

CalSAWS | Executive Summary for the JPA Board of Directors

Date: Friday, Nov. 15, 2019

Location: Tsakopolous Library Galleria
828 I Street, Sacramento, CA 95814

Agenda Item and Summary

Type of Item

1. Call meeting to order.

Procedural

Summary: Board Chair, Barry Zimmerman, will call the CalSAWS JPA Board of Directors meeting 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, Barry Zimmerman, will provide the public with an opportunity to speak on items not on the Agenda.

3. Confirmation of Quorum and Agenda Review.

Procedural

Summary: Board Chair, Barry Zimmerman, will provide a high-level review of the Agenda.

Action Items

4. Approval of the Minutes and review of the Action Items of the September 13, 2019 CalSAWS JPA Board of Directors meeting.

Action Item

Summary: The Consortium is seeking Board approval of the September 13, 2019 CalSAWS JPA Board of Directors Meeting minutes.
(Handout)

5. Approval of the Accenture C-IV Amendment 105 package, which includes requests for:

- a. Approval of C-IV Accenture Change Order CO-113 Online CalWORKs Appraisal Tool ("OCAT")
- b. Approval of County Purchases
- c. Approval of C-IV Accenture Amendment 105 (References Change Order CO-113 and County Purchases) and updates to Exhibit A

Action Item

Summary: The Consortium is seeking Board approval of the following:

Change Order CO-113 – Online CalWORKs Appraisal Tool ("OCAT")

This Change Order will provide the design, build and implementation of an interface between C-IV and OCAT. The total Change Order Cost equates to \$925,988.

Approval of County Purchases

Through the County Purchases process, the Counties of Alpine, Amador, Humboldt, Imperial, Kern, Lake, Madera, Mariposa, Merced, Plumas, Riverside, San Bernardino and Shasta have purchased various Services, Equipment and Software items, as follows:

Number	Description	County
AL-01-2019	Ongoing Production Operations for Windows 10	Alpine
AM-02-2019	Ongoing Production Operations for Windows 10	Amador
HM-04-2019	Workstation Refresh (Qty 3)	Humboldt
HM-06-2019	Extension of Ongoing Production Operations	Humboldt
HM-07-2019	Extension of Ongoing Production Operations for Customer Service Center (CSC)	Humboldt
IM-02-2019	Extension of Ongoing Production Operations	Imperial
KR-03-2019	Facilitated Access Control Tablets	Kern
LK-01-2019	Growth Scanners (Quantity 6)	Lake
LK-02-2019	Extension of Ongoing Production Operations for FACTs	Lake
LK-03-2019	VPN Tokens for Growth	Lake
MA-01-2019	Enclosures (SAR 7 Mailings)	Madera
MA-02-2019	FACT (Quantity 1)	Madera
MA-03-2019	Extension of Ongoing Production Operations	Madera
MP-01-2019	Extension of Ongoing Production Operations	Mariposa
MP-02-2019	Workstation Refresh (Quantity 18)	Mariposa
MR-02-2019	Extension of Ongoing Production Operations	Merced
MR-03-2019	Extension of Ongoing Production Operations for Regional Contact Center ("RCC") for Medi-Cal Referrals	Merced
PL-01-2019	Extension of Ongoing Production Operations	Plumas
RV-02-2019	Extension of Ongoing Production Operations	Riverside
RV-05-2019	Customer Service Center Closure and Equipment Move	Riverside
RV-06-2019	New Site - Coachella Self-Sufficiency	Riverside
RV-08-2019	Extension of Ongoing Production Operations for Regional Contact Center ("RCC") for Medi-Cal Referrals	Riverside
SB-04-2019	HP LaserJet Printers for Break/Fix (Quantity 20)	San Bernardino
SB-06-2019	HP LaserJet Printers for Break/Fix (Quantity 10)	San Bernardino
SH-02-2019	Extension of Ongoing Production Operations	Shasta
SH-03-2019	Extension of Ongoing Production Operations for Customer Service Center (CSC)	Shasta
SH-04-2019	Extension of Ongoing Production Operations for Regional Contact Center ("RCC") for Medi-Cal Referrals	Shasta
SH-04-2019	Temporary Regional Call Center ("RCC") Move	Shasta

The total of cost of the above County Purchases, collectively, equate to \$3,244,986.

****County Purchase documents were not distributed as part of the emailed JPA Board materials due to the size of the files. The County Purchase documents are available on the CalSAWS website at www.CalSAWS.org. If you need these documents immediately and are not able to access CalSAWS website, please contact Jennifer Smith at SmithJA@CalSAWS.org and she will ensure you receive them as soon as possible****

Approval of C-IV Accenture Amendment 105 (References Change Order CO-113 and County Purchases) and updates to Exhibit A

This C-IV Amendment incorporates Change Order CO-113 for the OCAT interface and the County Purchases listed above. The funding for CO-113 is covered through the OCAT APD and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019. The County Purchases are funded and approved by the individual Counties. Amendment 105 increases the total contract value by \$4,170,974.

(Handouts)

6. Approval of Accenture LRS Base Agreement Amendment 17, which includes:

Action Item

- a. Updates to the Maximum Contract Sum
- b. Updates to Exhibit C for OCAT

Summary: The Consortium is seeking Board approval of LRS Base Agreement Amendment 17, which includes updates to the Maximum Contract Sum and Exhibit C (Schedule of Payments) to incorporate premise funding to design, build and implement an interface between LRS and OCAT. The funding for Amendment 17 is covered through the OCAT APD and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019. Amendment 17 increases the total contract value by \$1,397,741.

(Handout)

7. Approval of C-IV First Data Contract Amendment No. 66 package, contingent upon Federal approval. The Amendment No. 66 package includes requests for:

Action Item

- a. Approval of C-IV First Data Change Order CO-021 – First Data Government Solutions Agreement Extension, Revision 2
- b. Approval of C-IV First Data Change Order CO-016 – California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”), Revision 12
- c. Approval of C-IV First Data Change Order CO-018 – Central Contact Center Platform (“CCP”) Covered California (“CA”) Expansion, Revision 2
- d. Approval of C-IV First Data Change Order CO-032 – SB 1341, Revision 4
- e. Approval of C-IV First Data Amendment 66 (references Consortium Name Change, Change Order CO-021, Change Order CO-016, Change Order CO-018, and Change Order CO-032) and Updates to Exhibit A

Summary: Approval of C-IV First Data Contract Amendment No. Sixty-Six package, which includes requests for:

C-IV First Data QA - Change Order CO-021 First Data Government Solutions Agreement Extension, Revision 2

This Change Order extends the current Quality Assurance (QA) Agreement for a period of twenty-one (21) months, from January 1, 2020, through September 30, 2021, to align with the C-IV counties migration to CalSAWS. This Change Order includes project management support quality assurance services, SLA performance monitoring, and analysis and testing of software releases. This Change Order equates to \$1,700,160.

All costs associated with this Revision 2 to the Change Order are covered through C-IV M&O funding and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

C-IV First Data QA - CalHEERS CO-016 Revision 12

Revision 12 to this Change Order extends the current QA Services needed to actively monitor, analyze, and test the of System Investigation Requests (SIRs) and System Change Requests (SCRs) related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface for six (6) months through the end of SFY 2019/2020. This Change Order Equates to \$404,340.

All costs associated with this Revision 12 to the Change Order are covered through C-IV M&O funding and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

C-IV First Data QA - CCP Covered CA Expansion CO-018 Revision 2

Revision 2 to this Change Order extends quality assurance services including project management support, performance monitoring, and testing services for the C-IV Contact Center Platform (CCP) for six (6) months through the end of State Fiscal Year ("SFY") 2019/2020. This Change Order equates to \$134,760.

All costs associated with this Revision 2 to the Change Order are covered through C-IV M&O funding and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

C-IV First Data QA - Change Order CO-32 – SB 1341, Revision 4

Revision 4 to this Change Order extends the quality assurance services including testing in support of the SB 1341 enhancements for six (6) months through the end of State Fiscal Year ("SFY") 2019/20. This Change Order equates to \$13,495.

All costs associated with this Revision 2 to the Change Order are covered through Premise funding and current year costs accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

C-IV First Data QA - Amendment 66 and Updates to Exhibit A

Amendment 66 include:

- Consortium Name Change
- Updates to the Agreement - Definitions, Term, and Scope with addition of the "Amended Term" from January 1, 2020, through September 30, 2021
- The Change Order CO-021, Revision 2 First Data Government Solutions Agreement Extension, Change Order CO-016, Revision 12 CalHEERS, Change Order CO-18 Revision 2 – Central CCP Covered CA Expansion, Change Order CO-032, Revision 4 – SB 1341 are incorporated in the Attachment to this Amendment No. Sixty-Six.

Amendment 66, including all Change Orders, increases the total contract value by \$2,252,755. The costs associated with this Amendment are covered through the CalACES M&O IAPDU and the CalWIN M&O IAPDU, and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

(Handouts)

8. Approval of LRS First Data Contract Amendment No. 2 package, contingent upon Federal approval. The Amendment No. 2 package includes:

Action Item

- a. Consortium Name Change
- b. Updates to the Agreement – Definitions, Term, and Scope with addition of the "QA Further Extended Term"
- c. Updates to Exhibit A – Addition of "QA Further Extended Term" including extension of QA Management Services and addition of Augmentation Staff to provide Senior Business Analyst/Tester services

d. Updates to Exhibit B Schedule of Payments

Summary: The Consortium is seeking approval of LRS First Data Amendment Two to extend QA Management services through the QA Further Extended Term of March 1, 2021 – September 30, 2021 and adds Augmentation Staff Services from December 1, 2019 – September 30, 2021. This Amendment increases the total contract value by \$2,363,957.

All costs associated with the Amendment are covered through the CalACES M&O IAPDU and CalWIN M&O IAPDU and current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

(Handout)

9. Approval of Group Sales Agreement between the CalSAWS Consortium and Interstate Management Company, LLC (“Operator”), as agent for DiamondRock San Diego Tenant, LLC (“Owner”), dba Westin San Diego, for the CalSAWS Consortium Annual Conference June 24 – 26, 2020, and delegation of authority to the CalSAWS Executive Director to sign catering and A/V agreements in an amount not to exceed \$55,000.

Action Item

Summary: The Consortium is seeking Board approval of the contract with the Westin San Diego to support the CalSAWS Annual Strategic Conference of June 24-26, 2020, which will include a semiannual CalSAWS Member Representatives Meeting for a total cost not to exceed \$55,000.

Funding for this Agreement is included in the CalSAWS IAPDU and in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

(Handout)

10. Approval of RGS Amendment 29, which includes:

Action Item

- **Additional Pay Rate for Existing Position**
- **Updated Administrative and Benefit Costs Effective January 2020**
- **Revised Terms and Conditions for clarity**

Summary: Regional Government Services (RGS) is a Joint Powers Authority that provides staffing services to the Consortium. The Consortium is seeking approval of RGS Amendment 29. The Agreement is amended by:

- Replacing Exhibit A: Scope of Services, dated November 15, 2019 to clarify compensation step increases, vacation accruals, and terms of payment. This change removes language that requires increases of two steps instead of one step, clarifies language regarding vacation accruals, and clarifies terms and conditions regarding late payments.
- Replacing Exhibit A: Table 1, Range of Bill Rates for Personnel and Travel Reimbursement Policies to add an additional pay rate of \$110/hour for an existing Information Security Consultant position.
- Replacing Exhibit A: Table 2, Staff Salary Rate Schedule effective January 2020 to update the administrative fees from \$1,770 per month/person to \$1,855 per month/person, which equates to \$85.00 per month/person (5%) to account for increases to the payroll premium and workload, increases to the Human Resources workload; increased worker's compensation costs; increases to liability, cyber, and crime insurance; and increases to the benefit plan administration costs. This change also updates the cost of employee benefits. The minimum cost of benefits

decreases by \$30.25 per month/person, and the maximum cost of benefits increases by \$225.69 per month/person.

The costs associated with the Amendment are covered through the CalSAWS IAPDU, CalACES M&O IAPDU, CalWIN M&O IAPDU, and various premise APDs. The current year costs are accounted for in the CalSAWS FY 2019/20 JPA Project Budget approved by the CalSAWS JPA Board on June 28, 2019.

(Handout)

11. Confirmation of CalSAWS Imaging Solution recommendation.

Action item

Summary: The Consortium is seeking board confirmation of the recommended Imaging Solution. Confirmation of the recommended solution will prompt the Project to move forward in drafting contract Change Orders and seeking state and federal approvals of the Change Orders and associated Amendments.

Informational Items

12. Debrief/Status of LRS Migration to the Cloud

Informational

Summary: Seth Richman, Scot Bailey, Luz Asparza, and Laura Chavez will give a debrief and status report on LRS Migration to the Cloud.

13. CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions

Informational

Summary: After the ClearBest Quality Assurance team identified multiple deficiencies within the Cambria Solutions General Design Document and Technical Design Document Deliverables, CalSAWS Executive Director, John Boule, with the support of Consortium Legal Counsel, issued a Notice of Deficiency and Non-Compliance with Contractual Requirements to Cambria Solutions.

The notice informed Cambria Solutions that the Consortium is not accepting any of the OCAT Deliverables identified and Cambria is expected to correct the Deficiencies identified within thirty (30) days, or the Consortium may exercise its rights to terminate the Agreement.

Cambria Solutions has responded verbally that the Deficiencies will be corrected immediately.

14. CalSAWS Staffing Update

Informational

Summary: Holly Murphy will provide an update on the status of CalSAWS staffing.

15. M&O Application and Operations Update

Informational

Summary: Michele Peterson will provide an update on M&O Application and Operations activities.

16. Functional Design Sessions Outcomes

Informational

- Imaging Assessment
- Task Management Update

- **GA/GR Update**
- **Non-State Forms Update**
- **APIs Update**
- **Functional Design Sessions Roadmap**

Summary: CalSAWS Section Directors and Lisa Salas will provide an update on the outcomes of the Functional Design Sessions.

17. Procurement Update

Informational

- **Portal/Mobile RFP timeline**
- **CalWIN OCM & Training RFP timeline**

Summary: Tom Hartman and Betty Uzupis will provide an update on Procurements Portal/Mobile RFP and CalWIN OCM & Training RFP timeline.

18. Adjourn Meeting

Summary: Board Chair, Barry Zimmerman, will adjourn the Board meeting.

Procedural