



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

***Attachment 2 to Change Notice Number Twelve
(Statement of Work for Extended C-IV Post-
Deployment Support)***

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

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1. INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 2 to Change Notice Number Twelve to Exhibit X of the Amended, Restated and Revised Leader Replacement System Agreement for a California Statewide Automated Welfare System ("Agreement") the meaning of all terms used in this Attachment 2 shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Attachment 2 shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Attachment 2.

The California Statewide Automated Welfare System (CalSAWS) Consortium has requested Accenture to provide expanded post-deployment support services to the former 39 C-IV Counties ("C-IV Counties") via the deployment of a data-driven change framework comprised of Accenture change liaisons for additional County engagement and support. This effort includes the design, build, and implementation of a "County Health" dashboard that will be leveraged to identify support needs for the C-IV Counties and will be maintained and updated with County feedback.

1.1 SCHEDULE

The term of this Scope of Work ("SOW") shall commence on November 22, 2021 and continue through December 17, 2021.

2. SCOPE OF WORK

This section describes the Work that Accenture will perform under this SOW. Accenture will provide resources through December 17, 2021 to assist the Consortium with the following change enablement capabilities:

- Implement a data-driven approach and framework to identify post-deployment support needs for the C-IV Counties
- Develop and maintain a data repository of the key adoption metrics (e.g., training completion, survey assessment results) in Microsoft Excel format.

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- Develop a “California Heatmap” dashboard that will be hosted in Microsoft PowerPoint and encompass adoption metrics by County so that functional support needs may be identified and actioned
- Deploy Accenture change liaisons to engage Consortium Regional Managers and County Implementation Points of Contacts (“IPOCs”) to obtain their input regarding the C-IV Counties’ needs
- Develop training materials for the C-IV Counties to address the Counties’ knowledge gaps and help enable the Counties’ adoption of the CalSAWS solution. Training materials to be developed under this SOW include frequently asked questions (“FAQ”) documents, quick reference guides, and job aids
- Provide weekly reporting to CalSAWS Project leadership regarding the C-IV Counties’ progress on the above-mentioned key adoption metrics
- Provide post-deployment support for the C-IV Counties through December 17, 2021
- Develop and provide a final outcome change report by December 17, 2021, which will include recommendations for additional support areas for the C-IV Counties beyond December 17, 2021, as well as action plans to address open items that were assigned to the C-IV Counties during post-deployment support

This Statement of Work is based upon the following assumptions:

- The Accenture Change Enablement team will collaborate with the Consortium to determine and define the appropriate change metrics that will be used for creating the “County Health” dashboard that will be leveraged by the Consortium and Accenture Change Enablement team to provide support to the C-IV Counties with their adoption of the CalSAWS solution
- The Accenture change liaisons will visit with Counties on-site, as needed

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- This SOW does not include the development of new web-based trainings (“WBTs”) or online help pages, nor the update of existing CalSAWS WBTs and online help pages
- To increase the C-IV Counties’ adoption of the CalSAWS solution, the C-IV Counties will adhere to mutually agreed upon project milestones and due dates and participate in meetings required to deliver the Work under this SOW