

WORK ORDER 01 - Customer Compensation Payments for UCD

CalSAWS BenefitsCal
(Portal/Mobile) Work Order

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1.0 Work Order Submission & Approval Form

Work Order Number	01
Work Order Title	Customer Compensation Payments for UCD
Submitted Date	07/14/21
Originator	California Department of Social Services (CDSS) Request
Priority	<p>Select the estimated priority level of the requested Work Order:</p> <p><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage.</p> <p><input type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</p> <p><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution.</p> <p><input checked="" type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal.</p>
Detailed Description	<p>The BenefitsCal User Centered Design activities, including user research and usability testing, are planned to continue through SFY 2021-2022 to support Release 1.0 implementation, as well as the designs for upcoming Releases 2.0 through 4.0. Compensation to Customers was paid at the following rates:</p> <ul style="list-style-type: none"> • Sessions of up to two (2) hours, compensated at \$100 • Sessions of up to one (1) hour, compensated at \$20 <p>Customers will be reimbursed via gift cards from GiftCards.com which includes a service fee for each gift card distributed.</p> <p>Additionally, CDSS requested an additional one-time payment to the 33 Customers who participated within User Centered Design (UCD) Interviews during the Fall of 2020.</p> <ul style="list-style-type: none"> • 32 Customers were originally reimbursed with \$20 gift cards for their participation, and one (1) Customer declined the payment. • CDSS requested the BenefitsCal team to distribute an additional \$105 gift card to each Customer, for a total amount of \$125 in reimbursement for their participation, in addition to a \$125 gift card for the one (1) Customer who initially declined the payment. <p>All payments include additional service and processing fees.</p>
Review Date	

Type of Work Order	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material
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2.0 Work Order Impact Analysis

Design Impact	None
Development	None
Testing	None
Performance Testing	None
Training	None
Communications	None
Security	None
Software/Licenses	Please refer to Table 2.1 below for the details of the gift card amounts.
Deliverables (New and Updated)	None
Schedule	None
Other	None

2.1 Work Order Hours / Fees

This Work Order is for the acquisition of gift cards provided to Customers who participated in User Centered Design (UCD) Interviews during the Fall of 2020 as set forth below:

Type	Description	Rate	Fees	Quantity	Amount
Fees	Up to One Hour Sessions	\$20.00	\$12.49	96	\$3,119.04
Fees	32 Gift Cards (one-time payment for Fall 2020 interviews)	\$105.00	\$33.91	32	\$4,445.12
Fees	1 Gift Card (one-time payment for Fall 2020 interview)	\$125.00	\$38.95	1	\$163.95

Type	Description	Rate	Fees	Quantity	Amount
Total					\$7,728.11
Remaining Balance of Unallocated Funds					\$4,992,271.89

2.2 Payment Schedule (If Applicable)

This Work Order utilizes the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Submission Date	Cost
07/14/21	Electronic Gift Cards for Customers, generated on 02/25/21 and 02/26/21	07/14/21	\$7,728.11

Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Submission Date
	None		

2.3 Consortium Responsibilities

Work	Work Description
None	

3.0 Work Order Approval

Approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Consortium Executive Director Signature		
Consortium Executive Director Name	John Boule	
Date		

4.0 Work Order Execution

IN WITNESS WHEREOF, the Consortium has caused this Work Order to be subscribed on behalf of the Consortium and Contractor has caused this Work Order to be subscribed on its behalf by its duly authorized officer, as indicated below.

DELOITTE CONSULTING LLP

Dated: _____

By: _____

Name: _____

Title: _____

CALSAWS CONSORTIUM

Dated: _____

By: _____
Michael Sylvester, Consortium Chair

By: _____
Kronick Moskowitz Tiedemann & Girard,
Consortium Legal Counsel

By: _____
John Boule, Consortium Executive
Director