**Request for Proposal No. AGENCY19-PURC-3098**

**California Automated Consortium Eligibility System (CalACES)**

**Online CalWORKs Appraisal Tool (OCAT)**

**Project**

**Exhibit A – STATEMENT OF WORK**

**Attachment 4 – Option Years 1-3 Statement of Work**

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5.0 SCOPE OF WORK - Tasks and Deliverables

The Contractor shall perform project tasks and provide respective deliverables as part of Phase 2 Maintenance and Operations (M&O) optional years:

**Phase 2 – Maintenance and Operations (M&O) Phase** consisting of the following tasks:

a. Project Management;

b. System Maintenance and Operations; and

c. System Transition.

5.2 Phase 2 - Maintenance and Operations (M&O).

Maintenance and Operations Phase includes continued project management, application maintenance and operation of the OCAT production environment, testing and training environments in the Cloud computing environment, as well as helpdesk and technical support services. Maintenance and Operations (M&O) Services includes continued provision of CONSORTIUM requested modifications to the OCAT Application Software (e.g. work associated with developing functional improvements of the OCAT) and enhancements of the OCAT Application Software (e.g., work associated with development of the new application functionality and enhancements of the OCAT) in accordance with Section 8 CHANGE ORDERS of the contract.

The Tasks and Deliverables of Phase 2 are as follows:

5.2.1 Task 1 - Project Management.

CONTRACTOR is required to provide project management for the OCAT Project, which will provide the overall methodology for defining, managing and controlling the OCAT Project.

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

The CONTRACTOR will perform weekly status reporting, communications management, facilitating status meetings, risk and issue management, quality management, staff management, and deliverable management.

Subtasks for this task include:

5.2.1.1 Subtask 1.1 – Project Management.

The OCAT Project Manager (“Project Manager”) is responsible for the day-to-day operations of the OCAT Project. The Project Manager is responsible for updating the OCAT Project Control Document (“PCD”) and monitoring of the processes described therein. The PCD serves as the basis for the management of the OCAT Project. The Project Manager is also responsible for the OCAT Work Plan.

This Subtask shall include, but not be limited to, the following:

1. Lead efficient project meetings including meeting agendas and minutes;

2. Participate in CalSAWS management meetings, as requested by the CONSORTIUM Executive Director;

3. Establish and maintain an open communication process at all levels of the project including the CONSORTIUM Project Team, Regions/Counties and other Contractors (as needed); and

4. Operation and maintenance of all Project Tools (i.e. Project Repository, Defect Management, Software Version Control, and/or Test Management).

5.2.1.2 Subtask 1.2 - OCAT Work Plan Management.

The OCAT Work Plan documents the activities, Tasks and OCAT Deliverables required to manage the OCAT Project during the M&O Phase. System maintenance, enhancements and ongoing releases must be documented and tracked within the Phase 2 OCAT Work Plan. The OCAT Work Plan will include Tasks, planned durations, budgets, resources assignments and dependencies. The OCAT Work Plan will have a Gantt chart showing planned, actual start, and end dates for Tasks and percentage complete. The OCAT Work Plan, developed and maintained with Microsoft Project, must be updated monthly and provided as part of the monthly OCAT Work Plan Deliverable. Updates may include modifications to Tasks, budgets, time frames, and expected due dates.

The OCAT Work Plan will be used to evaluate project progress, determine the activities or Tasks that may be at risk of budget or schedule variances, and to allocate resources to address project risks.

The OCAT Work Plan Work Breakdown Structure (WBS) will represent the entire scope of Phase 2 of the OCAT Project. The OCAT Work Plan WBS includes the following high-level activities:

1. Project Management
2. System Maintenance and Operations
3. System Transition

5.2.1.3 Subtask 1.3 – Project Status Reporting.

Contractor’s Project Manager shall provide on-going project management and control of Project activities. Contractor’s Project Manager shall present to CONSORTIUM Executive Director a written Status Report ("Status Report") documenting Project progress, plans and outstanding issues utilizing the structure, template and process defined within the approved PCD.

Contractor’s Project Manager shall meet with or conduct a status update phone call with CONSORTIUM Executive Director on a weekly basis, or as otherwise agreed to by CONSORTIUM and Contractor within the approved PCD, to review Project Status Reports and any related matters. All project variances shall be presented to CONSORTIUM for approval at the weekly status meeting.

Contractor’s Project Manager shall report Project status on a regular basis and shall participate in monthly status meetings.

Project Manager shall verbally report any high-priority Project issues and/or risks as soon as possible.

5.2.2 Task 2 – Provide System Maintenance and Operations.

Contractor shall provide System Maintenance, which shall include all goods and services necessary to manage, operate and support the OCAT to comply with the approved System Maintenance Plan and Specifications and shall be provided during Support Hours for the term of the Agreement. System Maintenance shall include Maintenance Services, consisting of Updates, as well as Support Services, which include, but are not limited to, help-desk support during Support Hours (“Help Desk”), as requested or required by CONSORTIUM.

The System Maintenance services shall include, without limitation:

1. Support for all System Hardware, Software and cloud infrastructure necessary for the OCAT;
2. Support of security and network activity and maintenance of Web Services;
3. Support for all System Software enhancements, upgrades, updates, and new releases;
4. Support for all System Documentation;
5. Support for all System Software fixes, patches; and
6. Access to knowledgeable Contractor personnel (i.e., Help Desk) who can answer questions on the use of the System or provide analysis on solutions to operational problems, which CONSORTIUM may encounter during Support Hours.

5.2.3 Task 3 – Provide Transition Plan.

At least ninety (90) days prior to, and upon expiration or termination of the Agreement, and at any other times as set forth in the Agreement, Contractor shall provide to CONSORTIUM all Source Code, object code, updates and Documentation relating to the Application Software in a hard copy format, electronically and on read-only medium, as specified by CONSORTIUM to assist CONSORTIUM in transitioning the ongoing OCAT M&O. Contractor shall be responsible for the following transition tasks:

1. Preparation of OCAT Transition Plan (“Transition Plan”), which shall provide for a smooth transition or transfer of the OCAT, System Data and the OCAT repository from Contractor’s environment to the new environment of CONSORTIUM or CONSORTIUM selected vendor;
2. Identification of resource requirements needed to transition, host and operate the OCAT at CONSORTIUM or CONSORTIUM selected vendor cloud hosting environments;
3. Identification of transition team roles and responsibilities;
4. Proposed timeline for completion of transition activities;
5. Training plan and training of CONSORTIUM specified persons for the transition of the OCAT and System Data; and
6. Submission of the Transition Plan to CONSORTIUM for approval.

Contractor shall address all Work, including the above work, in its response to this RFP. Refer to Exhibit B - Statement of Requirements (SOR) for the detailed description of the above work, including associated tasks and deliverables as listed in this Exhibit A – Statement of Work (SOW).

TABLE 2 OCAT Phase 2 – Maintenance and Operations Deliverables

| **Del. #** | **OCAT Deliverables – Phase 2** |
| --- | --- |
| **1** | Contractor shall provide the **Project Control Document (PCD)**, which, at a minimum, shall include the following information:   1. All Phase 2 M&O related Work described in this Statement of Work and elsewhere in the Agreement; 2. A comprehensive Communication Management Plan, documenting the approach and methods for both internal and external project communications, including Monthly and weekly project reporting meetings and processes, templates, and stakeholder communications; 3. A comprehensive Risk Management Plan, documenting the approach to risk analysis, risk mitigation and risk tracking/control. The Risk Management Plan shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 4. A comprehensive Issue Management Plan documenting the approach to issue identification, issue analysis and issue tracking/control. The Issue Management Plan shall have a clearly established process for problem escalation and shall be updated, as needed, through the term of the Agreement; 5. A Staffing Plan documenting the project staffing and resource management plan including identification of all Contractor’s Key Personnel and project organization chart; 6. Deliverable Management Plan documenting the process, templates and organization responsibilities to manage and deliver DEDs and Deliverables in accordance with this Statement or Work and the Agreement; and 7. Scope Management Plan documenting changes to the project scope, including additions, deletions and revisions to OCAT requirements or the SOW.   The Phase 2 PCD shall be updated annually on dates agreed to between Contractor and CONSORTIUM. |
| **2** | The Contractor shall develop an **OCAT Work Plan** that includes the following:   1. Task and subtask descriptions with all Deliverables being easily identifiable; 2. Associated dependencies among Deliverables, Tasks, Subtasks and other work; 3. Estimated hours by task and subtask; and 4. Gantt charts showing planned start and end dates (durations) of all tasks, subtasks, and major Milestones and Deliverables, including time frames for the Consortium’s review and approval of all required Deliverables and work products.   The **OCAT Work Plan** shall be developed in the CONSORTIUM specified version of Microsoft Project.  The **OCAT Work Plan** must be updated monthly to reflect the following:   1. Start date and date of completion for each Deliverable, Task, Subtask and other work; 2. Task and subtask percent complete; 3. Actual hours by task and subtask; and 4. Updated Gantt charts. |
| **3** | Contractor’s Project Manager shall prepare and present to CONSORTIUM Executive Director a written OCAT Monthly Status Report documenting project progress, plans, and outstanding issues in a format approved by CONSORTIUM.  At a minimum the OCAT Monthly Status must include the following:   1. An Executive Summary (Both MS Word and MS PowerPoint formats); 2. An updated OCAT Work Plan; 3. Issues identified by or assigned to the OCAT Vendor; 4. Risks identified by or assigned to the OCAT Vendor; 5. A summary of all Service Level Agreement (SLAs) and Key Performance Indicators and the extent to which each was met; 6. A summary of all variances to the OCAT Work Plan during the reporting period; 7. A summary of SCRs reviewed, approved, and planned for release during the reporting period; and 8. A detailed assessment of the OCAT Work Plan including:  * Tasks with end dates in the future that are not complete; * Tasks with end dates in the past that are complete; * Tasks with start dates in the future that have not started; * Tasks with start dates in the past that have started; * Tasks with budgeted hours that are not started and do not have actuals; * Tasks with budgeted hours that are started and have actuals; * Tasks with budgeted hours that are completed and have actuals; and * Inactivation of resources that have rolled off.   Contractor shall provide the System Test Results summary report, which summarizes all activities, types of tests and results of the testing.  The OCAT Monthly Status Report must be submitted within five (5) business days after the completion of a calendar month. |
| **4** | Contractor shall maintain and update the OCAT Transition Plan annually for CONSORTIUM Executive Director’s approval and be able to provide an updated copy within thirty (30) days of CONSORTIUM request. Contractor shall keep the most current version of the OCAT repository throughout the term of the Agreement. |