



Change Order No. 3 – Work Order 5: OCM QA Services SOW

Purpose

The purpose is to provide updates to the Statement of Work (SOW) to perform Quality Assurance (QA) reviews of additional CalWIN Implementation, Training, Organizational Change Management (OCM) Vendor (“OCM Vendor”) deliverables.

Scope

Between the time the ClearBest QA Services contract was signed, and the CalWIN OCM Vendor Request for Proposal (RFP) was finalized, the Consortium adjusted the OCM Vendor deliverable requirements. The OCM Vendor scope now include 42 more deliverables than originally included in the QA Services contract. Some OCM deliverables are entirely new, while other deliverables are recurring (monthly/quarterly) instances of an originally planned single deliverable submission.

To align Quality Assurance Services to the additional scope, ClearBest will conduct additional reviews and provide a written assessment to be provided in standard comment logs or in the form of Draft Deliverable (DDEL) and Final Deliverable (FDEL) submissions as described in the Cost by Deliverables table.

ClearBest will provide formal deliverables for each of the new deliverables. The monthly updates for Deliverable #59 and post-initial assessments for Deliverable #63 will be provided as FDELs only.

Timeframe

The timeframe for the additional OCM deliverable reviews will occur January 2021 through January 2024.

Staffing

The following provides the estimated hours to support the additional CalWIN OCM Vendor deliverable assessments.

STAFF	TIME PERIOD	DD&I HOURS
QA Specialist II	01/2021 – 10/2023	1,152
QA Implementation Manager	11/2023 – 01/2024	380
TOTAL HOURS		1,532

The following provides a listing of **new** QA OCM Assessment deliverables, showing the new Deliverable names, total number of deliverables, net new deliverables, due dates, basis of hours for assessment, and net new hours.

QA Deliverables	# of Del	# of Net New Del	Due Dates	Basis of Hours	Net New Hours
DEL #57 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Initial	1	0	1/2021	N/A	0
DEL #58 - Assessment of Requirements Traceability Matrix	1	0	1/2021	N/A	0
DEL #59 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly) <i>Note: Monthly Work Plan Updates follow the current FDEL path</i>	37	1	2/2021, 3/2021, 4/2021, 5/2021, 6/2021, 7/2021, 8/2021, 9/2021, 10/2021, 11/2021, 12/2021, 1/2022, 2/2022, 3/2022, 4/2022, 5/2022, 6/2022, 7/2022, 8/2022, 9/2022, 10/2022, 11/2022, 12/2022, 1/2023, 2/2023, 3/2023, 4/2023, 5/2023, 6/2023, 7/2023, 8/2023, 9/2023, 10/2023, 11/2023, 12/2023, 1/2024, 2/2024*	1 new report	46
DEL #60 – Assessment of Business Process Reengineering (BPR) Plan	1	0	6/2022	18 individual plans	384
DEL #61 - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan	1	0	10/2021	N/A	0
DEL #62 - Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan and Monthly Updates	1	0	5/2022	N/A	0
DEL #63 – Assessment of CalWIN Implementation Support Vendor County-Specific Training Plans <i>Note: After initial assessment, reviews will follow FDEL path</i>	6	5	5/2022, 8/2022, 10/2022, 12/2022, 2/2023, 4/2023	N/A	0
DEL #64 – Assessment of CalWIN Implementation Support Vendor Implementation Support Plan	1	0	5/2022	N/A	0

QA Deliverables	# of Del	# of Net New Del	Due Dates	Basis of Hours	Net New Hours
DEL #3 – QA Monthly Status Report, adding the following Comment Log-only Assessments of:					
▪ CalWIN Implementation Support Vendor County Communication Plan	1	1	6/2022	120	120
▪ CalWIN Implementation Support Vendor Change Discussion Guides	6	6	6/2022, 9/2022, 11/2022, 1/2023, 3/2023, 5/2023	76 hours per guide x 6 guides	456
▪ CalWIN Implementation Support Vendor CalWIN Master Training Plan and Monthly Updates	11	11	6/2022, 7/2022, 8/2022, 9/2022, 10/2022, 11/2022, 12/2022, 1/2023, 2/2023, 3/2023, 4/2023	26 hours per update x 11 updates	286
▪ CalWIN Implementation Support Vendor County Wave Implementation Complete Reports	6	6	1/2023, 3/2023, 5/2023, 7/2023, 9/2023, 11/2023	40 hours per report x 6 reports	240
Total	85	42			1,532

Cost

The estimated cost for the OCM Deliverables is shown below

QA STAFF ROLE	MONTHS	HOURS	RATE	COST
QA Specialist II	34	1,152	\$134	\$154,368
QA Implementation Manager	4	380	\$134	\$50,920
Total Cost		1,532		\$205,288

Costs by Deliverable

The following table provides a cost summary of the OCM deliverables, identifying the original deliverable cost, the **Additional Deliverable Cost** associated with this Work Order, and the total new deliverable cost.

QA Deliverables	Prev. Del #	# of Del	# of Net New Del	Original Del Cost	Additional Deliverable Cost	Total New Del Cost
DEL #57 - Assessment of CalWIN Implementation Support Vendor	57	1	0	\$10,168	\$0	\$10,168

QA Deliverables	Prev. Del #	# of Del	# of Net New Del	Original Del Cost	Additional Deliverable Cost	Total New Del Cost
CalWIN Migration Work Plan Initial						
DEL #58 - Assessment of Requirements Traceability Matrix	58 New Name	1	0	\$17,352	\$0	\$17,352
DEL #59 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)	59	37	1	\$208,736	\$6,164	\$214,900
<i>Note: Reviews of monthly updates will follow FDEL path</i>						
DEL #60 – Assessment of Business Process Reengineering (BPR) Plan	62 New Name	1	0	\$50,464	\$51,456	\$101,920
DEL #61 - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan	61 New Name	1	0	\$124,080	\$0	\$124,080
DEL #62 - Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan	60 New Name	1	0	\$47,888	\$0	\$47,888
DEL #63 – Assessment of CalWIN Implementation Support Vendor County-Specific Training Plans	63 New Name	6	5	\$47,408	\$0	\$47,408
<i>Note: After initial assessment, reviews will follow FDEL path</i>						
DEL #64 – Assessment of CalWIN Implementation	64 New Name	1	0	\$48,320	\$0	\$48,320

QA Deliverables	Prev. Del #	# of Del	# of Net New Del	Original Del Cost	Additional Deliverable Cost	Total New Del Cost
Support Vendor Implementation Support Plan						
DEL #3 – QA Monthly Status Report, adding the following Comment Log-only Assessments of:	3			\$7,333,386	\$147,668	\$7,481,054
▪ CalWIN Implementation Support Vendor County Communication Plan		1	1		\$16,080	
▪ CalWIN Implementation Support Vendor Change Discussion Guides		6	6		\$61,104	
▪ CalWIN Implementation Support Vendor CalWIN Master Training Plan Monthly Updates		11	11		\$38,324	
▪ CalWIN Implementation Support Vendor County Wave Implementation Complete Reports		6	6		\$32,160	
Total		85	42	\$7,887,802	\$205,288	\$8,093,090

Costs by SFY

The cost schedules to support the additional OCM deliverables have been incorporated into the Quality Assurance Project Cost Schedules and are attached. The following provides the **NEW** costs only by SFY:

DELIVERABLE	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTAL
Additional CalWIN OCM Vendor Deliverable Costs					
DEL #59 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)				\$6,164	\$6,164
DEL #60 – Assessment of Business Process Reengineering (BPR) Plan			\$51,456		
DEL #3 – QA Monthly Status Report	\$21,718	\$52,116	\$52,116	\$21,718	\$147,668
Total	\$21,718	\$52,116	\$103,572	\$27,882	\$205,288

The following table provides the **TOTAL** costs for the QA Assessment of CalWIN OCM Vendor Deliverables by SFY, showing the revised totals by deliverable.

DELIVERABLE	SFY 19/20	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTAL
DEL #57 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Initial		\$10,168				\$10,168
DEL #58 - Assessment of Requirements Traceability Matrix		\$17,352				\$17,352
DEL #59 - Assessment of CalWIN Implementation Support Vendor CalWIN Migration Work Plan Update (Monthly)		\$22,752	\$68,256	\$68,256	\$55,636	\$214,900
DEL #60 – Assessment of Business Process Reengineering (BPR) Plan				\$101,920		\$101,920
DEL #61 - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan			\$124,080			\$124,080



DELIVERABLE	SFY 19/20	SFY 20/21	SFY 21/22	SFY 22/23	SFY 23/24	TOTAL
DEL #62 - Assessment of CalWIN Implementation Support Vendor CalWIN Master Training Plan			\$47,888			\$47,888
DEL #63 – Assessment of CalWIN Implementation Support Vendor County-Specific Training Plans			\$7,901	\$39,507		\$47,408
DEL #64 – Assessment of CalWIN Implementation Support Vendor Implementation Support Plan			\$48,320			\$48,320
DEL #3 – QA Monthly Status Report	\$1,376,722	\$1,808,717	\$1,839,115	\$1,839,115	\$617,385	\$7,481,054
Total Cost	\$1,376,722	\$1,858,989	\$2,135,560	\$2,048,798	\$673,021	\$8,093,090

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