

**WORK ORDER 04- ARPA**

**CalSAWS BenefitsCal  
(Portal/Mobile) Work Order**

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## 1.0 Work Order Submission & Approval Form

<b>Work Order Number</b>	04
<b>Work Order Title</b>	ARPA
<b>Submitted Date</b>	04/05/22
<b>Originator</b>	California Department of Social Services (CDSS) Request
<b>Priority</b>	<p>Select the estimated priority level of the requested Work Order:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage.</li> <li><input checked="" type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</li> <li><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution.</li> <li><input type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal.</li> </ul>
<b>Detailed Description</b>	<p>This work order includes enhancements that are required to complete the cutover and transition to BenefitsCal for a variety of stakeholder groups to have provide additional access permissions and controls to perform a variety of functions in BenefitsCal:</p> <ul style="list-style-type: none"> <li>• CBO Referral Code</li> <li>• Archetype-based applications for Students</li> <li>• Communication, marketing campaign and SEO changes for BenefitsCal</li> <li>• Prepopulated SAR 7 and SAR 7A – User Centered Design</li> </ul> <p>These features were not part of the original project scope and contract and were identified as part of the inclusive User Centered Design process. The features would significantly advance the customer experience, give more control to customers to determine who and what case information may be accessed, and/or significantly advance the capabilities available to Assisters and CBOs who support customers to obtain and maintain their benefits.</p> <p>This additional effort is in accordance with Chapter 35, Statutes of 2018 (Assembly Bill (AB) 1811, Committee on Budget). Implementation of the features should increase the number of individuals enrolled and reduce the churn for individuals receiving benefits and align with the feedback being received from stakeholders including Consortium, Advocates,</p>

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	State partners and CBOs such as CBO referral code and Archetype-based applications.	
<b>Review Date</b>		
<b>Type of Work Order</b>	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material

## 2.0 Work Order Impact Analysis –ARPA/CBO Referral Code

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

<b>Design Impact</b>	<ul style="list-style-type: none"> <li>• Design the triggers for system-generated referral code for each CBO organization,</li> <li>• Screen changes for CBO Dashboard to display the system-generated referral code</li> <li>• Screen changes to display the total count of applications submitted via the referral code, within the CBO Dashboard</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>• New system utility to create a system-generated referral code</li> <li>• Modification to screens to display the referral code</li> <li>• Modifications to tables and the creation of new tables within the BenefitsCal database to store and display referral data</li> <li>• Modification to the user-experience framework.</li> <li>• New and modified JEST and JUNIT scripts.</li> <li>• System Test and User Acceptance Test support activities.</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>• Design new/modified system test cases.</li> <li>• Execute system test cases.</li> <li>• Conduct applicable regression testing.</li> <li>• Support User Acceptance Test activities.</li> <li>• Prepare Release Notes and deployment communications.</li> </ul>
<b>Performance Testing</b>	<ul style="list-style-type: none"> <li>• Create/modify five (5) performance test cases.</li> <li>• Execute performance test cases.</li> </ul>
<b>Training</b>	<p><b>Additional Training and Help Content</b>                  Additional help content is required to support questions related to CBO referral code:</p> <ul style="list-style-type: none"> <li>• Up to two (2) modifications or new FAQs.</li> </ul>
<b>Communications</b>	None
<b>Security</b>	<ul style="list-style-type: none"> <li>• Validate compliance to Consortium security standards for the implemented change</li> </ul>
<b>Software/Licenses</b>	None
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>• Updated DEL 02 – Workplan</li> <li>• Updated DEL 03 – Requirements Traceability Matrix (RTM)</li> <li>• Updated DEL 05 – General Systems Design (GSD)</li> </ul>
<b>Schedule</b>	<ul style="list-style-type: none"> <li>• Incremental production release proposed for mid-September 2022, alignment to monthly release calendar is in process.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• CBO must have an active account within BenefitsCal to gain access</li> </ul>

<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Referral codes are at CBO organization level</li> <li>Stakeholders will be available to attend all requirements and design sessions.</li> <li>The estimate is based on the high-level information received. The actual effort hours may change based on requirement verification session.</li> <li>County and Consortium will be the point for conducting the user acceptance testing.</li> <li>There will not be any change to the infrastructure</li> <li>This will display for the CBO Manager role within the CBO Dashboard in BenefitsCal</li> <li>No changes are required within Amplitude</li> </ul>
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### 2.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	184	\$ 30,304.80
Design	User Centered Design Analyst	\$148.23	61	\$ 9,042.03
Development	Senior Programmer Analyst	\$144.24	266	\$ 38,367.84
Development	Junior Programmer Analyst	\$109.80	1756	\$ 192,808.80
Project Mgmt.	Project Manager	\$126.27	82	\$ 10,354.14
Security	Security Engineer	\$142.74	42	\$ 5,995.08
DevOps	Cloud Engineer	\$131.76	82	\$ 10,804.32
Test	Senior Tester	\$82.35	720	\$ 59,292.00
Test	Test/QA Lead	\$109.80	254	\$ 27,889.20
Training	Trainer	\$120.78	42	\$ 5,072.76

Type	Description	Rate	Hours	Amount
<b>Total</b>				<b>\$389,931.00</b>

## 2.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Design Related SDLC Activities	Submission of DEL 05 GSD Deliverable	06/30/22	07/01/22	07/05/22	\$123,477.80
Development Related SDLC Activities	Completion of development	07/29/22	08/01/22	08/05/22	\$123,477.80
System Test Related SDLC Activities	Completion of system integration test	08/26/22	08/29/22	08/31/22	\$123,477.80
UAT	Completion of UAT phase	09/07/22	09/08/22	09/09/22	\$11,698.55
Deployment	Deployment of functionality to Production with ARPA Release	09/11/22	09/14/22	09/16/22	\$7,799.05

Invoice submissions require WAC and approval from consortium. The milestone date, the WAC date and the invoice submission date will need project manager agreement.

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

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#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	06/10/21
2	DEL 03 RTM	Updates to the Requirements Traceability Matrix to include new requirements to implement this work order.	06/17/21
3	DEL 05 GSD	Updates to the General System Designs to specify the new functionality to implement this work order.	06/17/21

### 2.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

Work	Work Description
	<ul style="list-style-type: none"><li>• Review and approve deliverable updates.</li><li>• Conduct User Acceptance Test (UAT) activities.</li></ul>

### 3.0 Work Order Impact Analysis –ARPA/Student Based Archetypes

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

<b>Design Impact</b>	<ul style="list-style-type: none"> <li>• Changes in the navigation flow for applications if the applicant indicated as college students</li> <li>• New screen design to provide unique experience to college students</li> <li>• Add additional questions to AFB flow to support the student exemption form CF 6177</li> <li>• New questions will be reflected in the summary PDF and no changes to API</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>• Modifications to tables and the creation of new tables within the BenefitsCal database to store and display new data elements for the new questions</li> <li>• Screen modifications and new screens.</li> <li>• Modification to the user-experience framework.</li> <li>• Updates to application summary pdf</li> <li>• New and modified JEST and JUNIT scripts.</li> <li>• System Test and User Acceptance Test support activities.</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>• Design new/modified system test cases.</li> <li>• Execute system test cases.</li> <li>• Conduct applicable regression testing.</li> <li>• Support User Acceptance Test activities.</li> <li>• Prepare Release Notes and deployment communications.</li> </ul>
<b>Performance Testing</b>	<ul style="list-style-type: none"> <li>• Create/modify five (5) performance test cases.</li> <li>• Execute performance test cases.</li> </ul>
<b>Training</b>	<p><b>Additional Training and Help Content</b>                  Additional help content is required to support questions related to this Student Based Archetypes enhancement:</p> <ul style="list-style-type: none"> <li>• Up to five (5) modifications or new FAQs.</li> </ul>
<b>Communications</b>	None
<b>Security</b>	<ul style="list-style-type: none"> <li>• Validate compliance to Consortium security standards for the changes implemented for college students</li> </ul>
<b>Software/Licenses</b>	None
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>• Updated DEL 02 – Workplan</li> <li>• Updated DEL 03 – Requirements Traceability Matrix (RTM)</li> <li>• Updated DEL 05 – General Systems Design (GSD)</li> </ul>
<b>Schedule</b>	<ul style="list-style-type: none"> <li>• Incremental production release proposed for mid-September 2022, alignment to monthly release calendar is in process.</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"> <li>New questions will be reflected in the summary PDF and no changes to API</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Stakeholders will be available to attend all requirements and design sessions.</li> <li>The estimate is based on the high-level information received. The actual effort hours may change based on requirement verification session.</li> <li>County and Consortium will be the point for conducting the user acceptance testing.</li> <li>There will not be any change to the infrastructure</li> <li>Student Exemptions changes tracked <i>under SCERFRA 21-548 - CalSAWS Student Data Inputs (JIRA CSPM-42303)</i> and not included in this effort.</li> </ul>

### 3.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	208	\$34,258
Design	User Centered Design Analyst	\$148.23	70	\$10,376
Development	Senior Programmer Analyst	\$144.24	245	\$35,339
Development	Junior Programmer Analyst	\$109.80	1554	\$170,629
Project Mgmt.	Project Manager	\$126.27	70	\$8,839
Security	Security Engineer	\$142.74	36	\$5,139
DevOps	Cloud Engineer	\$131.76	105	\$13,835
Test	Senior Tester	\$82.35	756	\$62,257
Test	Test/QA Lead	\$109.80	266	\$29,207
Training	Trainer	\$120.78	34	\$4,107

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Type	Description	Rate	Hours	Amount
<b>Total</b>				<b>\$373,984.00</b>

**3.2 Payment Schedule (If Applicable)**

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Design Related SDLC Activities	Submission of DEL 05 GSD Deliverable	06/30/22	07/01/22	07/05/22	\$118,418.75
Development Related SDLC Activities	Completion of development	07/29/22	08/01/22	08/05/22	\$118,418.75
System Test Related SDLC Activities	Completion of system integration test	08/26/22	08/29/22	08/31/22	\$118,418.75
UAT	Completion of UAT phase	09/07/22	09/08/22	09/09/22	\$11,236.65
Deployment	Deployment of functionality to Production with ARPA Release	09/11/22	09/14/22	09/16/22	\$7,491.10

Invoice submissions require WAC and approval from consortium. The milestone date, the WAC date and the invoice submission date will need project manager agreement.

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services.**

## CalSAWS – BenefitsCal (Portal/Mobile) Project

Work Order 04: ARPA

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	06/10/21
2	DEL 03 RTM	Updates to the Requirements Traceability Matrix to include new requirements to implement this work order.	06/30/21
3	DEL 05 GSD	Updates to the General System Designs to specify the new functionality to implement this work order.	06/30/21

### 3.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

Work	Work Description
	<ul style="list-style-type: none"><li>• Review and approve deliverable updates.</li><li>• Conduct User Acceptance Test (UAT) activities.</li></ul>

## 4.0 Work Order Impact Analysis –ARPA – Communications and Marketing Campaign

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

<b>Design Impact</b>	<ul style="list-style-type: none"> <li>Implement SEO changes for BenefitsCal homepage supporting keywords in multiple locales and improve search engine visibility</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>Search engine optimization (SEO) changes in Homepage to improve BenefitsCal search engine visibility</li> <li>Database changes to store the information of customers who don't have an account</li> <li>New API to retrieve the details of customers who do not have an account</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>Design new/modified system test cases.</li> <li>Execute system test cases.</li> <li>Conduct applicable regression testing.</li> <li>Support User Acceptance Test activities.</li> <li>Prepare Release Notes and deployment communications.</li> </ul>
<b>Performance Testing</b>	None
<b>Training</b>	<p><b>Additional Training and Help Content</b> Additional help content is required to support questions related to this Student Based Archetypes enhancement:</p> <ul style="list-style-type: none"> <li>Up to two (2) modifications or new FAQs.</li> </ul>
<b>Communications</b>	<p>Additional communications and marketing are needed to increase the number of Customers and CBOs who use the BenefitsCal system, for self-service features to support their benefits journey.</p> <p>Additional marketing and outreach are needed to reach all customers, to share information about and benefits available by using the BenefitsCal system, to increase the adoption of BenefitsCal.</p> <p>Emails and SMS channels will be required to support marketing campaigns and outreach efforts to distribute communications and increase the number of Customers and CBOs who use the BenefitsCal system. AWS Pinpoint services will be utilized to distribute communications for the campaigns.</p>
<b>Security</b>	<ul style="list-style-type: none"> <li>Validate compliance to Consortium security standards for the SEO changes implemented for the Homepage</li> </ul>

<b>Software/Licenses</b>	None
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>Updated DEL 02 – Workplan</li> </ul>
<b>Schedule</b>	<ul style="list-style-type: none"> <li>Incremental production release proposed for mid-September 2022, alignment to monthly release calendar is in process.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Additional AWS Pinpoint costs may be incurred for the campaigns</li> <li>Communications Plan Work Product will be provided for Consortium's review</li> <li>Draft Communications and marketing campaign materials Work Product will be provided for Consortium's review</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Stakeholders will be available to attend all requirements and design sessions.</li> <li>The estimate is based on the high-level information received. The actual effort hours may change based on requirement verification session.</li> <li>County and Consortium will be the point for conducting the user acceptance testing.</li> <li>There will not be any change to the infrastructure</li> <li>Additional AWS Pinpoint costs may be incurred for the campaigns.</li> <li>AWS Pinpoint SMS and Emails will be distributed by the CalSAWS application.</li> <li>Campaign efforts will be annual, and estimate represents the total for two-year period</li> </ul>

#### 4.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	1986	\$327,094.20
Design	User Centered Design Analyst	\$148.23	660	\$97,831.80
Development	Senior Programmer Analyst	\$144.24	708	\$102,121.92

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Type	Description	Rate	Hours	Amount
Development	Junior Programmer Analyst	\$109.80	1332	\$146,253.60
Project Mgmt.	Project Manager	\$126.27	18	\$2,272.86
Security	Security Engineer	\$142.74	10	\$1,427.40
DevOps	Cloud Engineer	\$131.76	28	\$3,689.28
Test	Senior Tester	\$82.35	814	\$67,032.90
Test	Test/QA Lead	\$109.80	300	\$32,940.00
Training	Trainer	\$120.78	10	\$1,207.80
Translation	Language Translations for Communication and Marketing campaign materials to all threshold languages	N/A	N/A	\$50,000.00
<b>Total</b>				<b>\$831,872.00</b>

**4.2 Payment Schedule (If Applicable)**

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Communications Related SDLC Activities	Creation of a Communications Plan Work Product	06/30/22	07/01/22	07/05/22	\$253,418.96
Communications Related SDLC Activities	Creation of a draft communications and marketing campaign materials Work Product	08/12/22	08/15/22	08/16/22	\$253,418.96
Communications Related SDLC Activities	Review and approval of communications and marketing campaign materials	08/26/22	08/29/22	08/31/22	\$253,418.96
Communications Related SDLC Activities	Perform translations in threshold languages (not to exceed amount)	08/26/22	08/29/22	08/31/22	\$50,000.00
Deployment	Deployment of language translations for communications and marketing campaign	09/07/22	09/08/22	09/09/22	\$14,969.07
Deployment	Deployment of communication and marketing campaign materials by ARPA Release.	09/11/22	09/14/22	09/16/22	\$6,646.05

Invoice submissions require WAC and approval from consortium. The milestone date, the WAC date and the invoice submission date will need project manager agreement.

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	07/10/21

### 4.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

Work	Work Description
	<ul style="list-style-type: none"> <li>Review and approve deliverable updates, communication plan and draft materials</li> </ul>

## 5.0 Work Order Impact Analysis – ARPA – Prepopulated SAR 7 and SAR 7A – User Centered Design

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

<b>Design Impact</b>	<ul style="list-style-type: none"> <li>• The State has a draft redesign of the SAR7 and SAR7A forms that needs to be revised considering human-centric principles and previously conducted user testing.</li> <li>• Services will include 2 caseworker-based focus group sessions to gain customer insights related to the challenges with the current notice,</li> <li>• 1 weekly status meeting, and 5 design review meetings (1 per week).</li> <li>• A list of design recommendations will be provided as a work product</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Performance Testing</b>	None
<b>Training</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Software/Licenses</b>	None
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>• Updated DEL 02 – Workplan</li> </ul>
<b>Schedule</b>	None
<b>Other</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• Visual re-organization of the SAR7 and SAR7A forms to reduce cognitive load based on the finalized questions</li> <li>• Work with CDSS if the language is above 5th grade reading level</li> <li>• If questions or copy needs to be revised based on user feedback, CDSS workgroup will provide the revised language or copy</li> <li>• Implementation of the new prepopulated SAR7 form will be completed by the CalSAWS</li> </ul>

### 5.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	338	\$55,668.60
Design	User Centered Design Lead	\$159.21	270	\$42,986.70
Design	User Interface Lead	\$164.70	65	\$10,705.50
<b>Total</b>				<b>\$109,361.00</b>

### 5.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Invoice Submission Date	Cost
Design	Redesign recommendations submission	06/27/22	<b>\$109,361.00</b>

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	05/10/21

### 5.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

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	<ul style="list-style-type: none"><li>• Review and approve deliverable updates and work products</li><li>• If SAR7 questions or copy needs to be revised based on user feedback, CDSS workgroup will provide the revised language or copy</li></ul>

## 6.0 Work Order Execution

IN WITNESS WHEREOF, the Consortium has caused this Work Order to be subscribed on behalf of the Consortium and Contractor has caused this Work Order to be subscribed on its behalf by its duly authorized officer, as indicated below.

### DELOITTE CONSULTING LLP

Dated: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

### CALSAWS CONSORTIUM

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Michael Sylvester, Consortium Chair

By: \_\_\_\_\_  
Kronick Moskowitz Tiedemann & Girard,  
Consortium Legal Counsel

By: \_\_\_\_\_  
John Boule, Consortium Executive  
Director