Change Order No. 6 – Work Order 12: American Rescue Plan Act (ARPA) Release of Information (ROI) QA SOW

Purpose

The purpose of this Change Order No. 6, Work Order 11, is to establish a Statement of Work (SOW) outlining the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) reviews of the American Rescue Plan Act (ARPA) Release of Information (ROI) Design, Development, and Implementation (DD&I) work products, deliverables, services, and testing.

Scope

System features related to ARPA were not part of the original project scope and contract and were identified as part of the inclusive User Centered Design process. The features are intended to:

- Advance the customer experience.
- Give more control to customers to determine who and what case information may be accessed.
- Advance the capabilities available to Assisters and CBOs who support customers to obtain and maintain their benefits.

This additional effort is in accordance with Chapter 35, Statutes of 2018 (Assembly Bill (AB) 1811, Committee on Budget). Implementation of the features is intended to increase the number of individuals enrolled, reduce the churn for individuals receiving benefits, and align with the feedback the Consortium, Advocates, State partners and CBOs. Deloitte is responsible for enhancing BenefitsCal. Accenture is responsible for enhancing CalSAWS. ClearBest is responsible for providing QA services.

Deloitte and Accenture, collectively, plan to deliver functional and technical changes to support the implementation of APRA ROI, which includes maintaining customer privacy protections while engaging with Assisters and CBOs who advocate of their behalf. Activities include policy research and design, transforming paper forms into an on-screen format, and modifying security controls to allow additional access for Assisters and CBOs.

ClearBest will conduct quality reviews of the delivered work products, services, and test outcomes delivered by Deloitte and Accenture and report findings in a Monthly Status report. The scope of the QA effort includes:

1. Participation in meetings, discussions, and walkthroughs pertaining to ARPA ROI deliverables, work products, and milestones.
2. Development of **DEL #1 - QA Monthly Status and Test Report (ARPA ROI)** on the QA activities, findings, recommendations, issues, risks, mitigation strategies, and outcomes from the assessment of Accenture's and Deloitte's:

- General and technical designs, including participation in design discussions with Accenture, Deloitte, State stakeholders, and the Consortium;
- ARPA ROI-related System Change Requests (SCRs) and review and approval of SCRs via Change Control Board process;
- Developed enhancements;
- Security changes and enhancements;
- Tested changes and enhancements, including results from QA Independent Testing of mission-critical, high-priority, and complex functional, technical, and security enhancements;
- Updates to or newly created job aids, online help, web-based training, and communications; and
- Management of the enhancement process from concept/design through implementation.

QA assessments will be based on ClearBest's approved approach and methodology identified in the ClearBest Deliverable #05 – DD&I Deliverable Review and Assessment Plan. To support the rapid completion of deliverables and work products, ClearBest will provide findings via comment logs, escalate key findings, issues, and risks to the Consortium (as appropriate), and provide recommendations for deliverable/work product acceptance. The content for DEL #1 – QA Monthly Status and Test Report (ARPA ROI) will be included in **DEL #1 – QA Monthly Status and Test Report (ARPA)** to reduce the number of deliverables.

3. Reporting on QA findings at the CalSAWS Weekly Status Meetings, Project Steering Committee (PSC), Joint Powers Authority (JPA) Board Meetings, and other stakeholder meetings as required.

Timeframe

The timeframe for the review and reporting on APRA ROI tasks and work products identified in this Work Order is from May 2022 – September 2022.

Staffing

To perform the QA Assessments of the ARPA ROI work products/ deliverables as outlined above, ClearBest is assigning the following staff:

STAFF	TIME PERIOD	TOTAL HOURS
QA Business Analyst/Tester	5/1/2022 – 9/9/2022	720
QA Technical Lead	5/1/2022 – 9/9/2022	249
	TOTAL HOURS	969

Cost

The estimated effort for the ARPA ROI DD&I Statement of Work, which will be reported via the **Deliverable #1 – QA Monthly Status Report (ARPA ROI)** is as follows:

QA Staff Role	Months	Hours	Rate	Cost
QA Business Analyst/Tester	4.25	720	$114	$82,080
QA Technical Lead	4.25	249	$139	$34,611
Total Cost		**969**		**$116,691**

Costs by SFY

The cost schedules to support the ARPA ROI DD&I QA Services have been incorporated into the Quality Assurance Project Cost Schedules and are attached. The following provides the costs only by SFY:

Deliverable	SFY 22/23	Total
DEL #1 – QA Monthly Status and Test Report (ARPA ROI)	$116,691	$116,691
Total	**$116,691**	**$116,691**

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