**Attachment 38**

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| First Data Government Solutions (“First Data”)  Change Order CO-031 Rev. 3  C-IV Migration Planning |
| California Automated Consortium Eligibility System  C-IV Project |

Submitted: January 26, 2018

# Statement of Purpose:

This Change Order CO-031 Rev 3 (the “Change Order”) is related to the Agreement (the “Agreement”), dated as of October 29, 2007, as amended, by and between the California Automated Consortium Eligibility System (“Consortium”) and First Data Government Solutions, LP ("First Data"). Unless the context indicates otherwise, all capitalized terms that are used, but not defined, in this Change Order, shall have the meaning assigned to such terms in the Agreement. This Change Order revises CO-031 Rev. 2 approved on May 31, 2017.

In compliance with the State’s strategy to consolidate eligibility systems and Assembly Bill number ABX1 16, to consolidate the SAWS from three systems to two, the Consortium, previously known as C-IV, was involved in the joint development of the Los Angeles Eligibility Automated Determination Evaluation and Reporting (“LEADER”) Replacement System (“LRS”) since January 2013 and implemented an upgrade in the C-IV architecture to align with the LRS architecture in September 2014. In addition, the Consortium began conducting migration planning activities beginning in early Fiscal Year (“FY”) 2015/2016, which included development of the Migration Development and Implementation (“D&I”) requirements, Statement of Work (“SOW”), contract amendment, Implementation Advance Planning Document (“IAPD”) and the subsequent Implementation Advance Planning Document Update (“IAPDU”).

**Revision 1**. The Consortium has requested that First Data provide additional Project Management Office (“PMO”) and fiscal services to support migration planning.

**Revision 2**. Adjustments are needed to the costs associated with the First Data Team due to extension of the support of migration planning through December 31, 2017.

**Revision 3**. The CalACES migration planning as well as unified design and development activities have been extended through September 2018, including a three-month schedule contingency period from July – September 2018. As a result, the Consortium has requested that First Data extend related services. This Change Order consolidates the extension of migration planning and joint development positions beginning January 2018, including those positions that were previously funded via CO-020 Rev 2, C-IV Modernization and CO-015 Rev 4, LRS Joint Development through December 31, 2017.

This Change Order outlines the staffing requirements, costs, and timeline for First Data to perform Quality Assurance (“QA”) Services associated with the Consortium’s migration planning. These additional Services will consist of support as well as review and assessment associated with the Consortium activities listed in the table below.

| **Consortium Activities** | **QA Services** |
| --- | --- |
| Project Management:   * Ensure work is appropriately planned and scheduled * Ensure work products and deliverables meet timeline and quality requirements * Ensure timely and accurate project communications including status reports, and participation in status meetings and stakeholder debriefs, focusing on communication and coordination between C-IV M&O and LRS, keeping C-IV apprised of LRS direction, schedule, key decisions and issues that would impact C-IV * Coordinate with C-IV, LRS and Consortium management to plan, schedule and facilitate document reviews | Conduct the following Project Management activities:   * Review and provide recommendations related to tasks and schedule * Review and provide input related to timelines and compliance with quality requirements for work products and deliverables * Support timely and accurate project communications including development of status reports, and participation in status meetings and stakeholder debriefs * Assisting the Consortium with communications, planning and problem solving related to potential differences in functionality between C-IV and LRS * Support coordination with C-IV, LRS and Consortium management to plan, schedule and facilitate document reviews * Provide status reports related to project progress, budget or schedule * Lead development of the Project Closure Report and support State review and approval |
| Manage the governance planning including:   * Development of proposed changes to the JPA Agreement, Memorandum of Understanding (“MOU”) and By-Laws * Consortium County Counsel education sessions * Support Counties with obtaining Board of Supervisor approvals | Support governance planning including:   * Facilitate deliverable review and acceptance of the JPA Agreement, MOU and By-Laws * Perform QA review and provide feedback on proposed changes to the JPA Agreement, MOU and By-Laws |
| Identify and serve as point of escalation for all migration planning related issues and/or risks resulting from joint re-design of LRS system changes deemed necessary in order to meet the business needs of the C-IV Counties | * Support development of an escalation plan and process for project issues and risks * Identify, document and assess issues and risks, as appropriate and support the issue and risk management processes |
| Manage and facilitate side by side comparisons of the C-IV and LRS systems | * Participate in the side by side comparison sessions of the C-IV and LRS systems to provide subject matter expertise, recommendations and feedback including comparisons of technical differences with regards to system availability, performance measurements and their associated Service Level Agreements |
| Develop the difference baseline document and statement of requirements  Providing ongoing analysis to assess the changes to baseline that are identified, planned and implemented for both systems | * Support development of the Project Management components of the Statement of the Requirements * Facilitate deliverable review and acceptance of the Difference Baseline Document and Statement of Requirements * Perform QA review and provide feedback on the difference baseline document and statement of requirements, including both functional and technical requirements * Participating in the development and support of design differences analysis processes and/or project activities and providing real-time input and feedback, as appropriate |
| Facilitate requirements acceptance by the 39 C-IV Counties | * Support requirements acceptance by providing both functional and technical subject matter expertise related to comments and questions during draft and final document reviews |
| Develop the Statement of Work (“ SOW”) | * Facilitate deliverable review and acceptance of the SOW * Perform QA review of the SOW |
| Manage contract negotiations | * Facilitate review and acceptance of the Change Order and Contract Amendment * Perform QA review and provide feedback on the draft Change Order and contract revisions * Participate in contract negotiations to provide recommendations and assess revisions |
| Review and provide feedback on the IAPD and subsequent IAPDUs | * Lead development of the IAPD and subsequent IAPDUs and support Consortium, State and federal review and approval |
| Develop and conduct migration D&I project preparation activities to recruit and select project staff for the D&I phase of the migration effort | * Lead development of Project Management start-up procedures for the Migration D&I Project in support of county readiness activities * Assess migration D&I project readiness and provide recommendations to support collaborative C-IV and LRS preparations related to project start-up activities, staff recruitment, orientation and training, as well as project management plans |
| LRS Joint Development   * Interfacing with the D&I Vendor Application Development Team Leads and Analysts to provide input into the design and testing of business requirements * Representing the programmatic needs in the analysis, design and testing of application business requirements specific to each of: Eligibility/Online, Reports, and Fiscal * Focusing on complex areas and areas where C-IV has had issues, as well as focus on any new areas of functionality that Los Angeles County requires | LRS Joint Development   * Participate in requirements, design and build meetings * Actively monitoring requirements, work plans and overall project progress * Act on behalf of the C-IV Project to ensure consideration is given by the LRS Development Contractor for current C-IV functional and technical requirements * Identifying and analyzing issues and risks for potential impact to C-IV * Review deliverables and work products to validate design points are captured and align with Consortium standards including recommendations as appropriate * Provide the LRS Development Contractor team with thoroughly documented deficiencies when an issue is discovered as a result of the testing * Complete retest of SIRs and report findings through tracking tool when the code corrections have been promoted to the test environment |

To accomplish these tasks and meet all current commitments, First Data will add staffing hours:

* Through December 2017, in the form of one Technical Analyst, one Business Analyst, one Fiscal Analyst and one part-time Subject Matter Expert; and
* Between January 2018 through September 2018, in the form of one Business Analyst Lead, one Functional Lead, one Technical Analyst, two Business Analysts, and one Fiscal Analyst.

Assumptions:

In addition to any other responsibilities or duties described in this Change Order or in the Agreement, the conditions on First Data's performance and assumptions upon which First Data has relied in agreeing to perform the services described in this Change Order on the terms set out herein (collectively "Assumptions") are listed below. If any of the Assumptions are not performed or prove to be incorrect, it may cause changes to the Schedule, costs, Deliverables, or level of effort required, or otherwise impact First Data’s performance of the services described in this Change Order.

The Assumptions of this Change Order are set forth below:

1. The price for First Data’s performance of this Change Order includes the costs associated with the three-month contingency plan. A maximum of 23,376 QA hours will be worked under this Agreement. These hours are in addition to the hours defined through December 31, 2017 in the related Change Orders:
   1. CO-020 Rev 2, C-IV Modernization; and
   2. CO-015 Rev 4, LRS Joint Development.
2. If the schedule contingency is not utilized, then a maximum of 21,360 QA hours will be worked under this Agreement and the Consortium’s commitment will be reduced to include only the cost of QA hours performed through June 2018.
3. These hourly rates apply only to the QA Services described in this Change Order. Hourly rates for future Change Orders will not be subject to these rates.
4. Funding is available for this effort as outlined in this Change Order.
5. Any changes in the scope or schedule of the project will be communicated to the First Data Team by the Consortium in a timely manner. First Data will work with the Consortium in a collaborative manner to determine the impact, if any, to the corresponding services scope, schedule and/or cost of any such changes.
6. Revisions to the currently calculated hours will require a separate assessment and cost calculation for QA.
7. Existing C-IV Project Management processes will be leveraged including weekly and monthly status reports and meetings to document and discuss QA progress and status updates.
8. The activities for a competitive procurement related to combined system M&O for all 40 counties are not included in this effort.
9. The Project Work Plan, staff plan, and cost proposal assume a reasonable level of cooperation, participation, and timely resolution of issues by the Consortium management team, LRS management team and participating counties, as appropriate.
10. Support will be provided for the testing and batch needs in an available System Test Environment.
11. If test witnessing is necessary, the Development Contractor will provide any related test artifacts.
12. Any duplicate or rejected deficiencies will be discussed with the deficiency originator before closing.
13. QA services will primarily be performed at the following two locations:
    * 11290 Pyrites Way, Rancho Cordova, CA 95670 (“North”)
    * 12440 Imperial Hwy., 3rd Floor, Norwalk, CA 90650 (“South”)
14. QA services cost are based on tasks being performed at the following locations:

| **Location**  **Responsibility** | **Project Team** |
| --- | --- |
| North | Migration Planning |
| South | LRS Joint Development |

1. The Consortium will provide, or cause to be provided, at no cost to First Data, the following items:
2. Office space
3. Desk(s) and chair(s)
4. Desktop computer(s) or laptop(s), including appropriate and approved software
5. Printer(s)
6. Land line telephone(s)
7. Network connectivity and Internet access

# Schedule:

The schedule for C-IV Migration Planning activities began in July 2015 and concludes in September 2018 as displayed in the table below. The schedule is subject to change as decisions are made by the Consortium and as details of the migration approach are clarified.

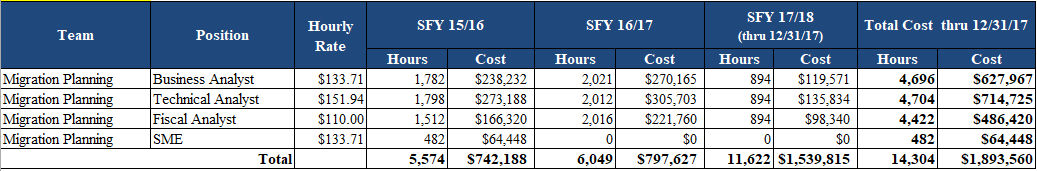
|  | **Planning Tasks** | **Target Start** | **Target Finish** |
| --- | --- | --- | --- |
| 1 | Project Initiation | Jul-15 | Jul-15 |
| 2 | Side by Side System Comparison and Requirements Validation | Oct-15 | Jan-16 |
| 3 | Sole Source SOW/Contract/ Information Request | Dec-16 | Sep-17 |
| 4 | Vendor Response | Dec-16 | Sep 17 |
| 5 | Contract Negotiations | Dec-16 | Sep-17 |
| 6 | Contract Review | Aug-17 | Nov 17 |
| 7 | IAPD/IAPDU | Jan-16 | Sep-2017 |
| 8 | Governance | Jul-15 | Sep-17 |
| 9 | Technical Planning and Analysis Initiation | Jan-18 | Jan-18 |
| 10 | Continuation of Migration D&I Planning | Jan-18 | Jun-18 |
| 11 | Analysis of C-IV and LRS Moving to Cloud Environment | Jan-18 | Feb-18 |
| 12 | Analysis of Database Consolidation | Jan-18 | Mar-18 |
| 13 | Analysis of Data Center/Hosting Consolidation | Jan-18 | Mar-18 |
| 14 | Prepare Analysis Results and Recommendations Report | Mar-18 | Mar-18 |
| 15 | Secure State & Federal Sponsor Approval of Analysis Recommendations | Mar-18 | Mar-18 |
| 16 | As-Needed IAPDU for SFY 18/19 | Mar-18 | Mar-18 |
| 17 | Re-baseline Migration D&I Project Schedule and Budget | Mar-18 | Mar-18 |
| 18 | Prepare Revised IAPDU | Apr-18 | Apr-18 |
| 19 | Secure State and Federal Sponsor Approval for IAPDU | Apr-18 | May-18 |
| 20 | Prepare Vendor Contract Amendment(s) | Mar-18 | Mar-18 |
| 21 | Negotiate Vendor Contract Amendment(s) | Apr-18 | May-18 |
| 22 | JPA, State and Federal Approval of Contract Amendment(s) | Jun-18 | Jun-18 |
| 23 | Begin Migration D&I | Jul-18 | Jul-18 |
| 24 | Schedule Contingency | Jul-18 | Sep-18 |

The Services associated with this Change Order shall commence in SFY 15/16 and will continue for the duration of the Agreement.

# Total Change Order Cost:

The costs associated with this Change Order are summarized in the tables below by State Fiscal Year (“SFY”). The costs will be billed in accordance with Section 6.6 of the Agreement and as reflected in Exhibit A.

The table below reflects the costs associated with hours performed thru December 31, 2017 for one Business Analyst, one Technical Analyst one Fiscal Analyst and one Subject Matter Expert (SME).



All costs for other staff during this period are reflected in Change Order CO-020 Rev 2, C-IV Modernization; and Change Order CO-015 Rev 4, LRS Joint Development.

The table below reflects that costs associated with hours performed beginning January 1, 2018, including costs for the three-month schedule contingency period.



The table below reflects the total change order costs; the combined total for “Total Costs thru 12/31/17” and the “Total Cost 1/1/18 thru 9/30/18”.



The table below reflects the difference for the Change Order Total between Revision 3 and Revision 2.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Team** | **Position** | **Hourly Rate** | **Change Order Total (Revision 3)** | | **Change Order Total (Revision 2)** | | **Variance** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| Migration Planning | Business Analyst Lead | $121.00 | 1,512 | $182,952 | 0 | $0 | 1,512 | $182,952 |
| Migration Planning | Business Analyst | $133.71 | 6,208 | $830,135 | 4,696 | $627,967 | 1,512 | $202,168 |
| Migration Planning | Technical Analyst | $151.94 | 6,216 | $944,458 | 4,704 | $714,725 | 1,512 | $229,733 |
| Migration Planning | Fiscal Analyst | $110.00 | 5,934 | $652,740 | 4,422 | $486,420 | 1,512 | $166,320 |
| Migration Planning | SME | $133.71 | 482 | $64,448 | 482 | $64,448 | 0 | $0 |
| LRS Joint Development | Functional Lead | $162.00 | 1,512 | $244,944 | 0 | $0 | 1,512 | $244,944 |
| LRS Joint Development | Business Analyst | $121.00 | 1,512 | $182,952 | 0 | $0 | 1,512 | $182,952 |
| **Total** | |  | **23,376** | **$3,102,629** | **14,304** | **$1,893,560** | **9,072** | **$1,209,069** |

First Data’s obligation to perform under this Change Order and the Agreement, including Quality Assurance Services, are deemed to be complete, and shall terminate and expire, upon the termination of this Agreement.

# Impact on the Agreement:

The changes outlined in this Change Order are incorporated into the Agreement as follows:

* Exhibit A, Financial Matters – The total increase to the Prices and Charges under the Agreement is incorporated into Sections A, C and D.

# Change Order Approval

**Subject: Change Order CO-031 Rev 3, C-IV Migration Planning**

The subject document is accepted as allowing First Data to proceed with Change Order CO-031 Rev **3** – C-IV Migration Planning.

**CALIFORNIA AUTOMATED CONSORTIUM-ELIGIBILITY SYSTEM**

By:   
Printed Name:   
Title:

Date:

By:

Printed Name:

Title:

Date:

Notice Address:

California Automated Consortium Eligibility System   
Attention: Executive Director  
11290 Pyrites Way, Suite 150

Rancho Cordova, CA 95670-4481