



Change Order No. 3 – Work Order 2: FDS DD&I QA Services SOW – Revision 1

Purpose

The purpose of this Statement of Work (SOW) is to outline the scope, timeframe, staff, and costs required to perform Quality Assurance (QA) reviews of the Functional Design Sessions (FDS) Design, Development, and Implementation (DD&I) work products, deliverables, services, and testing. The purpose of Revision 1 is to shift the funding between State Fiscal Years (SFYs) to account for early start and end dates for the QA Independent Testers.

Scope

From June to August 2019, the Consortium held Functional Design Sessions to further elaborate and clarify requirements for Imaging, Task Management, Non-State Forms, General Assistance/General Relief (GA/GR), Application Programming Interfaces (APIs), and the conversion of CalWIN Ancillary Systems. The result was the identification of over 300 new or enhanced requirements, which will be delivered over seven (7) new releases. To accommodate the additional work without impacting the CalWIN cutover waves, the Consortium added nine months to the existing schedule between C-IV cutover and CalWIN Wave 1 go-live. One requirement for the implementation of the new/enhanced functionality, however, was that the counties using C-IV could not lose functionality when they cut over to CalSAWS in September 2021. To accommodate that need, the DD&I release schedule was prioritized and divided into phases to ensure no functionality was lost for any C-IV county, and all functionality would be delivered prior to the first CalWIN wave go-live. Imaging began in February 2020, and QA Services added via Work Order 1 began in April 2020. In May 2020, DD&I and QA commenced work on the following FDS workstreams:

- Task Management Phases 1 and 2
- Non-State Forms Phases 1 and 2
- GA/GR Phases 1 and 2
- APIs
- CalWIN Ancillary System Conversion

The requirement to complete Phase 1 work of Task Management, Non-State Forms, and GA/GR by September 2021 requires that four of the seven new FDS releases (Release 9, 10, and 11) be in progress at the same time as the originally planned Releases 6, 7, and 8. Further, the C-IV cutover brings CalSAWS officially into production (with releases that double in size and scope) while, concurrently, the FDS releases 12-15 are being finalized, tested, and deployed. Finally, the additional FDS functionality must be user acceptance tested in conjunction with the original functionality during the same originally planned, three-month UAT periods, requiring additional planning, preparation, and support.



The figure below shows the Current CalSAWS DD&I Schedule. As shown in the figure, the core ClearBest QA team was originally planned to 1) complete functional and technical reviews, assessments, and testing of the eight releases, data conversion, and implementation; 2) manage two, three-month UAT periods; and 3) begin reviewing, assessing, and testing CalSAWS M&O SCR's upon C-IV cutover.

Current CalSAWS DD&I Schedule

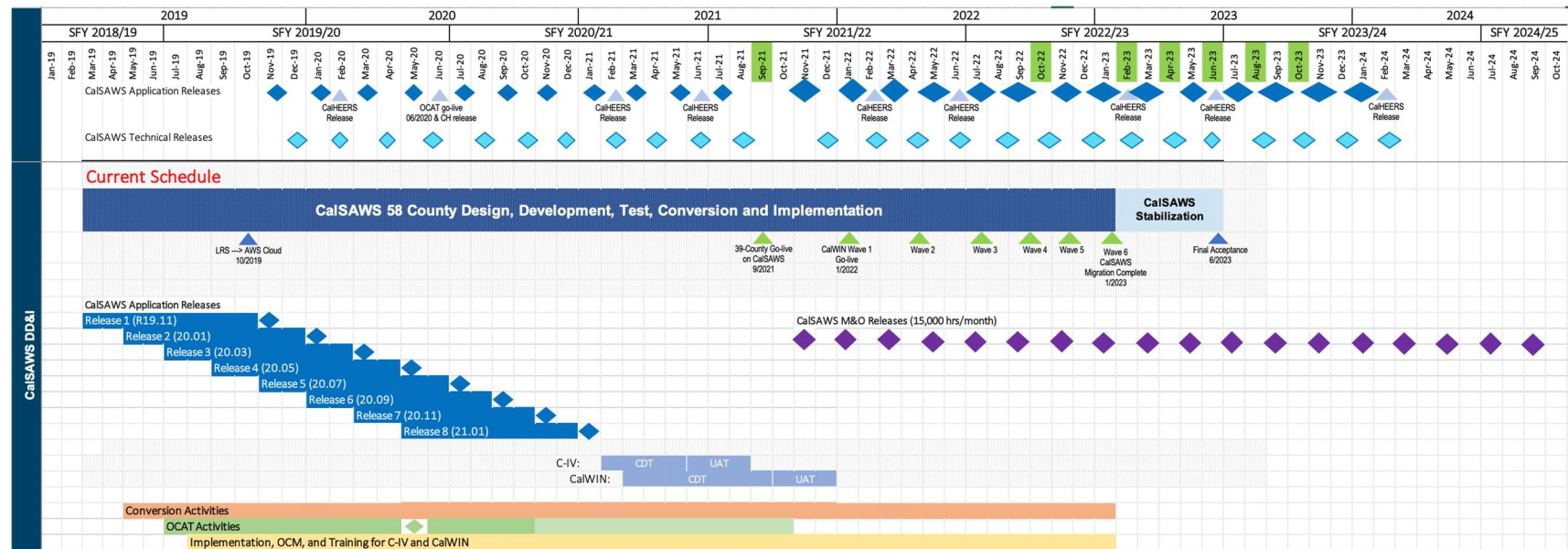


Figure 1 - Current CalSAWS DD&I Schedule

The Revised CalSAWS DD&I Schedule on the following page shows the overlay of the new scopes of work, with the FDS DD&I releases shown in the dark rust-colored bars. With the nine-month schedule extension (post C-IV cutover), a total of six months was added to the QA contract to support some of the additional FDS work. However, almost half of the FDS DD&I work occurs prior to the C-IV cutover, and the other half overlays the CalSAWS production QA. To be able to conduct QA on both the originally planned and additional FDS DD&I efforts as shown in the revised schedule, additional QA business analysis and testing staffing is required. The light yellow, vertical bars highlight the period of time when additional QA business analysis staffing is required. The light pink, vertical bars highlight the period of time when additional testing staff is required. One business analysis timeframe is overlaid by the testing timeframe.

Revised CalSAWS DD&I Schedule

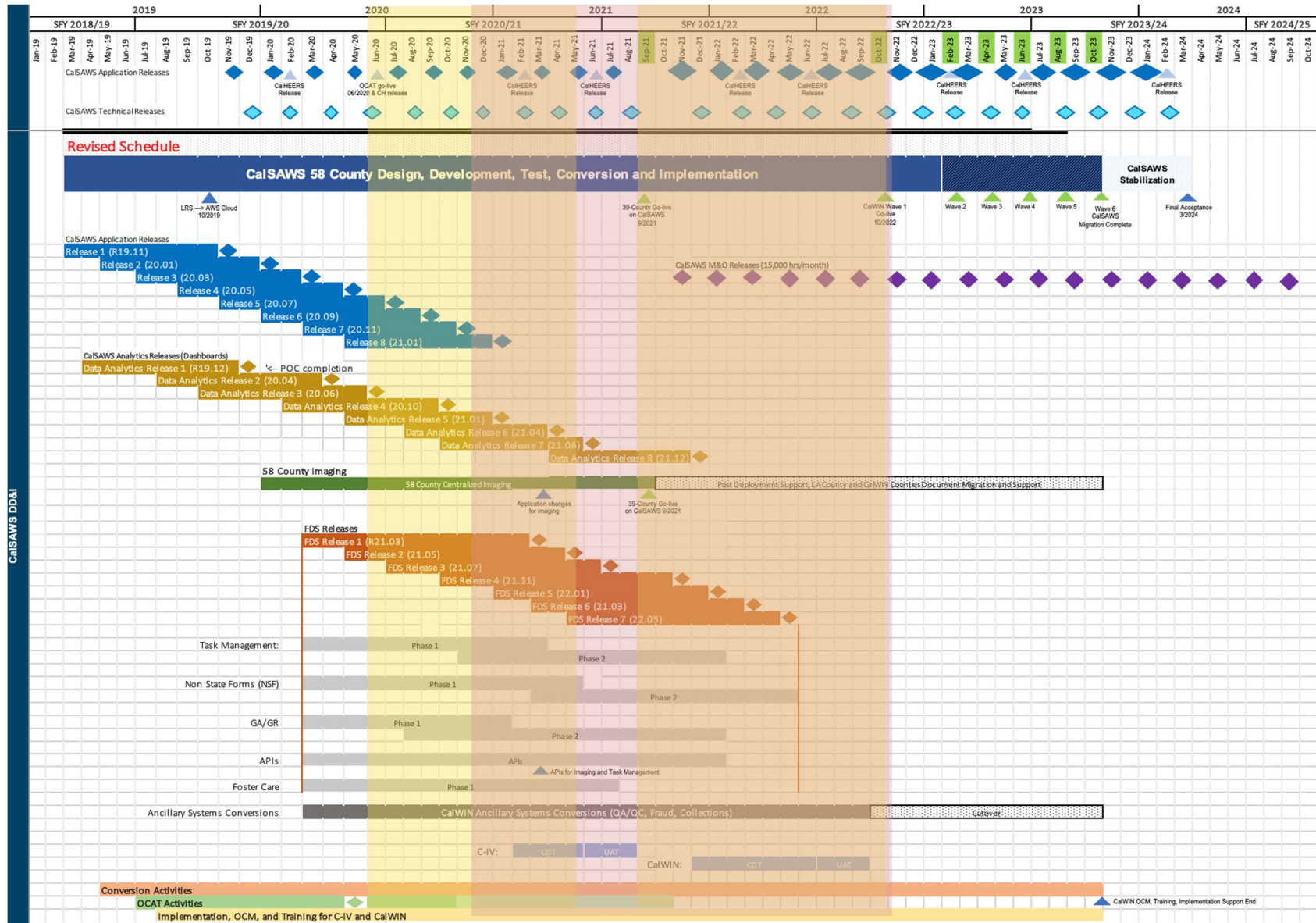


Figure 2 - Revised CalSAWS DD&I Schedule



For the above scope of the FDS DD&I, ClearBest will:

1. Provide QA staff to cover FDS DD&I meetings, discussions, reviews, analyses, and testing beyond what the schedule extension alone affords for staff availability. Specifically, providing:
 - A. Two QA Business Analyst/Testers to support the review, assessment, and testing of FDS work products, processes, and outcomes for functional meetings, discussions, reviews, and reporting.
 - B. Two QA Independent Testers to supplement the test team to cover increased FDS functionality being tested in each release and UAT period and overlap in functional, UAT, system cutover, and CalSAWS releases.
2. Submit **Deliverable #01 - QA Monthly Status Report (FDS DD&I)**** to report on Task Management, Non-State Forms, GA/GR, API, and Ancillary Systems activities, findings, recommendations, issues, risks, and outcomes. The content from this deliverable can be combined with the CalSAWS QA Deliverable #03 – QA Monthly Status Report to minimize the deliverables created.
3. Submit **Deliverable #02 - QA Monthly Test Report (FDS DD&I)**** to report on the Independent Test and UAT activities and outcomes for the FDS functionality.
4. Reporting on the activities and outcomes at Weekly Status Meetings, PSC, JPA, and other stakeholder meetings, as required. The content from this deliverable can be combined with the CalSAWS QA Deliverable #07 – QA Monthly Test Report to minimize the deliverables created.

** Because Accenture plans to deliver the FDS work products and services via a milestone- rather than deliverable-based approach, ClearBest will include its findings and outcomes in the existing Monthly Status Reports and Monthly Test Reports to provide the Consortium with timely and continual documentation of findings and outcomes.

Assumptions

Assumptions for FDS DD&I for the CalSAWS QA Services include:

- Although imaging was discussed as part of the FDS sessions, the QA estimates for that effort have been included in Change Order No. 3, Work Order No. 1.

Timeframe

The anticipated timeframe for the review and reporting on designated FDS work products, deliverables, services, and testing in this Work Order is from June 2020 to October 2022.

Staffing

Staff to complete the FDS DD&I QA Statement of Work have been estimated for the DD&I of FDS based on:

- One QA Business Analyst/Tester being allocated 100% from June 2020 to October 2022.



- One QA Business Analyst/Tester being allocated 100% from July 2020 to October 2023.
- Two QA Independent Testers being allocated 100% from November 2020 to mid-September 2022.

The following table provides a percentage breakdown of QA participation over the full QA FDS timeframe.

STAFF	TIME PERIOD	DD&I HOURS	FTE %
QA Business Analyst/Tester	06/2020 – 10/2022	4,608	100%
QA Business Analyst/Tester	07/2020 – 10/2023	6,484	100%
QA Independent Tester	11/2020 – 09/2022	3,632	100%
QA Independent Tester	11/2020 – 09/2022	3,632	100%
TOTAL HOURS		18,356	

The QA Business Analysts will supplement the QA Functional Team; lead and support the review of the FDS work products, deliverables, and services; and support testing, as needed, to help validate functionality's readiness for approval and deployment. The QA Business Analyst/Tester that will remain through October 2023 will also support Ancillary Conversion activities through CalWIN cutover. The QA Independent Testers will support the full test development and execution process for testing the FDS functionality.

Cost

The estimated effort for the FDS DD&I QA Statement of Work is as follows:

QA STAFF ROLE	MONTHS	HOURS	RATE	COST
QA Business Analyst/Tester (100%)	28.5	4,608	\$114	\$525,312
QA Business Analyst/Tester (100%)	40	6,484	\$114	\$739,062
QA Independent Tester (100%)	23	3,632	\$99	\$359,568
QA Independent Tester (100%)	23	3,632	\$99	\$359,568
Total Cost		18,356		\$1,983,624

The cost schedules to support the FDS DD&I QA Services have been incorporated into the Quality Assurance Project Cost Schedules and are attached. The average monthly cost for DEL #1 – QA Monthly Status Report (FDS) is \$37,083 per month for 28 months (June/July 2020 – October 2022). The average monthly cost for the last 12 months (November 2022 – October 2023) is \$18,848 per month. The average monthly cost for DEL #2 – QA Monthly Test Report (FDS) is \$15,633 per month for 23 months.



The following provides the costs by SFY:

DELIVERABLE	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTAL
DEL #1 – QA Monthly Status Report (FDS)	\$407,913	\$444,996	\$317,351	\$94,228	\$1,264,488
DEL #2 – QA Monthly Test Report (FDS)	\$218,869	\$375,204	\$125,063	\$0	\$719,136
Total Cost	\$626,782	\$820,200	\$442,414	\$94,223	\$1,983,624

Work Order Approval

IN WITNESS WHEREOF, the Parties have set their hands hereunto as of the Execution Dates set forth below.

CalSAWS Consortium

By: _____
Printed Name: Michael Sylvester
Title: Board Chair
Date: _____

ClearBest, Incorporation

By: _____
Printed Name: Wendy Battermann
Title: President
Date: _____

CalSAWS Consortium

By: _____
Printed Name: John Boule
Title: Executive Director
Date: _____

APPROVED AS TO FORM:

Jeff Mitchell
Consortium Legal Counsel