

**Schedule 1**

**Summary of CalSAWS Customer Service Center Functional Design Project**

**Total Price**

| Exhibit AB - CalSAWS Customer Service Center Functional Design |             |             |            |
|--|-------------|-------------|------------|
| Total Price  | SFY 2019/20 | SFY 2020/21 | Total      |
| Services Price   | \$ 151,126  | \$ 545,866  | \$ 696,992 |
| One-Time Services  | \$ 151,126  | \$ 545,866  | \$ 696,992 |
| Total Price for Exhibit AB                                     | \$ 151,126  | \$ 545,866  | \$ 696,992 |

**Schedule 2**  
**CalSAWS Customer Service Center Functional Design Project - Milestones (One-time Services)**

| Milestone Number | Milestone Name                                       | Milestone Due Date | Total Milestone Price | SFY 2019/20 | SFY 2020/21 | SFY 2021/22 | SFY 2022/23 | Total Price | Evidence of Milestone Achievement   |
|------------------|--|--------------------|-----------------------|-------------|-------------|-------------|-------------|-------------|---|
| 1                | Development of Business Process Flows Complete       | 6/8/2020           | \$ 151,126            | \$ 151,126  |             |             |             | \$ 151,126  | Provide draft business process flows to the Consortium in preparation of the future review sessions |
| 2                | Documentation of Clarified CSC Requirements Complete | 7/31/2020          | \$ 419,276            |             | \$ 419,276  |             |             | \$ 419,276  | Provide the list of clarified requirements to the Consortium  |
| 3                | Documentation of CSC Solution Complete               | 10/9/2020          | \$ 126,590            |             | \$ 126,590  |             |             | \$ 126,590  | Provide the solution documentation to the Consortium  |
|                  |  |                    |                       |             |             |             |             |             |   |
|                  |  |                    |                       |             |             |             |             |             |   |
|                  | <b>Total Price</b>                                   |                    | \$ 696,992            | \$ 151,126  | \$ 545,866  | \$ -        | \$ -        | \$ 696,992  |   |

Schedule 3  
CalSAWS Customer Service Center Functional Design Project - Staff Loading (One-time Services)

| SFY 19/20 |                      |  |                           |        |        |        |        |        |        |        |        | SFY 20/21 |             |             |             |             |             |             |             |             |             |            |            |
|-----------|----------------------|--|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|
| ID        | Activity Description | Task Description                                   | Staff Description         | 13     | 14     | 15     | 16     | 17     | 18     | 19     | 20     |           | SFY19/20    | SFY20/21    | SFY21/22    | SFY22/23    | Total Hours | SFY19/20    | SFY20/21    | SFY21/22    | SFY22/23    |            |            |
|           |                      |  |                           | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 | Oct-20 |           | Total Hours | Total Hours | Total Hours | Total Hours | Total Hours | Hourly Rate | Hourly Rate | Hourly Rate | Hourly Rate | Price      | Price      |
| 1.0       | Functional Design    |  |                           | -      | -      | 816    | 792    | 872    | 836    | 806    | -      |           | 816         | 3,306       | -           | -           | 4,122       |             |             |             |             | \$ 151,126 | \$ 545,866 |
| 1.1       |                      | Preparation and Research                           |                           | 0      | 0      | 816    | 0      | 0      | 0      | 0      | 0      |           | 816         | 0           | 0           | 0           | 816         |             |             |             |             | \$ 151,126 | \$ -       |
|           |                      |  | Senior Manager            | -      | -      | 160    |        |        |        |        |        |           | 160         | 0           | 0           | 0           | 160         | \$ 262.81   | \$ 270.43   |             |             | \$ 42,050  | \$ -       |
|           |                      |  | Senior Programmer/Analyst | -      | -      | 160    |        |        |        |        |        |           | 160         | 0           | 0           | 0           | 160         | \$ 191.27   | \$ 196.82   |             |             | \$ 30,603  | \$ -       |
|           |                      |  | Senior Programmer/Analyst | -      | -      | 168    |        |        |        |        |        |           | 168         | 0           | 0           | 0           | 168         | \$ 191.27   | \$ 196.82   |             |             | \$ 32,133  | \$ -       |
|           |                      |  | Programmer/Analyst        | -      | -      | 168    |        |        |        |        |        |           | 168         | 0           | 0           | 0           | 168         | \$ 141.28   | \$ 145.38   |             |             | \$ 23,735  | \$ -       |
|           |                      |  | Programmer/Analyst        | -      | -      | 160    |        |        |        |        |        |           | 160         | 0           | 0           | 0           | 160         | \$ 141.28   | \$ 145.38   |             |             | \$ 22,605  | \$ -       |
| 1.2       |                      | Facilitate Review Sessions and Gather Requirements |                           | 0      | 0      | 0      | 792    | 872    | 836    | 806    | 0      |           | 0           | 3306        | 0           | 0           | 3306        |             |             |             |             | \$ -       | \$ 545,866 |
|           |                      |  | Senior Manager            |        |        |        | 88     | 88     | 84     | 84     |        |           | 0           | 344         | 0           | 0           | 344         | \$ 262.81   | \$ 270.43   |             |             | \$ -       | \$ 93,028  |
|           |                      |  | Senior Programmer/Analyst |        |        |        | 132    | 132    | 84     | 84     |        |           | 0           | 432         | 0           | 0           | 432         | \$ 191.27   | \$ 196.82   |             |             | \$ -       | \$ 85,026  |
|           |                      |  | Programmer/Analyst        |        |        |        | 44     | 44     | 84     | 84     |        |           | 0           | 256         | 0           | 0           | 256         | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 37,217  |
|           |                      |  | Programmer/Analyst        |        |        |        | 176    | 176    | 168    | 168    |        |           | 0           | 688         | 0           | 0           | 688         | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 100,021 |
|           |                      |  | Programmer/Analyst        |        |        |        | 176    | 176    | 168    | 168    |        |           | 0           | 688         | 0           | 0           | 688         | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 100,021 |
|           |                      |  | Programmer/Analyst        |        |        |        | 176    | 176    | 168    | 168    |        |           | 0           | 688         | 0           | 0           | 688         | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 100,021 |
|           |                      |  | Programmer/Analyst        |        |        |        | -      | 50     | 50     | 50     |        |           | 0           | 150         | 0           | 0           | 150         | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 21,807  |
|           |                      |  | Programmer/Analyst        |        |        |        |        | 30     | 30     |        |        |           | 0           | 60          | 0           | 0           | 60          | \$ 141.28   | \$ 145.38   |             |             | \$ -       | \$ 8,723   |
|           | Total (Unrounded)    |  |                           | -      | -      | 816    | 792    | 872    | 836    | 806    | -      |           | 816         | 3,306       | -           | -           | 4,122       |             |             |             |             | \$ 151,126 | \$ 545,866 |
|           | Total (Rounded)      |  |                           |        |        |        |        |        |        |        |        |           |             |             |             |             |             |             |             |             |             | \$ -       | \$ -       |

\* The Total Price for One-time Services for the CalSAWS Customer Service Center Functional Design Project is based on the sum of the rounded price for each State Fiscal Year.

**Schedule 4**  
**Change Order Hourly Rate Card (From Exhibit U, Schedule 2)**

|                            | SFY 19-20   | SFY 20-21   | SFY 21-22   | SFY 22-23   |
|----------------------------|-------------|-------------|-------------|-------------|
| Staff Description          | Hourly Rate | Hourly Rate | Hourly Rate | Hourly Rate |
|                            |             |             |             |             |
| Project Director           | \$ 459.45   | \$ 472.77   | \$ 486.48   | \$ 500.59   |
| Delivery Manager           | \$ 270.04   | \$ 277.87   | \$ 285.93   | \$ 294.22   |
| Senior Manager             | \$ 262.81   | \$ 270.43   | \$ 278.27   | \$ 286.34   |
| System Administrator       | \$ 198.33   | \$ 204.08   | \$ 210.00   | \$ 216.09   |
| Application System Analyst | \$ 171.90   | \$ 176.89   | \$ 182.02   | \$ 187.30   |
| Senior Programmer/Analyst  | \$ 191.27   | \$ 196.82   | \$ 202.53   | \$ 208.40   |
| Programmer/Analyst         | \$ 141.28   | \$ 145.38   | \$ 149.59   | \$ 153.93   |
| Global Delivery Network    | \$ 125.00   | \$ 125.00   | \$ 125.00   | \$ 125.00   |