



***AMENDED, RESTATED AND REVISED  
LEADER REPLACEMENT SYSTEM  
AGREEMENT***

***Exhibit AB (Statement of Work for CalSAWS  
Customer Service Center Functional Design  
Project)***

***Inclusive of***

***Schedule 1 (Pricing Schedule), Schedule 2  
(Contractor Assumptions)***

**CalSAWS Consortium,  
a California Joint Powers Authority**

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## **1. INTRODUCTION AND OVERVIEW**

For the purposes of this Exhibit AB to the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System ("Agreement") the meaning of all terms used in this Exhibit AB shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Exhibit AB shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Exhibit AB.

For background purposes only, the entire CalSAWS Customer Service Center ("CSC") Functional Design Project is anticipated to further define customer service center-related requirements and produce a final set of requirements for the CalSAWS customer service center solution that would support the 58 Consortium Counties ("CalSAWS CSC Requirements") and to be incorporated into the Agreement. After the CalSAWS CSC Requirements are provided by CONSORTIUM, the effort will be estimated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM. The estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS CSC Requirements. A future Amendment to the Agreement will be executed to incorporate the mutually agreed upon CalSAWS CSC Requirements, including the scope, effort and pricing to meet such CalSAWS CSC Requirements.

As part of change order CO-110 of the C-IV Agreement, the C-IV System's existing customer service center solution will be ported to the LRS System/CalSAWS System by the 39 C-IV Counties' cutover to the CalSAWS System. The 39 C-IV Counties will be supported by that solution until a CalSAWS customer service center solution has been implemented for the 58 Consortium Counties, as determined by the Consortium's CalSAWS CSC Requirements.

### **1.1 SCHEDULE**

The term of this Scope of Work ("SOW") shall commence on May 1, 2020 and continue through October 31, 2020.

## **2. SCOPE OF WORK**

This Section 2 describes the Work CONTRACTOR will perform under this SOW.

### **Task 1 – Customer Service Center Functional Design**

To accomplish the CalSAWS CSC Functional Design Project, CONTRACTOR will work collaboratively with key stakeholders, including Users, and State, Federal, and other external agencies as necessary.

#### **2.1 TASK 1: CUSTOMER SERVICE CENTER FUNCTIONAL DESIGN**

Functional design sessions are required for the CONTRACTOR, CONSORTIUM, and representatives from the 58 Consortium Counties to further define the functionality related to requirements for the CalSAWS CSC solution. The Customer Service Center Functional Design Task consists of CONTRACTOR performing planning activities and researching potential solutions for addressing the CONSORTIUM's existing customer service center-related requirements in preparation for the future functional design sessions. CONTRACTOR will perform the planning and research activities during the initial month of the CalSAWS CSC Functional Design Project that is included in this Exhibit AB.

After the initial month, CONTRACTOR will perform the following activities:

- Review Sessions: CONTRACTOR will conduct review sessions with representatives of the 58 CalSAWS Counties to gather their input and feedback on the CONSORTIUM's existing requirements for the customer service center solution. CONTRACTOR will work with the CONSORTIUM to prioritize and clarify the existing requirements.
- Process: This phase of the project entails virtual workgroups involving CONTRACTOR, CONSORTIUM and representatives from the 58 Consortium Counties. This group will meet for a week to review and clarify requirements, three additional weeks to compile the feedback received from the 58 Consortium Counties and external advocates, after which time, the CONTRACTOR, CONSORTIUM and representatives from the 58 Consortium Counties, will meet again to vote and confirm the finalized set

of requirements. The voting process for the requirements will follow the CONSORTIUM's existing governance process.

- **Outputs:** The CalSAWS CSC Requirements will be the output of the review sessions. CONTRACTOR will use the CalSAWS CSC Requirements to develop a proposed solution to address the CalSAWS CSC Requirements and estimate the effort required to implement the proposed solution. The estimates will be reviewed and prioritized by the CONSORTIUM including determining the appropriate funding.

**3. SCHEDULE 1 PRICING SCHEDULE**

Schedule 1, Pricing Schedule, attached hereto includes the CONTRACTOR payments for the CalSAWS CSC Functional Design Project.

**4. SCHEDULE 2 CONTRACTOR ASSUMPTIONS**

Schedule 2, Contractor Assumptions, attached hereto includes CONTRACTOR's assumptions associated with the delivery of the CalSAWS CSC Functional Design Project. CONTRACTOR's performance of the CalSAWS CSC Functional Design Project, at the pricing included in Schedule 2 (Pricing Schedule), is dependent on the assumptions in Schedule 2, this SOW, and the Agreement. In the event the assumptions are incomplete or inaccurate, the Parties will enter into an appropriate Amendment to the Agreement for such Work to address any incremental prices or timeline changes incurred by CONTRACTOR or in connection with such Work.