	OCAT D&I Deliverables – Phase 1
13	<p data-bbox="324 226 1079 258">Performance Verification Report and Final Acceptance</p> <p data-bbox="324 294 1518 426">Contractor shall provide to CONSORTIUM the Performance Verification Report and Final Acceptance, including supporting Documentation that the OCAT complies with the SOR and the RTM, including all System Performance Requirements, under full production load. The Performance Verification Report and Final Acceptance should include:</p> <ul style="list-style-type: none"> <li data-bbox="370 445 998 476">a. Summary of activities, results and outcomes; <li data-bbox="370 483 1518 552">b. Summary of each Deficiency identified by Contractor or CONSORTIUM. The summary shall include for each Deficiency: <ul style="list-style-type: none"> <li data-bbox="425 560 1127 592">i. Description of each Deficiency and its root cause, <li data-bbox="425 598 1333 630">ii. Business processes, OCAT functions and/or Interfaces impacted, <li data-bbox="425 636 1518 705">iii. Description of all potential risks to the OCAT and mitigation strategy for the OCAT, <li data-bbox="425 711 1365 743">iv. Corrective action plan, test scenarios and implementation approach, <li data-bbox="425 749 1518 819">v. Schedule for completion of each corrective action and resources required or assigned, <li data-bbox="425 825 902 856">vi. Status of each corrective action, <li data-bbox="425 863 1036 894">vii. Date of completion of each correction, and <li data-bbox="425 900 1403 932">viii. Date of CONSORTIUM Executive Director approval of each correction. <li data-bbox="370 940 852 972">c. Summary of lessons learned; and <li data-bbox="370 978 1127 1010">d. Recommendations for any improvements to the OCAT. <p data-bbox="324 1037 1518 1234">The System shall achieve Final Acceptance and shall be ready for Production Use by CONSORTIUM in the Production Environment upon CONSORTIUM'S acceptance that all Deficiencies discovered during the ninety (90) day period have been corrected, even if such correction occurred beyond ninety (90) day period. Contractor shall provide the Certification of Performance Verification and Final Acceptance, certifying that the OCAT complies with the System Requirements and the Specifications.</p>

Del. #	OCAT D&I Deliverables – Phase 1
14	<p>OCAT Reports Design</p> <p>CONTRACTOR shall provide to CONSORTIUM an OCAT Reports Design document that addresses the designs, extract types, and functions for all reports.</p> <p>Contractor shall submit the OCAT Reports Design document within the timeframe specified in the revised Schedule contained in Attachment 1.</p>

Del. #	OCAT D&I Deliverables – Phase 1
15	<p data-bbox="324 243 828 275">OCAT Business Rule Engine Design</p> <p data-bbox="324 306 1518 373">CONTRACTOR shall provide to CONSORTIUM an OCAT Business Rule Engine Design in support of the following requirement</p> <p data-bbox="418 405 1518 573"><i>OCAT solution shall minimize hardcoding of business rules by defining and delineating such rules onto logic tables to be used by OCAT in processing input and generating output, i.e., Appraisal Summary and Recommendations (ASR), and said logic tables can easily be reconfigured or modified by the appropriate Consortium staff as determined by the Consortium Executive Director.</i></p> <p data-bbox="324 604 1518 714">Contractor shall submit a schedule for the SDLC (inclusive of analysis, design, construction, testing, UAT, training, and implementation) of the OCAT Business Rule Engine by the specified timeframe in the revised schedule contained in Attachment 1.</p> <p data-bbox="324 745 1518 812">CONTRACTOR shall provide maintenance and enhancements for any changes required to the business rules at no cost until Final Acceptance.</p> <p data-bbox="324 844 1518 911">The Business Rule Engine will be completed within the Initial Term of the Agreement as extended by amendment or Change Order to the Agreement.</p>

5.2 Phase 2 - Maintenance and Operations (M&O).

Maintenance and Operations Phase includes continued project management, application maintenance and operation of the OCAT production environment, testing and training environments in the Cloud computing environment, as well as helpdesk and technical support services. Modifications and Operations (M&O) Services includes continued provision of CONSORTIUM requested modifications to the OCAT Application Software (e.g. work associated with developing functional improvements of the OCAT) and enhancements of the OCAT Application Software (e.g., work associated with development of the new application functionality and enhancements of the OCAT).

The Tasks and Deliverables of Phase 2 are as follows:

5.2.1 Task 1 - Project Management.

CONTRACTOR is required to provide project management for the OCAT Project, which will provide the overall methodology for defining, managing and controlling the OCAT Project.

Project management is an ongoing Task that will take place throughout the duration of the OCAT Project. The project management Task includes: planning, controlling and reporting the work, identifying, tracking, and resolving scope and other issues, and leading the OCAT Project in cooperation with the CONSORTIUM'S Executive Director and CONSORTIUM Staff.

The CONTRACTOR will perform weekly status reporting, communications management, facilitating status meetings, risk and issue management, quality management, staff management, and deliverable management.

Subtasks for this task include:

5.2.1.1 Subtask 1.1 – Project Management.

The OCAT Project Manager ("Project Manager") is responsible for the day-to-day operations of the OCAT Project. The Project Manager is responsible for updating the OCAT Project Control Document ("PCD") and monitoring of the processes described therein. The PCD serves as the basis for the management of the OCAT Project. The Project Manager is also responsible for the OCAT Work Plan.

This Subtask shall include, but not be limited to, the following:

1. Lead efficient project meetings including meeting agendas and minutes;
2. Participate in CalSAWS management meetings, as requested by the CONSORTIUM Executive Director;
3. Establish and maintain an open communication process at all levels of the project including the CONSORTIUM Project Team, Regions/Counties and other Contractors (as needed); and
4. Operation and maintenance of all Project Tools (i.e. Project Repository, Defect Management, Software Version Control, and/or Test Management).

5.2.1.2 Subtask 1.2 - OCAT Work Plan Management.

The OCAT Work Plan documents the activities, Tasks and OCAT Deliverables required to manage the OCAT Project during the M&O Phase. System maintenance, enhancements and ongoing releases must be documented and tracked within the Phase 2 OCAT Work Plan. The OCAT Work Plan will include Tasks, planned durations, budgets, resources assignments and dependencies. The OCAT Work Plan will have a Gantt chart showing planned, actual start, and end dates for Tasks and

percentage complete. The OCAT Work Plan, developed and maintained with Microsoft Project, must be updated monthly and provided as part of the monthly OCAT Work Plan Deliverable. Updates may include modifications to Tasks, budgets, time frames, and expected due dates.

The OCAT Work Plan will be used to evaluate project progress, determine the activities or Tasks that may be at risk of budget or schedule variances, and to allocate resources to address project risks.

The OCAT Work Plan Work Breakdown Structure (WBS) will represent the entire scope of Phase 2 of the OCAT Project. The OCAT Work Plan WBS includes the following high-level activities:

1. Project Management
2. System Maintenance and Operations
3. System Transition

5.2.1.3 Subtask 1.3 – Project Status Reporting.

Contractor's Project Manager shall provide on-going project management and control of Project activities. Contractor's Project Manager shall present to CONSORTIUM Executive Director a written Status Report ("Status Report") documenting Project progress, plans and outstanding issues utilizing the structure, template and process defined within the approved PCD.

Contractor's Project Manager shall meet with or conduct a status update phone call with CONSORTIUM Executive Director on a weekly basis, or as otherwise agreed to by CONSORTIUM and Contractor within the approved PCD, to review Project Status Reports and any related matters. All project variances shall be presented to CONSORTIUM for approval at the weekly status meeting.

Contractor's Project Manager shall report Project status on a regular basis and shall participate in monthly status meetings.

Project Manager shall verbally report any high-priority Project issues and/or risks as soon as possible.

5.2.2 Task 2 – Provide System Maintenance and Operations.

Contractor shall provide System Maintenance, which shall include all goods and services necessary to manage, operate and support the OCAT to comply with the approved System Maintenance Plan and Specifications and shall be provided during Support Hours for the term of the Agreement. System Maintenance shall include Maintenance Services, consisting of Updates, as well as Support Services, which include, but are not limited to, help-desk support during Support Hours ("Help Desk"), as requested or required by CONSORTIUM.

The System Maintenance services shall include, without limitation:

1. Support for all System Hardware, Software and cloud infrastructure necessary for the OCAT;
2. Support of security and network activity and maintenance of Web Services;
3. Support for all System Software enhancements, upgrades, updates, and new releases;
4. Support for all System Documentation;
5. Support for all System Software fixes, patches; and
6. Access to knowledgeable Contractor personnel (i.e., Help Desk) who can answer questions on the use of the System or provide analysis on solutions to operational problems, which CONSORTIUM may encounter during Support Hours.

5.2.3 Task 3 – Provide Transition Plan.

At least ninety (90) days prior to, and upon expiration or termination of the Agreement, and at any other times as set forth in the Agreement, Contractor shall provide to CONSORTIUM all Source Code, object code, updates and Documentation relating to the Application Software in a hard copy format, electronically and on read-only medium, as specified by CONSORTIUM to assist CONSORTIUM in transitioning the ongoing OCAT M&O. Contractor shall be responsible for the following transition tasks:

1. Preparation of OCAT Transition Plan (“Transition Plan”), which shall provide for a smooth transition or transfer of the OCAT, System Data and the OCAT repository from Contractor’s environment to the new environment of CONSORTIUM or CONSORTIUM selected vendor;
2. Identification of resource requirements needed to transition, host and operate the OCAT at CONSORTIUM or CONSORTIUM selected vendor cloud hosting environments;
3. Identification of transition team roles and responsibilities;
4. Proposed timeline for completion of transition activities;
5. Training plan and training of CONSORTIUM specified persons for the transition of the OCAT and System Data; and
6. Submission of the Transition Plan to CONSORTIUM for approval.

Contractor shall address all Work, including the above work, in its response to this RFP. Refer to Exhibit B - Statement of Requirements (SOR) for the detailed description of the above work, including associated tasks and deliverables as listed in this Exhibit A – Statement of Work (SOW).

TABLE 2 OCAT PHASE 2 – MAINTENANCE AND OPERATIONS DELIVERABLES

Del. #	OCAT Deliverables – Phase 2
1	<p>Contractor shall provide the Project Control Document (PCD), which, at a minimum, shall include the following information:</p> <ol style="list-style-type: none"> 1. All Phase 2 M&O related Work described in this Statement of Work and elsewhere in the Agreement; 2. A comprehensive Communication Management Plan, documenting the approach and methods for both internal and external project communications, including Monthly and weekly project reporting meetings and processes, templates, and stakeholder communications; 3. A comprehensive Risk Management Plan, documenting the approach to risk analysis, risk mitigation and risk tracking/control. The Risk Management Plan shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 4. A comprehensive Issue Management Plan documenting the approach to issue identification, issue analysis and issue tracking/control. The Issue Management Plan shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 5. A Staffing Plan documenting the project staffing and resource management plan including identification of all Contractor's Key Personnel and project organization chart; 6. Deliverable Management Plan documenting the process, templates and organization responsibilities to manage and deliver DEDs and Deliverables in accordance with this Statement of Work and the Agreement; and 7. Scope Management Plan documenting changes to the project scope, including additions, deletions and revisions to OCAT requirements or the SOW. <p>The Phase 2 PCD shall be submitted no later than thirty (30) calendar days after the OCAT Project Phase 2 Start Date.</p>
2	<p>The Contractor shall develop an OCAT Work Plan that includes the following:</p> <ol style="list-style-type: none"> A. Task and subtask descriptions with all Deliverables being easily identifiable; B. Associated dependencies among Deliverables, Tasks, Subtasks and other work; C. Estimated hours by task and subtask; and D. Gantt charts showing planned start and end dates (durations) of all tasks, subtasks, and major Milestones and Deliverables, including time frames for the Consortium's review and approval of all required Deliverables and work products. <p>The OCAT Work Plan shall be developed in the CONSORTIUM specified version of Microsoft Project.</p> <p>The OCAT Work Plan must be updated monthly to reflect the following:</p> <ol style="list-style-type: none"> A. Start date and date of completion for each Deliverable, Task, Subtask and other work; B. Task and subtask percent complete; C. Actual hours by task and subtask; and D. Updated Gantt charts. <p>The Initial OCAT Work Plan must be submitted within twenty (20) calendar days of Project initiation.</p>

Del. #	OCAT Deliverables – Phase 2
3	<p>Contractor's Project Manager shall prepare and present to CONSORTIUM Executive Director a written OCAT Monthly Status Report documenting project progress, plans, and outstanding issues in a format approved by CONSORTIUM.</p> <p>At a minimum the OCAT Monthly Status must include the following:</p> <ul style="list-style-type: none"> A. An Executive Summary (Both MS Word and MS PowerPoint formats); B. An updated OCAT Work Plan; C. Issues identified by or assigned to the OCAT Vendor; D. Risks identified by or assigned to the OCAT Vendor; E. A summary of all Service Level Agreement (SLAs) and Key Performance Indicators and the extent to which each was met; F. A summary of all variances to the OCAT Work Plan during the reporting period; G. A summary of SCRs reviewed, approved, and planned for release during the reporting period; and H. A detailed assessment of the OCAT Work Plan including: <ul style="list-style-type: none"> • Tasks with end dates in the future that are not complete; • Tasks with end dates in the past that are complete; • Tasks with start dates in the future that have not started; • Tasks with start dates in the past that have started; • Tasks with budgeted hours that are not started and do not have actuals; • Tasks with budgeted hours that are started and have actuals; • Tasks with budgeted hours that are completed and have actuals; and • Inactivation of resources that have rolled off. <p>Contractor shall provide the System Test Results summary report, which summarizes all activities, types of tests and results of the testing.</p> <p>The OCAT Monthly Status Report must be submitted within five (5) business days after the completion of a calendar month.</p>
4	<p>Contractor shall provide an initial draft of the OCAT Transition Plan within thirty (30) days of completing Deliverable 13 – Performance Verification Report and Final Acceptance. Contractor shall maintain and update the Transition Plan annually for CONSORTIUM Executive Director's approval and be able to provide an updated copy within thirty (30) days of CONSORTIUM request. Contractor shall keep the most current version of the OCAT repository throughout the term of the Agreement.</p>