



***AMENDED, RESTATED AND REVISED  
LEADER REPLACEMENT SYSTEM  
AGREEMENT***

***Exhibit X Schedule 1 (Statement of Work for  
CalSAWS Maintenance and Operations (“M&O”)  
Project)***

***inclusive of Attachment 1 (CalSAWS M&O  
Contractor Assumptions), Attachment 2 (CalSAWS  
M&O Pricing Schedules), Attachment 3 (CalSAWS  
M&O Hardware and Software Specifications),  
Attachment 4 (CalSAWS M&O Production  
Operations Specifications)***

**CalSAWS Consortium,  
a California Joint Powers Authority**

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**1. INTRODUCTION AND OVERVIEW:**

For the purposes of this Schedule 1 to Exhibit X to the Amended, Restated and Revised Leader Replacement System Agreement, the meaning of all terms used in this Schedule 1 to Exhibit X shall have those meanings as set forth in the CalSAWS Maintenance and Operations Extension, unless otherwise specified herein. Section 1 (Introduction and Overview) describes the general scope of Work that CONTRACTOR shall perform for Maintenance and Operations (“M&O”) associated with the CalSAWS Software that will be implemented as part of the CalSAWS DD&I Project.

This Statement of Work ("SOW") for CalSAWS M&O includes Work associated with Modifications and Enhancements Services, Technical Infrastructure Services, Production Operations, and Innovation Lab Services for the CalSAWS System.

**1.1 CALSAWS M&O TERM:**

The term for the CalSAWS M&O Project will begin the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software (“CIV Cutover”) (the “CalSAWS M&O Start Date”) and continue through October 31, 2023 (the end of the Initial Term of the CalSAWS Maintenance and Operations Extension).

**2. GENERAL REQUIREMENTS:**

This Section 2 provides background on the CalSAWS M&O Project, CONTRACTOR and CONSORTIUM furnished items, place of performance, and the specified methods for managing and delivering the goods and services described in this SOW.

**2.1 PLACE OF PERFORMANCE:**

All Work for the CalSAWS M&O Project shall be performed at CONTRACTOR-supplied locations. The Central Print Facilities, the Northern Location, Southern Location, the Central Repair Depot, and the Service Desk Facility (the “Project Locations”) are hereby approved by CONSORTIUM Executive Director.

Additionally, CONTRACTOR may be requested by CONSORTIUM Executive Director to perform certain Work at CONSORTIUM, or CONSORTIUM County specified facilities from time-to-time during the term of the CalSAWS Maintenance and Operations Extension, and CONTRACTOR shall perform such Work in accordance with CONSORTIUM Executive Director's request, as appropriate. In all cases, CONTRACTOR shall comply with all applicable CONSORTIUM requirements, and any applicable CONSORTIUM County requirements, including physical security requirements, for each specified facility that is used during the term of this SOW.

## **2.2 CALSAWS M&O PROJECT CONSORTIUM-SUPPLIED ITEMS:**

All CONSORTIUM-supplied items are provided by CONSORTIUM only for the term of this SOW and solely for the performance of the Work required by this SOW.

CONSORTIUM will provide, or cause to be provided, at no cost to CONTRACTOR, the following:

1. Technical support and maintenance for the Los Angeles County LANet/EN, including related network hardware;
2. Technical support and maintenance for external networks used by the 18 CalWIN Counties, including related network hardware;
3. Technical support and maintenance for external County-managed networks used by the 39 C-IV Consortium Counties, including the related network hardware;
4. Any information technology (IT) resources as determined necessary by CONSORTIUM Executive Director, and
5. Staffing for work to be performed by CONSORTIUM as provided elsewhere in Exhibit X.

## **2.3 CONTRACTOR FURNISHED ITEMS:**

Unless expressly stated otherwise, CONTRACTOR shall provide goods and services reasonably required to perform and complete the Work as set forth in Exhibit X and this SOW.

## **3. SCOPE OF WORK:**

This Section 3 describes the Work CONTRACTOR will perform under this SOW. During the CalSAWS M&O Project, CONTRACTOR will provide Modifications and Enhancements Services, Technical Infrastructure Services, Production Operations, Innovation Lab Services, and support processes, tools, and procedures required to maintain and operate the CalSAWS System.

1. **Task 1 – Modifications and Enhancements**
2. **Task 2 – Technical Infrastructure**
3. **Task 3 – Production Operations**
4. **Task 4 – Innovation Lab**
5. **Task 5 - Facilities**

### **3.1 TASK 1: MODIFICATIONS AND ENHANCEMENTS**

CONTRACTOR will begin Work for CalSAWS Software Modifications and Enhancements (“M&E”) services on the CalSAWS M&O Start Date. CONTRACTOR will provide M&E services pursuant to tab ‘2. App Maint’ of Attachment 2, the CalSAWS M&O Pricing Schedules, attached to this Schedule 1.

The M&E function is responsible for overall ongoing management of Work for System Change Requests (“SCRs”) for the CalSAWS Software and the CalSAWS

Software's interface to the CalHEERS System as SCRs are designed, built, tested, and deployed into the CalSAWS Software. The M&E activities performed during the CalSAWS Maintenance and Operations Project will include:

- Plan, document, and report the status of requests for modifications to the CalSAWS Software via SCRs;
- Deploy SCRs for the CalSAWS Software using the standard release management process documented in the CalSAWS M&E Services Plan Deliverable.

### **3.2 TASK 2: TECHNICAL INFRASTRUCTURE:**

This Task describes the technology support and administration required for M&O of the CalSAWS System through the term of this SOW. Activities include Northern and Southern Location support, database administration, administration of the C-IV imaging solution, network administration, performance tuning, purchasing support, application architecture maintenance, environment support, business support, service center reporting support, systems administration, central print operations, service desk support, central repair, remote hardware maintenance, security, and ongoing project management. Note that Work associated with enabling the LRS Application Software in the AWS Cloud is included in Exhibits T, V, and W. In the event either party seeks to amend the Tasks in this Schedule 1 based on the outcomes of the Work that will be completed under Exhibits T, V, and W to the Base Agreement, such amendment shall be governed by Section 5 of the Base Agreement.

Furthermore, this Task includes Project Management activities required to support the CalSAWS M&O Project.

#### **3.2.1 Subtask 2.1: Northern Location and Southern Location Support.**

The CONTRACTOR will perform local technical support for both the Northern and Southern Locations. Both locations house project staff involved primarily in project management, application development, and technical support.

CONTRACTOR will perform:

- Setup, support, server administration, and tear down of hardware and software for users in the Northern Location and Southern Location;
- Northern Location and Southern Location Equipment setup and maintenance;
- Northern Location and Southern Location software license administration and confirm compliance with software licenses;
- Northern Location and Southern Location Equipment tear down and removal of Equipment upon completion of the CalSAWS DD&I Project;
- Asset management and tracking of Northern Location and Southern Location Equipment;
- Northern Location and Southern Location environment support;

- The following environments will be supported:
  - CalSAWS Innovation Environment
  - CalSAWS Dev
  - CalSAWS AT2
  - CalSAWS AT1
  - CalSAWS PAT
  - CalSAWS Batch Regression 1
  - CalSAWS Batch Regression 2
  - CalSAWS System Test 1
  - CalSAWS System Test 2
  - CalSAWS System Test 3
  - CalSAWS System Test 4
  - CalSAWS System Test 5
  - CalSAWS System Test 6
  - CalHEERs1
  - CalHEERs2
  - CalHEERs3
  - GAGR1
  - GAGR2
  - GAGR3
  - CalSAWS Dev Training 1
  - CalSAWS Dev Training 2
  - CalSAWS Perf Test
  - CalSAWS Batch Perf Test
  - CalSAWS UAT (through November 30, 2021)
  - CalSAWS Staging
  - CalSAWS Staging2
  - Production
  - Training Production
  - PRT
  - CalSAWS Sand Box (through December 31, 2022)
  - Demo

- Conversion (CalWIN) (through October 31, 2023)
- Conversion (CalWIN) (through October 31, 2023)
- Conversion Sync (C-IV) (through March 31, 2022)
- Conversion Sync (CalWIN) (through October 31, 2023)
- Conversion Sync (CalWIN) (through October 31, 2023)
- Conversion Mock (C-IV) (through June 30, 2023)
- Conversion Mock (CalWIN) (through August 31, 2023)
- Conversion Data County Review (through October 31, 2023)
- Technical support for Northern Location and Southern Location users; and
- Upgrade software used at the Northern Location and Southern Location.

### **3.2.2 Subtask 2.2: Database Management.**

The CONTRACTOR will perform the following activities:

- Provide Database management support for development and test environments
- Develop scripts and processes – creation and ongoing maintenance of automated database refresh and backup scripts
- Capacity planning to support development and test activities
- Database and application performance tuning
- Provide data model support
- Provide support for Production database

### **3.2.3 Subtask 2.3: Performance and Stress Test**

The CONTRACTOR will execute ongoing performance testing of the CalSAWS Software. The activities in performance testing are:

- Develop scripts and processes – The creation of automated performance test scripts as new functionality is added as part of application releases.
- Configure environment scheduling – planning and scheduling available hardware services capacity to execute performance test
- Create test data – create and load sufficient test data to execute testing. This will be conducted for each release.

- Execute testing – carry out performance testing for each application release.
- Evaluate testing results and coordinate changes – recommend system changes based on testing results. This will be conducted for each release.
- Analyze ongoing performance of the CalSAWS Software and design and implement necessary changes to continue meeting performance requirements.

#### **3.2.4 Subtask 2.4: Application Architecture Maintenance.**

The CONTRACTOR will design and implement architecture updates to address ongoing CalSAWS System requirements. The CONTRACTOR will:

- Identify system architecture enhancement opportunities
- Research new technologies and new products
- Coordinate technology direction with external organizations
- Support ongoing hardware and software analysis and selection
- Maintain system architecture documentation

#### **3.2.5 Subtask 2.5: System Administration.**

The CONTRACTOR will perform the following activities:

- Plan and coordinate environment usage – work with development, test, and conversion team leads to coordinate the usage of shared development environments.
- Build and Deploy application – maintain the CalSAWS Software build and deploy it to the development and test environments. This includes customization of deployment scripts based on environment needs.
- Monitor availability and performance – verify components are working correctly and meeting service levels and performance requirements needed to support ongoing development and test activities.
- Test and deploy software upgrades and patches – upgrade and patch software products for all components.
- Deploy Operations and Execution Changes – implement changes to the Execution or Operational Architecture for the CalSAWS Software.
- Operating System patching, including creation and maintenance of scripts.
- Support ad-hoc reporting environments for the 58 CalSAWS Counties and Enhanced Data Reporting (EDR) counties. The EDR counties are Kern, Humboldt, Monterey, San Bernardino, San Joaquin, Stanislaus, and Riverside. Ongoing CalSAWS Software data model changes will impact ad-hoc users and they will require support for data model related inquiries. The effort was based on the support provided historically for C-IV and would need to be increased if there is an increase in demand for assistance (either due to addi-



tional counties using EDR or more assistance from existing counties). Although not presently provided for herein, the parties anticipate that the CONTRACTOR may ultimately provide EDR to all 58 CalSAWS Counties. Any expansion of EDR services shall require a contract amendment pursuant to Section 5 of the CalSAWS Maintenance and Operations Extension.

- Configuration of middleware environments in AWS Cloud-based environments.
- Support for system releases, automated deployments, and training environments.
- Network Operations: In addition to automated fault management, which should text appropriate personnel to resolve problems, 4.2 FTEs are allocated to provide 24x7 monitoring of the CalSAWS System to (1) obtain the appropriate personnel to respond a notification and (2) contact appropriate personnel for events that do not trigger automated notifications, but might require investigation. Having 4.2 FTEs allows for a single person to provide 24x7 support, but without fault tolerance. For instance, the Network Operator would not leave for meals without coverage, but would take short necessary breaks leaving only the automated fault management system providing coverage.

### **3.2.6 Subtask 2.6: Technical Management.**

The CONTRACTOR will manage the technical resources and planning efforts, and perform the following activities:

- Communicate status to the CONSORTIUM on the progress of technical team activities.
- Project planning of the Tasks required from the technical team.
- Ongoing maintenance of the documentation required by the CONSORTIUM.
- Management of incidents that may occur in development, test, and Production.

### **3.2.7 Subtask 2.7: Hardware and Software Purchasing Support**

Contractor will perform the following activities to support the CONSORTIUM's purchase of Hardware, Software, and the accompanying third-party manufacturer Hardware and Software support agreements required for the CalSAWS System during the CalSAWS Maintenance and Operations Project.

- Develop strategies for the CONSORTIUM's purchase of local and central Hardware and Software for technology refreshes required to support the CalSAWS System, including:
  - Determination of Hardware and Software requirements/specifications for the CalSAWS System

- Analysis of Hardware and Software technologies available in the market with the needs for the CalSAWS System
- Develop and manage the requirements and plan for technology refreshes, Hardware Support, and Software Support for the CalSAWS System. CONTRACTOR will review this plan with CONSORTIUM management monthly
- Coordinate the execution of orders for Hardware and Software purchases with third-party vendors
- Tracking of Hardware assets in a central inventory system and maintaining and updating asset information through the asset's lifetime. Contractor will periodically audit the information in the inventory system for correctness, completeness, and currency, and archive historic asset information for reference and to enable historical asset management effectiveness reporting
- Manage Software licenses to track quantity and type and assess license agreement compliance. Software license usage will be tracked and Consortium will be notified if license limits are close to being reached

### **3.2.8 Subtask 2.8: Imaging System Support**

The CONTRACTOR will perform the following activities to support the central imaging system and accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project:

- Provide Level 3 support for the central imaging system:
  - Troubleshoot and resolve tickets
  - Work with Level 1 support staff to coordinate the resolution of tickets
- Perform regular maintenance tasks and upgrades within the central imaging system:
  - Install and configure software updates and patches
  - Monitor production and development infrastructure
  - Monitor the imaging system application
- Monitor batch jobs related to the imaging system

### **3.2.9 Subtask 2.9: Contact Center Reporting**

Contractor will support reporting for the CalSAWS System's central contact center system, including real-time performance monitoring for service level objectives, generating reports for metrics related to Medi-Cal referrals, and supporting ad-hoc reporting requests from the Consortium. Contractor's support during the CalSAWS M&O Project is based on the C-IV System's central contact center solution being leveraged as-is for the CalSAWS System.

### **3.2.10 Subtask 2.10: Network Administration.**

The CONTRACTOR will perform network monitoring, configuration, maintenance, and reporting to support network components and telecommunications circuits used to enable communication to the CalSAWS Software. This includes CONSORTIUM owned WAN and LAN devices in central sites as well as POP/managed locations.

Following the LRS Cutover and prior to the C-IV Cutover, LA County shall have access to the network monitoring dashboard and support in the same manner as provided prior to LRS Cutover.

### **3.2.11 Subtask 2.11: Remote Hardware Maintenance**

The CONTRACTOR will perform field service calls and provide remote hardware maintenance services for CalSAWS Managed equipment deployed in production in the 39 C-IV Consortium Counties. “CalSAWS Managed” equipment is equipment managed by the CONTRACTOR that is used in connection with the CalSAWS System’s infrastructure and is located at the Project Locations or located within one of the 39 C-IV Consortium Counties. Equipment located within Los Angeles County and the 18 CalWIN Counties is not managed by the CONTRACTOR.

CalSAWS Managed equipment is typically located in CalSAWS Managed Counties which are Counties that use authorized CalSAWS Managed workstations to access the CalSAWS Software across the private WAN and LAN provided by CalSAWS and managed jointly by the CONTRACTOR and the Counties. The scope of M&O services that the CONTRACTOR will perform is based on only the following Counties being CalSAWS Managed Counties: Alpine, Amador, Butte, Colusa, Imperial, Kern, Mariposa, Merced, Modoc, Mono, Plumas, Riverside, San Benito, San Bernardino, Sierra, Siskiyou, Stanislaus, and Trinity.

### **3.2.12 Subtask 2.12: Central Repair**

The CONTRACTOR will perform maintenance for centrally located CalSAWS Managed equipment and/or and local equipment components that have been brought to the Central Repair Depot.

“Centrally located” equipment refers to CalSAWS Managed equipment and/or components that may be located at the Project Locations. Central equipment may also include CalSAWS Managed routers, switches, servers, etc. that may be located within one of the 39 C-IV Consortium Counties.

### **3.2.13 Subtask 2.13: Central Print Operations Support**

The CONTRACTOR will provide a resource to manage the central printing of outbound correspondence including:

- Control quality of the outbound processes
- Generate reports of print and postage volumes
- Coordinate testing of changes to printed correspondence

- Research print-related tickets
- Coordinate central print-related activities with the pre-sort vendor as needed

#### **3.2.14 Subtask 2.14: Service Desk**

The CONTRACTOR will provide Level 1 Service Desk resources to perform the following activities for the CalSAWS System's central service desk. Level 1 is the first level of the CalSAWS System's support organization that handles the initial request from the User.

- Level 1 Phone and Voicemail Support: Answer the initial call regarding a problem with the CalSAWS System or respond to voice messages left by callers not able to get through to a Service Desk resource
- Level 1 Email Support: Respond to emails regarding deficiency with the CalSAWS System

The Service Desk hours for the CalSAWS System are Monday – Friday 8:00 a.m. – 5:00 p.m. Pacific Standard Time, excluding CalSAWS Holidays. CalSAWS Holidays are documented in the CalSAWS M&O Services Plan Deliverable.

#### **3.2.15 Subtask 2.15: Batch Support**

CONTRACTOR will perform the following activities to support interface and batch processing for the CalSAWS System during the CalSAWS Maintenance and Operations Project including:

- Perform interface and batch processing
- Monitor batch processing
- Maintain interface file layouts
- Maintain batch and interface schedules and dependencies
- Maintain reporting for batch processing, including scheduled and ad-hoc reports
- Coordinate with the State and Counties on delayed, late, or missing files
- Deploy and troubleshoot/resolve issues related to interface and batch processing

#### **3.2.16 Subtask 2.16: Level 3 Support**

CONTRACTOR will provide resources for Level 3 to triage application related tickets for the CalSAWS Software. The CONTRACTOR will perform the following activities associated with Level 3 Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage application-related tickets to the appropriate CalSAWS M&O Project teams, as needed
- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk
- Perform resolution and closure activities for application-related tickets

- Prepare and document SIRs and SCRs for the CalSAWS Software that may result from tickets

### **3.2.17 Subtask 2.17: Production Support**

CONTRACTOR will provide resources to perform analysis, investigation, resolution, and closure activities for CalSAWS System Investigation Requests or “SIRs” that are required to support the production CalSAWS Software during the CalSAWS Maintenance and Operations Project.

A SIR is a written form used to analyze a suspected Deficiency in the CalSAWS Software and to manage the correction of the verified Deficiency. SIRs are classified in accordance with the criteria defined in the CalSAWS M&O Services Plan Deliverable. The release management process for SIRs for the CalSAWS Software will be documented in the CalSAWS M&O Services Plan Deliverable.

### **3.2.18 Subtask 2.18: Enhanced Level 3 and Production Support**

The CONTRACTOR will provide additional resources to perform Level 3 and Production support activities for temporary enhanced support of the CalSAWS Software immediately following cutover of the 39 C-IV Consortium Counties and during the 18 CalWIN Counties’ cutover to CalSAWS Software:

- Additional resources to perform Level 3 support activities described in Subparagraph 3.2.16 (Subtask 2.16: Level 3 Support) for the CalSAWS Software beginning the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software and continuing through May 31, 2023.
- Additional resources to perform production support activities described in Subparagraph 3.2.17 (Subtask 2.17: Production Support) for the CalSAWS Software beginning the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software and continuing through April 30, 2023.

Changes to the CalSAWS DD&I Project’s timeline or assignment of CalWIN counties to go-live waves may result in changes in staffing needed for these activities.

### **3.2.19 Subtask 2.19: Technical Infrastructure Services for CalHEERS Interface**

The CONTRACTOR will provide resources to perform Batch processing support, Level 3 support, and Technical Operations support required for the CalSAWS System’s interface (the EHit interface) to Covered California’s CalHEERS System.

### **3.2.20 Subtask 2.20: Technical Infrastructure Services for CalSAWS Cloud Reports/Analytics**

The CONTRACTOR will provide one resource to perform Level 3 support activities for the analytics solution deployed under the CalSAWS Cloud Enablement

Project. Any changes to the scope of the CalSAWS Cloud Enablement Project documented within Exhibit V (Statement of Work for CalSAWS Cloud Enablement – Bridge) and Exhibit W (Statement of Work for the CalSAWS Cloud Enablement Project and Interim M&O) of the Base Agreement may require revisions to the Technical Infrastructure Services performed for the CalSAWS System during the CalSAWS M&O Project. Such revisions will be added to the CalSAWS Maintenance and Operations Extension with a future amendment. The activities performed for Subtask 2.20 is a continuation of the activities performed under Section 2.6.5 (Production Operations for Analytics) of Exhibit W (Statement of Work for CalSAWS Cloud Enablement Project and Interim M&O).

### **3.2.21 Subtask 2.21: Project Management**

CONTRACTOR will provide project management for M&O activities required to support the CalSAWS System, which will provide the overall methodology for defining, managing and controlling the M&O activities.

Project management is an ongoing Task that will take place throughout the duration of the CalSAWS Maintenance and Operations Project. The project management Task includes: planning, controlling and reporting the work, identifying, tracking, and resolving scope and other issues, and leading the M&O activities in cooperation with the CONSORTIUM’s Executive Director and CONSORTIUM Staff.

The CONTRACTOR will perform bi-weekly status reporting, communications management, facilitating status meetings, risk and issue management, quality management, facility management, staff management, contract management, financial management, and SharePoint web portal management for project documentation. The processes for managing the CalSAWS M&O Project will be documented in the CalSAWS Migration Project Control Document (“CalSAWS PCD”) that is provided and updated as part of the CalSAWS DD&I Project.

#### **3.2.21.1 Subtask 2.21.1: Project Management.**

The CalSAWS Project Executive is responsible for the day-to-day operations of the CalSAWS M&O Project. The CalSAWS Delivery Advisor is responsible for providing strategic leadership, guidance and oversight for the delivery of M&O services for the CalSAWS System. The CalSAWS M&O Project Management Office (PMO) Manager is responsible for monitoring the processes described in the CalSAWS PCD. Because the CalSAWS M&O Project will be delivered in parallel with the CalSAWS DD&I Project, the CalSAWS PCD will serve as the basis for management of both the CalSAWS M&O Project and the CalSAWS DD&I Project. As the CalSAWS DD&I Project progresses, the CalSAWS Migration PCD will evolve to incorporate processes for managing the activities for the CalSAWS M&O Project. The CalSAWS M&O PMO Manager is also responsible for the creation and maintenance of work plans for M&O services throughout the CalSAWS M&O Project.

#### **3.2.21.2 Subtask 2.21.2 CalSAWS M&E Services Plan.**

The CONTRACTOR will provide and maintain the CalSAWS Modifications and Enhancements (M&E) Services Plan Deliverable that will serve as the basis for management of M&E services for designing, developing, testing, and deployment of System Change Requests for the CalSAWS Software during the CalSAWS Maintenance and Operations Project. The CalSAWS M&E Services Plan Deliverable will be updated annually throughout the CalSAWS Maintenance and Operations Project, or as mutually agreed by the parties.

The CalSAWS M&E Services Plan Deliverable will replace and supersede both the C-IV System Operations and Support Plan and the LRS M&E Services Plan.

#### **3.2.21.3 Subtask 2.21.3 CalSAWS M&O Services Plan.**

The CONTRACTOR will provide and maintain the CalSAWS M&O Services Plan Deliverable that will serve as the basis for management of Work for the CalSAWS System during the CalSAWS Maintenance and Operations Project. The CalSAWS M&O Services Plan Deliverable will be updated annually throughout the CalSAWS Maintenance and Operations Project, or as mutually agreed by the parties.

The CalSAWS M&O Services Plan Deliverable will replace and supersede both the C-IV System Operations and Support Plan and the LRS M&O Services Plan.

#### **3.2.21.4 Subtask 2.21.4 Facility and Staff Management.**

Contractor will manage the roll-on/roll-off processes of CONTRACTOR and CONSORTIUM project staff at the Northern Location and Southern Location during the CalSAWS Maintenance and Operations Project.

Existing Staff roll-on/roll-off processes will be used along with procedures for managing staff rosters, updating the organization charts, provisioning of appropriate equipment and software, seat assignments, and building access.

CONTRACTOR will perform facilities management for the Northern Location, including:

- Management of break rooms and copy rooms.
- Management of furniture.
- Analysis and resolution of facilities-related requests such as seating arrangements, HVAC, lighting, and other building maintenance as needed.

- Provisioning and management of office supplies and consumables.

#### **3.2.21.5 Subtask 2.21.5: Work Plan Management.**

The CONTRACTOR will document the M&O activities performed by CONTRACTOR Staff throughout the CalSAWS M&O Project in work plans. Work plans will include Tasks, planned durations, budgets, and resources assignments. Work plans will be updated monthly to support monthly billings of M&O services performed for the CalSAWS System. Updates may include modifications to Tasks, budgets, time frames, and expected due dates.

The CalSAWS Maintenance and Operations work plans will be updated with actual hours worked by CONTRACTOR Staff. Audits and reports will be generated by the PMO on a weekly and monthly basis to allow the project management teams to calculate progress against the budgets and schedules. CONSORTIUM time will be tracked in separate work plans; the administration and management of those work plans will be performed by CONSORTIUM.

#### **3.2.21.6 Subtask 2.21.6: Financial Management.**

The CONTRACTOR will perform the following activities for the CalSAWS M&O Project: accounts payable; accounts receivable; budget execution; cost management; purchasing; and standard general ledger. Some of the daily Tasks will involve planning and budgeting, project accounting and reporting, staff accounting, and others.

Contractor will perform the required client billing for payments for CalSAWS M&O services based on Exhibit X of the CalSAWS Maintenance and Operations Extension. CONTRACTOR staff will also be involved in providing data for appropriate contractor budget lines in the annual budgeting process.

The CONTRACTOR will provide billing forecasts in a spreadsheet indicating invoicing and billing schedule for the scope documented in this SOW by month and fiscal year.

### **3.2.22 Subtask 2.22: Security**

The CONTRACTOR will perform the following activities during the CalSAWS Maintenance and Operations Project:

- Security Monitoring – The CONTRACTOR will monitor the system for security events and anomalies
- Incident Response – The CONTRACTOR will identify security events within the scope of the system that meet the contracted definition of a security incident and report them to the CONSORTIUM



- Threat and Vulnerability Management – The CONTRACTOR will provide ongoing detection capabilities for known vulnerabilities in the infrastructure and deployed software used in support of the CalSAWS System
- Application Vulnerability Management – The CONTRACTOR will provide ongoing evaluation of the CalSAWS application for security risks and vulnerabilities
- Regulatory Compliance – The CONTRACTOR will provide compliance analysis and documentation for the services, infrastructure, software, and applications delivered by the CONTRACTOR, aligned with the CalSAWS M&O regulatory requirements

### **3.2.23 Subtask 2.23: Application Programming Interfaces (API) Support**

CONTRACTOR will provide one (1) FTE to provide support to counties that use the APIs. The CONTRACTOR will perform the following activities associated with API Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage API related tickets to the appropriate CalSAWS M&O Project teams, as needed
- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk
- Address questions from counties that are looking to utilize a published API

## **3.3 TASK 3: PRODUCTION OPERATIONS**

The CONTRACTOR will provide Production Operations services required for maintaining and operating the CalSAWS System. Production Operations for the CalSAWS System include ongoing Wide Area Network Administration, Production Operations Support, and Central Print.

### **3.3.1 Subtask 3.1: Wide Area Network (WAN) Administration**

Contractor will provide administration of the Wide Area Network, which is comprised of telecommunications services and co-location facilities, required for the CalSAWS System during the Maintenance and Operations Project. Co-location facilities or “exchanges” provide a dedicated network connection between the CalSAWS MPLS network and the CalSAWS production and development environments hosted in the AWS Cloud. WAN Administration includes the following:

- Management of the telecommunications circuits that provide connectivity between:

- The CalSAWS MPLS network and the exchanges to connect to the AWS Cloud.
- The CalSAWS County Sites (e.g. point of presence locations and managed sites) and the CalSAWS MPLS network.
- The CalSAWS central sites (e.g. the ADF in Rancho Cordova, California and the PMO in Norwalk, California) and the CalSAWS MPLS network.
- Management of the connections between the exchanges and:
  - The CalSAWS production and development environments.
  - Each of the County Sites.
  - The CalSAWS central sites.
- Management of the production operations for the text message notifications solution for sending text messages to customers' mobile phone devices for additional customer outreach. Production operations of the text message notifications solution includes management of:
  - The monthly messaging service
  - A Virtual Private Network ("VPN") connection to the messaging service provider
  - Up to two (2) random short codes for the CalSAWS System
  - Outbound and inbound messages
  - Operator look-up of applicants' phone numbers
  - Carrier messaging traffic volumes.
- Management of production operations for the Electronic Signature solution for capturing and tracking applicants' electronic signatures for verifying intent to apply for benefits. Production operations related to the Electronic Signature solution includes management of:
  - SIP lines, toll-free minutes, and long-distance minutes for usage of the Interactive Voice Response (IVR) system.
  - Outbound and inbound messages
  - Operator look-up of applicants' phone numbers
  - Carrier messaging traffic volumes.

### 3.3.2 Subtask 3.2: Production Operations Support

The CONTRACTOR will provide Production Operations support required for the CalSAWS System during the CalSAWS Maintenance and Operations Project, including support for the CalSAWS Cloud Exchange, central service desk, Managed workstations, Managed workstation images, scanner maintenance, the central contact center solution, and the Managed lobby management solution.

- **Service Desk Operations Support.** The CONTRACTOR will provide central support for the central service desk solution for 58 Counties. Production Operations include support of the AWS Connect-based Service Desk system and management and administration of the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project.
  - Production Operations are based on supporting a maximum of twenty-five (25) Service Desk staff from October 1, 2021 through October 31, 2023.
  - CONTRACTOR will provide Level 3 support for the central service desk system:
    - Analyze, investigate, diagnose, and resolve tickets reported by Service Desk staff
    - Work with Level 1 support staff to coordinate the resolution of tickets
  - CONTRACTOR will perform regular maintenance tasks and upgrades for the central service desk system:
    - Install and configure software updates and patches
    - Monitor production and development infrastructure
    - Monitor the contact center system application
    - Process roll-on/off requests for Service Desk staff
    - Support centralized CalSAWS Service Desk call flows
    - Support third-party applications for reporting, work force management, and quality assurance
- **Central Contact Center System Support.** The CONTRACTOR will provide central support for the central contact center system for the 39 C-IV Consortium Counties. Production Operations charges include support of the AWS Connect-based contact center system and management and administration of the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project.
  - Production Operations are based on supporting a maximum of 1,214 workers/agents across thirteen (13) regional contact centers that support calls related to Medi-Cal referrals from Covered California and twelve (12) contact centers that support calls related to continuing cases.
  - CONTRACTOR will provide Level 3 support for the central contact center system:

- Analyze, investigate, diagnose, and resolve tickets reported by Service Desk staff
  - Work with Level 1 support staff to coordinate the investigation and resolution of tickets
- CONTRACTOR will perform regular maintenance tasks and upgrades for the central contact center system:
  - Install and configure software updates and patches
  - Monitor production and development infrastructure
  - Monitor the contact center system application
  - Support centralized and County-unique IVR call flows
  - Support third-party applications for reporting, work force management, and quality assurance
- **Managed Workstations.** The CONTRACTOR will provide ongoing central support for remote maintenance of Managed CalSAWS workstations deployed in production across the 39 C-IV Consortium Counties. Production Operations for CalSAWS-Managed workstations are based on a maximum of 13,628 workstations during the CalSAWS Maintenance and Operations Project. Workstations that access the CalSAWS network and are located in Los Angeles County and the 18 CalWIN Counties will continue to be managed by the respective Counties and are not in scope for this SOW.
- **Managed Windows 10 Workstation Images.** The CONTRACTOR will provide ongoing central support for creating and maintaining workstation images based on the Microsoft Windows 10 operating system and deployed on CalSAWS-Managed workstations deployed in production across the 39 C-IV Consortium Counties. The CONTRACTOR will work with the 39 C-IV Consortium Counties to develop and test new workstation images prior to deploying those images in on CalSAWS-Managed workstations in production.
- **Managed Scanner Maintenance.** The CONTRACTOR will provide scanner maintenance kits for replacing brake rollers and pick rollers for CalSAWS-Managed scanners deployed in production in the Counties of Merced, Riverside, and Stanislaus for the central imaging solution. Ongoing production operations support are based replacing an average of one maintenance kit per scanner annually, for up to a maximum of 6,374 CalSAWS-Managed Fujitsu FI-6130 scanners deployed in production in the Counties of Merced, Riverside, and Stanislaus only.

The remaining 36 Counties on the central imaging solution will be responsible for the providing scanner maintenance kits for any scanners deployed in those Counties. It is assumed that Los Angeles County and the 18 CalWIN Counties will continue to other separate imaging solutions following their cutover to the CalSAWS System.

- **Managed Lobby Management Device Support.** The CONTRACTOR will provide central support to the 39 C-IV Consortium Counties for Managed C-IV Lobby Management devices – including Document Upload Kiosks

(“DUKs”), Facilitated Access Control Tablets (“FACTs”), and Wireless Barcode Readers (“WBRs”) – and manage and administer the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project. Production operations support for Managed C-IV Lobby Management devices includes:

- Ongoing central support for up to 143 devices purchased and deployed by the 39 former C-IV Consortium Counties
- Level 3 support to analyze, investigate, diagnose, resolve tickets submitted by the Counties relating to Managed C-IV Lobby Management devices.
- Working with Level 1 support staff to coordinate the resolution of tickets.
- Regular maintenance activities and upgrades for the Managed C-IV Lobby Management devices:
  - Install and configure software updates and patches
  - Monitor production devices, including monitoring servers, applications, and webservices
  - Troubleshoot problems and incidents with the Lobby client and server infrastructure
  - Provide and maintain application availability
- Provide process support to the Counties for any changes or updates to the process flow on the existing DUKs and FACTs.

### **3.3.3 Subtask 3.3: Central Print.**

The CONTRACTOR will provide central print services for the 40 CalACES Counties during the CalSAWS M&O Project. Central print services for the CalSAWS System include the printing, folding, insertion, and mailing of centrally-generated forms with the required paper and envelopes. Production Operations for central print services are based on one (1) central print vendor for the 40 CalACES Counties and envelopes used for the C-IV System’s central print solution.

Per Design Difference Identification (“DDID”) number 1402 of Exhibit U Schedule 3 (CalSAWS DD&I Statement of Requirements), the CONTRACTOR will conduct an overall cost impact assessment at the end of the design phase for the 39 C-IV Consortium Counties’ migration to CalSAWS System (of the CalSAWS DD&I Project) to determine whether any increases in central print charges are required to support the Counties during the CalSAWS M&O Project. Any proposed increase to central print charges would require an amendment to this SOW.

Production Operations for central print do not include any charges associated with postage required for mailing centrally-generated forms. The 40 CalACES Counties will be responsible for establishing, maintaining, and funding individual accounts with the CalSAWS pre-sort vendor to pay for all postage and charges/fees required by the United States Postal Services (USPS) and the pre-sort vendor for central print mailings. The process for the 40 CalACES Counties to deposit funds

into their individual postage accounts with the CalSAWS pre-sort vendor will be documented in the CalSAWS M&O Services Plan Deliverable.

### **3.4 TASK 4: INNOVATION LAB**

The innovation lab will be responsible for the evaluation of emerging technologies and integration of selected technologies into the CalSAWS platform. The CONTRACTOR will provide staffing to support the innovation lab. Staffing levels, hours, and rates for services related to the innovation lab are defined in Attachment 2 (CalSAWS M&O Pricing Schedules).

Services to support the innovation lab are included in this SOW for October 1, 2021 through April 30, 2023.

### **3.5 TASK 5: FACILITIES**

The CONTRACTOR will provide the following facilities for the period of October 1, 2021 through October 31, 2023 for the CalSAWS M&O Project:

- The Application Development Facility (“ADF”) or the “Northern Location” located at 11290 Pyrites Way, Suites 150 and 175, in Rancho Cordova, California;
- A Central Repair Depot for central repair activities (such as troubleshooting and repairing Managed local and central Hardware for the CalSAWS System, preparation activities such as asset-tagging, inventory registration, imaging, configuration, and setup);
- A Service Desk Facility for Service Desk staff who will provide Level 1 and Level 2 Service Desk support required for the CalSAWS M&O Project;
- The Project Management Office (“PMO”) or the “Southern Location” located at 12440 Imperial Highway, Suite 300, in Norwalk, California;

## **4. ATTACHMENT 1 CALSAWS M&O CONTRACTOR ASSUMPTIONS**

Attachment 1 includes CONTRACTOR assumptions associated with providing M&O services for the CalSAWS System. CONTRACTOR’s performance of the Work for the CalSAWS M&O Project, at the pricing included in Attachment 2 (CalSAWS M&O Pricing Schedules), is dependent on the assumptions in this Attachment 1, this SOW and Exhibit X. In the event the assumptions are incomplete or inaccurate, the Parties will enter into an appropriate Amendment to the CalSAWS Maintenance and Operations Extension for such Work to address any incremental prices or timeline changes incurred by CONTRACTOR or in connection with such Work.

## **5. ATTACHMENT 2 CALSAWS M&O PRICING SCHEDULES**

Attachment 2, CalSAWS M&O Pricing Schedules, includes the total price for the CalSAWS M&O Project, including Modifications and Enhancements services,

Technical Infrastructure services, WAN Administration, Production Operations Support, Central Print, Innovation Lab Services, and Facilities. The charges for the CalSAWS M&O Project are calculated to begin October 1, 2021 (State Fiscal Year 2021/22) and continue through October 31, 2023 (State Fiscal Year 2023/24).

CONTRACTOR will invoice Work for Modifications and Enhancements services, Technical Infrastructure services, and Innovation Lab services on a time and materials basis. Actual hours worked for such services will be invoiced at contracted rates up to the maximum for each State Fiscal Year for each type of service, as calculated in the CalSAWS M&O Pricing Schedules. Additionally, CONTRACTOR will invoice Central Print services on a time and materials basis. The actual number of printed impressions and procured envelopes will be invoiced up to the maximum amount for the Central Print line for each State Fiscal Year, as calculated in the CalSAWS M&O Pricing Schedules. The hourly rates for Modifications and Enhancements services and Technical Infrastructure services and rates per printed impression and envelope are included in the CalSAWS M&O Pricing Schedules.

CONTRACTOR will invoice its Innovation Lab Services (Task 4) on a time-and-materials basis and invoices will be issued on the first of the month after which such Services were performed. CONTRACTOR's rates for the Innovation Lab Services are set in Schedule 3b (Innovation Lab) of Attachment 2 (CalSAWS M&O Pricing Schedules). Based on the assumptions in Task 4 and Attachment 1 (CalSAWS M&O Contractor Assumptions), fees are estimated to be Three Million Three Hundred Twenty-Four Thousand Five Hundred Fifty-Six US Dollars (\$3,324,556.00) (the "Total Innovation Lab Services Fee Amount"). The Total Innovation Lab Services Fee Amount is inclusive of taxes and out-of-pocket expenses.

CONTRACTOR will notify CONSORTIUM in writing (email is acceptable) when the amount of fees expended to date reach Seventy-five percent (75%) of the Total Innovation Lab Services Fee Amount and provide an estimate for the additional amount, if any, of Innovation Lab Services Fee Service Fees needed to complete the Innovation Lab Task (Task 4) (the "75% Expended Notice"). Within five (5) business days of receipt of the 75% Expended Notice, CONSORTIUM will notify CONTRACTOR whether CONSORTIUM wishes to proceed with the Innovation Lab (Task 4) services.

If CONSORTIUM determines it wishes CONTRACTOR to continue to provide the Innovation Lab Service (Task 4) and incur fees in excess of the Total Innovation Lab Services Fee Amount, the Parties will in good faith negotiate the amount of any adjustment to the Total Innovation Lab Services Fee Amount and document same in an Amendment to the CalSAWS Maintenance and Operations Extension and this SOW. CONTRACTOR has no obligation to continue to perform Services under Innovation Lab (Task 4) once the Total Innovation Lab Services Fee Amount is expended without a mutually executed Amendment increasing the Total Innovation Lab Services Fee Amount.

**6. ATTACHMENT 3 CALSAWS M&O HARDWARE AND SOFTWARE SPECIFICATIONS**

Attachment 3, CalSAWS M&O Hardware and Software Specifications, includes the Hardware, Software, Hardware Support, and Software Support items that are planned for technology refreshes and support renewals for the CalSAWS System. This Attachment 3 will be used as the basis of the Hardware and Software price that will be amended into the C-IV Agreement for the CONSORTIUM's purchase of Hardware, Software, Hardware Support, and Software Support from Proquire for the CalSAWS M&O Project.

**7. ATTACHMENT 4 CALSAWS M&O PRODUCTION OPERATIONS SPECIFICATIONS**

Attachment 4 outlines the specifications for Production Operations services for WAN Administration and production operations support services required for the CalSAWS System for the CalSAWS M&O Project. Such specifications include a listing of county sites, central sites for the CONSORTIUM, addresses for the county and central sites, quantities, unit prices, service specifications (e.g. type of service, bandwidth, etc.), and schedule for each service. These specifications serve as the basis for the Wide Area Network solution and production operations support services that CONTRACTOR will provide under this SOW.