**Attachment 64**

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| First Data Government Solutions (“First Data”)  Change Order CO-56  CalWORKs Outcomes and Accountability Review  (“Cal-OAR”) |
| CalSAWS Consortium |

Submitted: January 24, 2020

# Statement of Purpose:

This Change Order CO-056 (the “Change Order”) is related to the Agreement (the “Agreement”), dated as of October 29, 2007, as amended, by and between the CalSAWS Consortium (the “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.

As required by Welfare and Institutions Code (“WIC”) 11523 and Senate Bill (“SB”) 89 (Chapter 24, Statutes of 2017), the Consortium must develop and implement an outbound interface for the C-IV System to send certain data to the California Department of Social Services (“CDSS”) for the California Work Opportunity and Responsibility to Kids (“CalWORKs”) Outcomes and Accountability Review (“Cal-OAR”). Cal-OAR consists of three core components: performance indicators, a county CalWORKs self-assessment (“Cal-CSA”), and a CalWORKs System Improvement Plan (“Cal-SIP”). CDSS will use the data from the interface to measure Counties’ Cal-OAR performance and to inform the Counties’ Cal-CSA and Cal-SIP. As a result, Enhancements to the C-IV system are required for the Counties to perform associated activities.

This Change Order outlines the staffing requirements, costs, and timeline for First Data to perform Quality Assurance (“QA”) Services associated with the design and testing of enhancements related to Cal-OAR.

This Change Order includes an additional 722 hours of Services for the First Data QA Team.

These additional Services are based on the following Accenture tasks:

| **#** | **Task** | **Description** |
| --- | --- | --- |
| 1 | Design | * Overall general and technical design, including participation in joint application design sessions with State stakeholders and the Consortium, development of System Change Requests (“SCRs”), and review and approval of SCRs via Change Control Board process |
| 2 | System Test | * Test enhancements |

To accomplish these tasks and meet all current commitments, First Data will add staffing hours in the form of one part-time equivalent.

1. **Scope of Work:**

This Change Order outlines the staffing requirements, costs, and timeline for First Data to perform Quality Assurance (“QA”) Services associated with the design and testing of enhancements related to Cal-OAR.

First Data will work collaboratively with the Consortium and Accenture teams to maximize the timeliness and success in the implementation of the Cal-OAR changes. First Data will perform the following Services associated with the tasks in the table above:

* Participate in requirements and design meetings and provide real-time input and feedback, as appropriate;
* Review System Change Requests (“SCRs”) to validate design points are captured and align with CalSAWS standards and provide feedback, as appropriate;
* Review and monitor SCR level of effort, costs, schedule and implementation plan for completeness and accuracy and provide feedback, as appropriate;
* Conduct Independent or Joint System Testing as prioritized by the Consortium in a shared System Test environment with controlled data where possible. Each test will include production-like activities which will be tracked and validated through the QA testing process;
* Provide the Development Contractor team with thoroughly documented defects in a timely manner when an issue is discovered as a result of the testing;
* Promptly complete a retest of defects and report findings through SCR and defects repository tracking tool when the code corrections have been promoted to the test environment;
* Conduct a review to assess the SCR production readiness and provide a formal recommendation for the Go/No Go decision (“Greenlight”); this recommendation does not include readiness of County business operations;
* Review resulting work products and provide recommendations as appropriate;
* Leverage existing weekly and monthly status reports and meetings to document and discuss QA progress and status updates;
* Identify and escalate issues and risks, as appropriate, by leveraging existing CalSAWS project management processes; and
* Assist the Consortium with communications, planning and problem solving during design, test and implementation.

To accomplish these tasks and meet all current commitments, First Data will add staffing hours in the form of one part-time equivalent Application Business Analyst/Tester during SFY 2019/20.

**Assumptions:**

1. A maximum of 722 QA hours will be worked.
2. Any changes in scope between the Change Order Cost and the final scope of work will require a separate assessment and cost for QA.
3. Funding is available for this effort as outlined in this Change Order. In the event that funding is not available for the Services included in this Change Order, the work may be performed as part of QA services associated with the maintenance and operations of the system. As agreed upon in writing by the Consortium Executive Director and First Data Project Manager, or as a revision to this Change Order.
4. As prioritized by the Consortium and as agreed in advance, First Data will conduct tests in an available System Test Environment(s).
5. Support will be provided for the testing and batch needs in an available System Test Environment for the QA Test Team’s SCR testing.

# Schedule:

The Services associated with this Change Order shall commence in State Fiscal Year (“SFY”) 2019/20 and be completed by SFY 2019/20.

# Total Change Order Cost:

The following table summarizes the total costs for QA Services associated with this Change Order. The costs will be billed in accordance with Section 6.6 of the Agreement and as reflected in Section IV below and Exhibit A.

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| --- | --- | --- |
| **Total Change Order Costs** | **SFY 2019/20** | **Change Order Total** |
| QA Services | $96,405 | $96,405 |

# Payment Schedule:

The following table outlines the charges and invoicing timelines for Payment Milestones associated with the Services.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **SFY Milestones** | **Due Date** | **SFY 2019/20** | **Total** |
| 1 | QA Design Complete | 2/28/2020 | $44,258 | $44,258 |
| 2 | QA System Test Complete | 5/18/2020 | $52,147 | $52,147 |
| **Total** | | | $96,405 | $96,405 |

# Impact on the Agreement:

The changes outlined in this Change Order are incorporated into the Agreement dated October 29, 2007, and Amendment No. Sixty-Seven dated January 24, 2020, 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-056 – Cal-OAR**

The subject document is accepted as allowing First Data to proceed with Change Order CO-056 – Cal-OAR.

**CalSAWS CONSORTIUM**

By:   
Printed Name:   
Title:

Date:

By:

Printed Name:

Title:

Date:

Notice Address:

CalSAWS Consortium  
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