

# CalSAWS | Executive Summary for the JPA Member Representatives and Board of Directors

Date: Friday, January 22, 2021

Location: Conference Call/Zoom

## Agenda Item and Summary

## Type of Item

### 1. Call Joint Meeting of the Member Representatives and Board of Directors ("Board") of the CalSAWS Consortium ("CalSAWS") to Order.

Procedural

**Summary:** Board Chair, Michael Sylvester, will call the CalSAWS Joint Meeting of the Member Representatives and Board of Directors ("Board") of the CalSAWS Consortium ("CalSAWS") to Order.

### 2. Public opportunity to speak on items not on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Procedural

**NOTE:** The public may also speak on any Item ON the Agenda by waiting until that Item is read then requesting recognition from the Chair to speak.

**Summary:** Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the Agenda.

### 3. Confirmation of Quorum, Protocols, and Agenda Review.

Procedural

- Quorum of Member Representatives
- Quorum of Board Directors
- Protocols
- Agenda Review

**Summary:** Board Chair, Michael Sylvester, will confirm quorum of the Board and John Boule will provide a high-level overview of the Agenda.

## JPA Board Action Items

### 4. Approval of Customer Service Center Solution Amendments:

Action

- a. Approval of Accenture LRS CalSAWS Amendment 24, which includes requests for services to complete the design, development, implementation, and maintenance and operations for a 58-County Customer Service Center Solution.
- b. Approval of Accenture C-IV Amendment 112, which includes Software and Software Support purchases to support the 58-County Customer Service Center Solution.

**Summary:** The Consortium is seeking Board approval of Amendment 24 to the LRS Agreement with Accenture, which incorporates services to design, develop, implement, maintain, and operate a Cloud-hosted CalSAWS Customer Service Center (CSC) solution

that will support all 58 counties. Amendment 24 increases the total contract value of the LRS Agreement by \$10,323,589. The Consortium is also seeking Board approval of Amendment 112 to the C-IV Agreement with Accenture, which adds the purchasing of software licenses and software support for the 58-County CSC solution. Amendment 112 increases the total contract value of C-IV Agreement by \$1,864,306. The costs of LRS Amendment 24 and C-IV Amendment 112 is funded through the CalSAWS IAPDU and the current year costs are accounted for in the SFY 2020-21 CalSAWS JPA Project Budget.

5. Consent Items:

Action

a. **Approval of the Minutes and review of the Action Items from the December 4, 2020 CalSAWS JPA Board of Directors meeting.**

**Summary:** The Consortium is seeking Board approval of the minutes from the JPA Board Meeting of December 4<sup>th</sup>. The JPA Board Secretary will also review action items from that Board Meeting.

b. **Approval of Accenture LRS Change Notice 7, which includes requests for:**

- i. **Design, development, test, implementation, maintenance and operations of the ForgeRock Identity and Access Management ("IAM") enterprise enablement solution**
- ii. **Design, development, test, implementation of the BenefitsCal APIs**
- iii. **Design, development, test, implementation of the 58-county training environment**
- iv. **Background check alignment to the C-IV Agreement**

**Summary:** The Consortium is seeking Board approval of Change Notice 7 to the LRS Agreement with Accenture, which incorporates services to design, develop, implement, maintain, and operate the CalSAWS enterprise solution for identity and access management, the Application Programming Interfaces (APIs) for the BenefitsCal portal/mobile app, and the 58-County training environment. Change Notice 7 also aligns the background check provisions in the LRS Agreement to those of the C-IV Agreement. This change notice will utilize up to \$7,369,807 of the original \$50,000,000 allocation for change orders, which such allocation was originally incorporated with the Board execution of LRS Amendment 23 and will have a balance of \$32,928,640 with the Board execution of this Change Notice 7. Change Notice 7 does not increase the total contract value of the LRS Agreement. The cost of Change Notice 7 is funded through the CalSAWS IAPDU and the current year costs are accounted for in the SFY 2020-21 CalSAWS JPA Project Budget.

c. **Approval of ClearBest Change Order 3 – Work Order 5, which includes additional Quality Assurance services to align to the CalWIN Implementation Service Contract.**

**Summary:** The Consortium is seeking Board approval of Work Order 5 to Change Order 3 of the QA Services Agreement with ClearBest, which expands and aligns QA services to the schedule and deliverables of the CalWIN Implementation Services Agreement. Work Order 5 will utilize \$205,288 of the original \$5,760,595 for QA professional services, which was originally incorporated in Change Order 3. The costs of Work Order 5 funded through the CalSAWS IAPDU and the current year costs are accounted for in the SFY 2020-21 CalSAWS JPA Project Budget.

d. **Approval of ClearBest Change Order 3 – Work Order 6, which includes Quality Assurance services for the Contact Center DD&I.**

**Summary:** The Consortium is seeking Board approval of Work Order 6 to Change Order 3 of the QA Services Agreement with ClearBest, which incorporates QA

| Agenda Item and Summary  | Type of Item  |
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| <p>services for the CalSAWS Customer Service Center Solution. Work Order 6 will utilize \$339,710 of the original \$5,760,595 for QA professional services, which was originally incorporated in Change Order 3. The cost of Work Order 6 is funded through the CalSAWS IAPDU and the current year costs are accounted for in the SFY 2020-21 CalSAWS JPA Project Budget.</p> <p>With the execution of Work Orders 5 and 6, the balance of Change Order 3 will be \$4,890.</p> |               |
| <p><b>e. Approval of ClearBest Amendment 1, which extends the Initial Term.</b></p>  |               |
| <p><b>Summary:</b> The Consortium is seeking Board approval of Amendment 1 to QA Services Agreement with ClearBest, which aligns end date of the Initial Term to 1-31-2024 as provided for in Change Order 3 – Work Order 6. This Amendment 1 does <u>not</u> change the total contract value of the ClearBest QA Services Agreement.</p>  |               |
| <b>Member Representatives Action Items</b>   |               |
| <p><b>6. Approval of the Administrative Budget for Unfunded Costs for FY 21/22.</b></p> <ul style="list-style-type: none"> <li><b>Review Administrative Budget Line Items</b></li> </ul>   | Action        |
| <p><b>Summary:</b> The Consortium is seeking Board approval of the SFY 2021-22 CalSAWS JPA Administrative Budget for unfunded costs.</p>   |               |
| <b>Member Representatives Informational Items</b>  |               |
| <p><b>7. CalSAWS Budget Status</b></p> <ul style="list-style-type: none"> <li><b>Governor's Budget</b></li> </ul>  | Informational |
| <p><b>Summary:</b> Holly Murphy will provide an overview on CalSAWS Budget Status included in the January 2021 Governor's Proposed Budget.</p>   |               |
| <p><b>8. CalSAWS Gantt Chart Overview</b></p>  | Informational |
| <p><b>Summary:</b> Seth Richman and Rachel Frey will provide an overview on the CalSAWS Gantt Chart.</p>   |               |
| <p><b>9. The Road to CalSAWS</b></p>   | Informational |
| <p><b>Summary:</b> June Hutchison will provide a high-level overview of the Informational Items on today's agenda.</p>   |               |
| <p><b>10. Overview of C-IV Counties Implementation</b></p> <ul style="list-style-type: none"> <li><b>Implementation</b></li> <li><b>Change Management</b></li> <li><b>Training</b></li> </ul>  | Informational |
| <p><b>Summary:</b> June Hutchison, Yong Vangbliayang, Helen Cruz, and Ashley Arnold will provide an overview of C-IV Counties Implementation including updates on Implementation, Change Management, and Training.</p>   |               |

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| 11. CalWIN Implementation Support Services   | Informational |
| <ul style="list-style-type: none"> <li>• Business Process Reengineering</li> <li>• Training Advisory Council</li> <li>• Visioning Lab</li> </ul>   |               |
| <p><b>Summary:</b> Juli Baker and Mary Sabillo will provide an overview of CalWIN Implementation Support Services including, Business Process Reengineering, Training Advisory Council, and Visioning Lab.</p>                   |               |
| 12. BenefitsCal Update   | Informational |
| <p><b>Summary:</b> Rachel Frey, Gabby Otis, and Anna Chia will provide an update on BenefitsCal.</p>   |               |
| 13. CalSAWS Conversion Update  | Informational |
| <ul style="list-style-type: none"> <li>• Data Retention Policy Update</li> <li>• Data Retention Policy Implementation</li> <li>• C-IV and CalWIN Conversion Update</li> </ul>  |               |
| <p><b>Summary:</b> Laura Chavez, Paul Trisler, and Chris Paige will provide an update on CalSAWS Conversion including Data Retention Policy Update, Data Retention Policy Implementation, and C-IV/CalWIN Conversion Update.</p> |               |
| 14. Overview of UAT  | Informational |
| <p><b>Summary:</b> Jo Anne Osborn and Cheryl Hoffman will provide an overview of UAT.</p>  |               |
| 15. Metrics for C-IV Implementation Readiness  | Informational |
| <p><b>Summary:</b> Ted Anderson will provide an update on the Metrics for C-IV Implementation Readiness.</p>   |               |
| 16. Contingency Plans for Go-Live  | Informational |
| <p><b>Summary:</b> Rachel Frey and Wendy Battermann will provide an overview of Contingency Plans for Go-Live.</p>   |               |
| 17. Policy Update  | Informational |
| <p><b>Summary:</b> Karen Rapponotti, Lisa Salas, Rocky Givon, Alexis Fernandez, and Rene Mollow will provide an update on Policy items.</p>  |               |
| 18. Status of GA/GR Data Sharing   | Informational |
| <p><b>Summary:</b> Jo Anne Osborn and Jeff Mitchell will provide an update on the Status of GA/GR Data Sharing.</p>  |               |

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| <b>19. CalSAWS Procurements Update</b>   | Informational |
| <b>Summary:</b> Tom Hartman and Betty Uzupis will provide an update on CalSAWS Procurements.   |               |
| <b>20. CalSAWS Conference</b>  | Informational |
| <ul style="list-style-type: none"> <li>• <b>Thursday, June 24, 2021</b></li> </ul>   |               |
| <b>Summary:</b> John Boule will provide an update of the CalSAWS Conference.   |               |
| <b>21. Adjourn joint meeting of the CalSAWS Member Representatives and JPA Board of Directors.</b>   | Procedural    |
| <b>Summary:</b> Board Chair, Michael Sylvester, will adjourn the joint meeting of the CalSAWS Member Representatives and JPA Board of Directors. |               |