



Change Order No. 3 – Work Order 6: Contact Center DD&I SOW

Purpose

The purpose is to provide the proposed Statement of Work (SOW) to perform Quality Assurance (QA) reviews of the Contact Center Design, Development, and Implementation (DD&I) work products, deliverables, services, and testing.

Scope

The price structure for the Contact Center DD&I services of the CalSAWS contract is milestone-based rather than deliverable-based. The ClearBest QA activities are aligned with the milestone-based schedule of the CalSAWS vendor to remain in sync with the delivery of Contact Center DD&I work products and the convergence of project milestones. ClearBest Contact Center QA activities include:

1. Participation in meetings, discussions, and walkthroughs pertaining to Contact Center deliverables, work products, and milestones.
2. Development of **DEL #1 - QA Monthly Status Report (Contact Center)** on the QA activities, findings, recommendations, issues, risks, mitigation strategies, and outcomes during Contact Center DD&I milestones:
 - A. Milestone 1 – CalSAWS Customer Service Center Solution - Core Application Design Complete
 - B. Milestone 2 – CalSAWS Customer Service Center Solution - Training Plan Complete
 - C. Milestone 3 – CalSAWS Customer Service Center Solution - Los Angeles County Design Complete
 - D. Milestone 4 – CalSAWS Customer Service Center Solution - Deployment for CCP Application and Los Angeles County Complete
 - E. Milestone 5 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 1 Complete
 - F. Milestone 6 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 2 Complete
 - G. Milestone 7 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 3 Complete
 - H. Milestone 8 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 4 Complete
 - I. Milestone 9 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 5 Complete
 - J. Milestone 10 – CalSAWS Customer Service Center Solution - Deployment for CalWIN Counties Wave 6 Complete

QA reviews of the above milestones include reporting findings and recommendations from the:

- a. Review and assessment of the Contact Center technical designs as part of Milestones 1 and 3.

- b. Review and assessment of the CalSAWS Customer Service Center Solution - Training Plan as part of Milestone 2.
- c. Review and assessment of the System Test Plan, test scenarios, and test results as part of Milestone 4.
- d. Independent testing of Interactive Voice Response (IVR), Telephonic Signature, External Party Access, Scheduled Callback, and Application Programming Interface (API) Integration functionality as part of Milestone 4.
- e. Review and assessment of Contact Center Organizational Change Management (OCM) activities, including business process management, gap analysis, training, model office, communications, and deployment as part of Milestones 4 -10.

The deliverable contents will be incorporated into ClearBest's Deliverable #03 – QA Monthly Status Report. The DEL #1 - QA Monthly Status Report (Contact Center) will serve as a pay point reference for QA Contact Center services.

3. Review and assessment of draft and final Contact Center deliverables, work products, and milestones based on our approved approach and methodology in the ClearBest Deliverable #05 – DD&I Deliverable Review and Assessment Plan. ClearBest will:
 - A. Provide its findings in comment logs.
 - B. Provide recommendations for the approval or rejection of deliverables, work products, and milestones through email.
 - C. Report on quality reviews, assessment activities, findings, and recommendations via the QA Monthly Status Report (as described in Item 2 above).
4. Reporting on QA findings at the CalSAWS Weekly Status Meetings, Project Steering Committee (PSC), Joint Powers Authority (JPA) Board Meetings, and other stakeholder meetings as required.

Timeframe

The anticipated timeframe for the review and reporting on Contact Center work products, deliverables, services, and testing in this Work Order is from February 2021 to October 2023.

Staffing

To perform the QA Assessments of the Contact Center work products/deliverables and report on them via the **DEL #1 - QA Monthly Status Report (Contact Center)**, ClearBest is assigning:

- QA Specialist II to lead the QA reviews of all Contact Center activities and deliverables.
- QA Independent Tester to prepare for and perform Independent Testing of the IVR, Telephonic Signature, External Party Access, Scheduled Callback, and API Integration functionality.

STAFF	TIME PERIOD	DD&I HOURS
QA Specialist II	02/2021 – 10/2023	2,328

STAFF	TIME PERIOD	DD&I HOURS
QA Independent Tester	07/2021 – 05/2022	242
TOTAL HOURS		2,570

Cost

The estimated effort for the Contact Center DD&I Statement of Work, which will be reported via the **Deliverable #1 – QA Monthly Status Report (Contact Center)** is as follows:

QA STAFF ROLE	MONTHS	HOURS	RATE	COST
QA Specialist II	33	2,328	\$134	\$311,952
QA Independent Tester	11	242	\$99	\$23,958
Total Cost		2,570		\$335,910

Costs by SFY

The cost schedules to support the Contact Center DD&I QA Services have been incorporated into the Quality Assurance Project Cost Schedules and are attached. The following provides the costs only by SFY:

DELIVERABLE	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTAL
DEL #1 – QA Monthly Status Report (Contact Center)	\$67,182	\$201,546	\$67,182		\$335,910
Total	\$67,182	\$201,546	\$67,182		\$335,910



Work Order Approval

IN WITNESS WHEREOF, the Parties have set their hands hereunto as of the Execution Dates set forth below.

CalSAWS Consortium

By: _____
Printed Name: Michael Sylvester
Title: Board Chair
Date: _____

ClearBest, Incorporation

By: _____
Printed Name: Wendy Battermann
Title: President
Date: _____

CalSAWS Consortium

By: _____
Printed Name: John Boule
Title: Executive Director
Date: _____

APPROVED AS TO FORM:

Jeff Mitchell
Consortium Legal Counsel