



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

***Schedule 13 (Statement of Work for CalSAWS  
Imaging Project) to Exhibit X (CalSAWS  
Maintenance and Operations (“M&O”) Extension)***

***Inclusive of***

***Attachment 1 (Contractor Assumptions),  
Attachment 2 (CalSAWS Imaging Pricing  
Schedule), Attachment 3 (CalSAWS Imaging  
Functional Design Business Process Flows),  
Attachment 4 (CalSAWS Imaging  
Hardware/Software Specifications), Attachment 5  
(CalSAWS Imaging Solution Requirements)***

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

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## **1. INTRODUCTION AND OVERVIEW**

For the purposes of this Schedule 13 to 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 Schedule 13 shall have those meanings as set forth in the Agreement, unless otherwise specified herein. Furthermore, all Work performed pursuant to Schedule 13 shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this Schedule 13. Section 1 (Introduction and Overview) describes the scope of Work CONTRACTOR will perform for the design, development, test, and implementation of the CalSAWS imaging solution to support the 58 CalSAWS Counties ("CalSAWS Imaging Solution") and maintenance and operations ("M&O") associated with operating that solution for the CalSAWS System on a cloud-hosted architecture (collectively, the "CalSAWS Imaging Project").

The CalSAWS Imaging Project is anticipated to re-platform the C-IV system's existing Hyland Software ("Hyland") based imaging solution ("C-IV Imaging System") from its current "on premises" software and architecture to a CONSORTIUM/Hyland-provisioned Amazon Web Services ("AWS") cloud-hosted architecture, and modify that cloud-based solution to support the 58 CalSAWS Counties. The CalSAWS Imaging Project also includes modifications to the LRS System and the deployment of environments and services to support the CalSAWS Imaging Solution. Schedule 13 also includes Technical Infrastructure services and production operations services for maintenance and operations of the CalSAWS Imaging Solution on the CONSORTIUM/Hyland's AWS cloud-hosted architecture through the Agreement's Initial Term.

### **1.1 SCHEDULE**

The term of this Scope of Work ("SOW") shall commence on January 2, 2020 and continue through April 30, 2025.

## **2. SCOPE OF WORK**

This Section 2 describes the Work CONTRACTOR will perform under this SOW. Tasks 1 through 11 describe the Work CONTRACTOR will perform to design, develop, test, and implement the CalSAWS Imaging Solution. Task 12 describes the Work CONTRACTOR will perform for maintenance and operations of the CalSAWS Imaging Solution.

- 1. Task 1 – Project Management**
- 2. Task 2 – Design**
- 3. Task 3 – Application Development Build**
- 4. Task 4 – Technical Build**
- 5. Task 5 – Document Migration**
- 6. Task 6 – System Test**
- 7. Task 7 – System Deployment**
- 8. Task 8 – Change Management**
- 9. Task 9 – Training**
- 10. Task 10 – Enhanced Deployment Support**
- 11. Task 11 – Production Support**
- 12. Task 12 – Maintenance and Operations**

To accomplish the CalSAWS Imaging Project, CONTRACTOR will work collaboratively with key stakeholders, including Users, and State, Federal, and other external agencies as necessary.

### **2.1 TASK 1: PROJECT MANAGEMENT**

The Imaging Solution Delivery Manager is responsible for the day-to-day management of the design, development, testing, and maintenance and operations of the CalSAWS Imaging Project.

## **2.2 TASK 2: DESIGN**

The CONTRACTOR will create design documentation to address how the requirements for the CalSAWS Imaging Solution will be implemented in the LRS System. Designs for requirements will be attached to System Change Requests (“SCRs”) that will be implemented in the LRS System for the CalSAWS Imaging Project. The CONTRACTOR will:

- Create design documentation which includes the following:
  - CalSAWS Application Integration
    - Create designs for the business processes outlined in Attachment 3 (CalSAWS Imaging Functional Design Business Process Flows)
    - Define up to eighty (80) image buttons to be added and/or updated in the LRS System.
    - Define up to 120 security roles and groups for the CalSAWS Imaging Solution
    - Update the existing five (5) reports from the C-IV Imaging System to work with the CalSAWS Imaging Solution
    - Define solution and process for supporting the CalSAWS Imaging Solution and the LRS System’s electronic document management system (EDMS) for Los Angeles County simultaneously in the CalSAWS Application. This process is required to support both the CalSAWS Imaging Solution and the LRS EDMS in production until Los Angeles County has completed its cutover to the CalSAWS Imaging Solution
    - Document the data retention policies that are mutually agreed to for the CalSAWS System
    - Define a new page with the ability to generate a cover sheet with barcode information for multiple cases to allow multiple documents for different cases to be scanned in “multi-

case” mode. Additional information regarding the uses for “multi-case” mode is included in Attachment 3 (Imaging Functional Design Business Process Flows)

- Define web services for the CalSAWS Imaging System to perform the following:
  - Configure API gateway for imaging services’ endpoints
  - Look up case/barcode information from the CalSAWS System
  - Mark time sensitive documents as “received” in the CalSAWS System. The specific types of time sensitive documents are provided in Appendix A of Attachment 3 (Imaging Functional Design Business Process Flows)
  - Store images and metadata in the CalSAWS Imaging Solution’s document repository
  - Track electronic application or “e-application” number received from the Statewide self-service portal and mobile application
    - The e-application number will be stored as an additional metadata field for images
    - The CalSAWS System will send the imaging metadata with the case number to the CalSAWS Imaging System once a case is created within the CalSAWS System
  - Collect and transfer the following data to the CalSAWS System for task generation:
    - Document Type
    - Form Name
    - Case Information
    - Person Information

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- Program Override Flag
  - No Task Override Flag
  - No Change SAR 7 Flag
  - Image ID
  - Scanning User/Worker/Source
  - Applicable Date
  - Received Date
- Imaging Solution Configuration
  - Create designs for the business processes outlined in Attachment 3 (CalSAWS Imaging Functional Design Business Process Flows)
  - Define the following audit rules:
    - Indexing Value Change - User information for the User who made the change, the date the value was changed, and history of previous values will be preserved
    - Viewing Document - User information for the User who viewed the document and the date the document was viewed
    - Delete Document (soft delete) - User information for the User who deleted the document and the date the document was deleted. The Delete Document audit rule will be a soft deletion (i.e. certain administrators with the appropriate security rights for the CalSAWS Imaging Solution will be able to recover the document deleted by the User).
    - Searching - Retain user search criteria for a specified period of time.
  - Develop architecture diagrams that include:
    - Servers by environment
    - Network connectivity

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- Define Security Assertion Markup Language (SAML) specifications and document the configurations for the CalSAWS Imaging Solution’s security roles and groups
- Create a disaster recovery plan for the CalSAWS Imaging Solution
- Define Optical Character Recognition (“OCR”) and Intelligent Character Recognition (“ICR”) extractions. The OCR and ICR extractions will be defined based on the business process flows documented in Attachment 3 (Imaging Functional Design Business Process Flows)
- Define the following four (4) document categorization types:
  - CalSAWS System-generated Forms
    - Recognize the standard layout (e. g. header and footer) for system-generated forms
  - Person Specific Verification Documents
    - For up to seventy (70) individual forms; examples of person-specific documents are provided in Appendix B of Attachment 3 (Imaging Functional Design Business Process Flows)
  - County Forms
    - Read the form number from County forms per Step 5.1 of Section 1 (Capture and Indexing) of Attachment 3 (Imaging Functional Design Business Process Flows)
  - Returned Mail
    - Recognize envelope
- Work with representatives of the 58 CalSAWS Counties via the Consortium’s imaging committee to obtain confirmation and approval of the overall design. The Consortium’s imaging committee will approve the



overall design for the CalSAWS Imaging Solution. Build activities will commence following the committee and the Change Control Board's approvals of the design; approval by the CONSORTIUM's SCR Planning Group are not required for SCRs related to the CalSAWS Imaging Solution.

## **2.3 TASK 3: APPLICATION DEVELOPMENT BUILD**

### **2.3.1 Subtask: Batch**

The CONTRACTOR will update the thirty (30) existing CalSAWS batch jobs to support the following capabilities:

- Import into the CalSAWS Imaging Solution images that are uploaded from the following sources:
  - Statewide Mobile Application - Customer uploads an image/document to their case or an e-application via the Statewide mobile application. Documents will be viewable in the CalSAWS Imaging Solution near real time
  - Statewide Self-Service Portal - Customer uploads an image/document to their case or e-application through the portal. Documents to be viewable near real time
  - C-IV Self-Service Kiosk or "document upload kiosks" - Customer uploads an image/document to their case at a self-service kiosk. Images/documents uploaded by customers at a kiosk will continue to follow the C-IV system's self-service kiosk's existing ingestion model following implementation of the CalSAWS Imaging Solution
- Transfer/import images and minimal metadata from external entities, which are the CalHEERS System and the electronic inter county transfer process (eICT) for the CalWIN and LRS systems
- Perform near real time user synchronization with security rights

### **2.3.2 Subtask: Online**

The CONTRACTOR will update the CalSAWS Application's online pages to include the following based on the design documentation developed as part of Task 2 (Design):

- Add the image buttons and functionality for distributed documents
- Add security roles and groups
- Add and/or update web services
- Add new page for generating a cover sheet for multi-case scanning
- Add architecture and security to support the CalSAWS Imaging Solution and the LRS EDMS Solution simultaneously in the CalSAWS Application
- Add/update reports

## **2.4 TASK 4: TECHNICAL BUILD**

To accomplish the CalSAWS Imaging Project, the CONSORTIUM will procure software licenses, services for the technical build, and AWS cloud hosting services from Hyland for the CalSAWS Imaging Solution. It is expected the CONSORTIUM's purchase of the Hyland software licenses under the C-IV Agreement (from CONTRACTOR's affiliate, Proquire, LLC) will include cloud hosting services and the following: Hyland's services for configuring, building, testing, and implementing Hyland-provisioned environments; migration of the C-IV Imaging System's on-premises database to the AWS cloud environment; conversion of that database to Microsoft SQL Server; upgrading the CONSORTIUM's current Hyland software licensing; assisting the CONTRACTOR with the capture profile configuration and setup, the configuration and training of the document classifications, and the document migration export and import processes. This Schedule 13 does not include any services from Hyland for the CalSAWS Imaging Project; the CONSORTIUM will enter into an agreement with Hyland for its purchase of the Hyland software

licenses to obtain Hyland services that are required for the CalSAWS Imaging Project.

The CONTRACTOR will perform activities to support the CONSORTIUM/Hyland with its execution of these tasks, as further described below.

#### **2.4.1 Subtask: Hyland Global Cloud Services Configuration**

The CONTRACTOR will assist Hyland with its completion of the following:

- Provide Hyland with the current configuration settings and files for import into the new environments for the CalSAWS Imaging Solution
- Review Hyland's configuration plan
- Confirm configurations were imported based on Hyland's configuration plan
- Complete regression test on each of the environments

#### **2.4.2 Subtask: Database Conversion**

The CONTRACTOR shall assist Hyland in the following:

- Prepare and copy the existing on-premises database to the Hyland-provided AWS cloud environment
- Review Hyland's database conversion plan
- Assist Hyland with its conversion of the C-IV Imaging System's database from Oracle to Microsoft SQL Server, including:
  - Provision storage
  - Coordinate timing of cutover
  - Assist with optimization of conversion scripts

- Execute regression tests on each of the environments for the CalSAWS Imaging Solution

#### **2.4.3 Subtask: Migration to Integration Server**

Prior to the 39 C-IV Counties' go-live on the CalSAWS Imaging Solution, the CONTRACTOR will migrate the C-IV document import and export processes to the Hyland-provisioned integration server on the existing on-premise platform. The CONTRACTOR will complete the following:

- Provision an integration server in the C-IV Imaging System's existing environments
- Update the C-IV imaging web service APIs from Message Agent (SOAP) to Integration Server (RESTful)
- Cutover from Message Agent to Integration Server
- Execute regression tests on each of the environments for the CalSAWS Imaging Solution

#### **2.4.4 Subtask: Hyland Software Upgrade**

The CONTRACTOR will assist Hyland with the following:

- Execute end-to-end testing on each of the environments for the CalSAWS Imaging Solution

#### **2.4.5 Subtask: Environment Build Out**

The CONTRACTOR will assist Hyland with its execution of the following:

- Complete end-to-end testing of the following environments:
  - Conversion (Up to four (4) environments)
  - Assembly Test (Up to two (2) environments)
  - System Test (Up to four (4) environments)

- User Acceptance Test (Up to one (1) environment)
- Training (Up to one (1) environment)
- Staging (Up to one (1) environment)
- Production (Up to one (1) environment)
- Disaster Recovery (Up to one (1) environment)

#### **2.4.6 Subtask: Capture Profiles**

The CONTRACTOR will setup and configure the following document capture profiles based on the business process flows documented in Attachment 3 (Imaging Functional Design Business Process Flows). Single Case

- Multi-Case
- Virtual Print
- Returned Mail
- Other County Documents
  - Adoptions (Adoption Assistance Program or AAP)
  - Adult Aging Services (In Home Supportive Services or IHSS)
  - Child Welfare Services
  - Quality Assurance/Quality Control (QA/QC)
- Resource Data Bank
- Special Investigations Unit
- Hearings

Hyland will create the multi-case capture profile, train the CONTRACTOR staff on this process, and assist the CONTRACTOR with the setup and configuration of the remaining profiles.

#### **2.4.7 Subtask: Configure and Train Document Classification**

The CONTRACTOR will setup and configure the following based on the design documentation developed as part of Task 2 (Design). Hyland is expected to create installation/configuration instructions to support CONTRACTOR's execution of the tasks below, train the CONTRACTOR staff on the installation/configuration instructions, and assist the CONTRACTOR with the execution of the following tasks:

- Configure and train the document classification component
- Configure the validation thresholds of automatically categorized documents on a form-by-form basis
- Create and configure quality assurance queues
- Create and configure the security groups
- Complete assembly test of the document classification configuration and training

### **2.5 TASK 5: DOCUMENT MIGRATION**

#### **2.5.1 Subtask: Document Migration Export**

The CONTRACTOR will create a Document Migration Export Plan that will outline the process, approach for exporting documents, and timeline for completing the export of documents from the C-IV system's current imaging solution. The CONTRACTOR is only responsible for exporting documents from the C-IV Imaging System. Los Angeles County and the CalWIN counties will be responsible for exporting doc-

uments from their respective imaging systems and providing those documents to CONTRACTOR for importing into the CalSAWS Imaging Solution.

The CONTRACTOR will perform the following tasks to support the document migration export process:

- Perform test exports to confirm methodology and finalize the plan
- Define and provide standardized file types, sizes, and metadata formats required for Los Angeles County and the CalWIN Counties' export of documents from their respective imaging systems
- Execute test scripts for exporting documents from the C-IV Imaging System and the documents' metadata
- Create and store metadata and file information for documents exported from the C-IV Imaging Solution as a manifest, and compare such metadata and file information against the manifest
- Facilitate ongoing discussions with the CalWIN Counties, the CalWIN Counties' document export vendors, CONSORTIUM, and Hyland regarding the document migration export process through the CalWIN Counties' cutover to the CalSAWS Imaging Solution
- Validate the CalWIN Counties' process for document migration export and export scripts and assist the CalWIN Counties with troubleshooting issues that may arise during the document migration export process
- Document lessons learned from each County's document migration export process and communicate such lessons learned to Counties with upcoming cutovers

Hyland is expected to perform the following tasks to support the document migration export process:

- Assist the CONTRACTOR with performing test exports to confirm methodology and finalize the Document Migration Export Plan
- Develop test scripts for exporting documents and those documents' metadata from the C-IV Imaging System
- Assist the CONTRACTOR with the document migration export process for the C-IV Imaging System

### **2.5.2 Subtask: Document Migration Import**

The CONTRACTOR will create a Document Migration Import Plan that will outline the process, approach, and timeline for completing the import of documents into the CalSAWS Imaging System. The CONTRACTOR will import documents exported from the C-IV, LRS, and CalWIN systems' respective imaging systems into the CalSAWS Imaging System.

The CONTRACTOR will perform the following tasks:

- Perform test imports to confirm methodology and finalize the Document Migration Import Plan
- Build and test batch jobs for importing documents and their respective metadata
- Create and store imported documents' metadata and file information as a manifest, and compare such metadata and file information against the manifest
- Facilitate ongoing discussions with the CalWIN Counties, the CalWIN Counties' document export vendors, CONSORTIUM, and Hyland regarding the document migration import process through the CalWIN Counties' cutover to the CalSAWS Imaging Solution
- Validate the results of Hyland's import of the CalWIN Counties' documents into the CalSAWS System and work with the CalWIN



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Counties’ to assist with the resolution of issues that may arise during the document migration import process

- Document lessons learned from each County’s document migration import process and communicate such lessons learned to Counties with upcoming cutovers
- Import Merced County’s Public Guardian drawer as “read only”
  - This drawer is only for Merced County; access to that drawer will be limited to Merced County staff.
- Schedule initial and subsequent data imports through each of the following eight (8) go-live dates for the 58 CalSAWS Counties’ cut-overs to the CalSAWS Imaging Solution:
  1. C-IV (39 Counties) – September 2021
  2. LRS (Los Angeles County) – April 2022
  3. CalWIN Wave 1 – October 2022
  4. CalWIN Wave 2 – February 2023
  5. CalWIN Wave 3 – April 2023
  6. CalWIN Wave 4 – June 2023
  7. CalWIN Wave 5 – August 2023
  8. CalWIN Wave 6 – October 2023
- Perform User Acceptance Testing (UAT), converted data testing, and end-to-end integration testing to confirm images are imported into the expected image repository with the appropriate metadata, and perform converted data validation with the Counties prior to their go-live dates on the CalSAWS Imaging Solution.

Hyland is expected to perform the following tasks:

- Assist the CONTRACTOR with performing test imports to confirm methodology and finalize the Document Migration Import Plan

- Build scripts for importing documents and their respective metadata
- Assist the CONTRACTOR with the document migration import process

## **2.6 TASK 6: SYSTEM TEST**

The CONTRACTOR will execute system and performance testing of SCRs for implementing requirements for the CalSAWS Imaging Solution. The activities associated with system testing and performance testing are:

### **2.6.1 Subtask: Design and Execute Test Plan**

The CONTRACTOR will develop and execute an end-to-end test of the CalSAWS Imaging Solution which will include the following components:

- Capture
  - Single Case
  - Multi-Case
  - Virtual Print
  - Returned Mail
  - Other County Documents
    - Adoptions (AAP)
    - Adult Aging Services (IHSS)
    - Child Welfare Services
    - Quality Assurance/Quality Control (QA/QC)
  - Resource Data Bank
  - Special Investigations Unit
  - Hearings
- Retrieval

- Indexing
- Routing
- Error checking/quality assurance queues
- ICT
- Validation Thresholds
- Document Classification
- Auditing
- Reports
- Execute Test plan

#### **2.6.2 Subtask: Design Performance Test Plan**

The CONTRACTOR will assist Hyland with its creation of a performance test plan to be executed by Hyland. The following items will be included in the performance test plan:

- Identify key performance indicators
- Create baseline estimates of transaction volumes and system size for performance testing
- Set measurable targets for performance indicators including:
  - Resource availability
  - Capacity
  - Throughput
  - Reliability
  - Scalability

### **2.7 TASK 7: SYSTEM DEPLOYMENT**

The CONTRACTOR will perform the following activities to support deployment of the CalSAWS Imaging Solution:

- Perform click-throughs of the CalSAWS Imaging application in the Hyland-hosted environments prior to deployment
- Configure external DNS server to enable County access to the CalSAWS Imaging Solution’s environments
- Deploy Production Imaging System for each of the eight (8) waves prior to go-live:
  - C-IV (39 Counties) – September 2021
  - LRS (Los Angeles County) – April 2022
  - CalWIN Wave 1 – October 2022
  - CalWIN Wave 2 – February 2023
  - CalWIN Wave 3 – April 2023
  - CalWIN Wave 4 – June 2023
  - CalWIN Wave 5 – August 2023
  - CalWIN Wave 6 – October 2023

## **2.8 TASK 8: CHANGE MANAGEMENT**

The CONTRACTOR will create a Change Management Plan for the C-IV Counties and Los Angeles County to outline the process, communications, and timeline for performing this task. This will include the following activities:

- Conduct and document the overall Change Management Plan including:
  - Key business process changes
  - Stakeholder mapping/analysis
  - County visits, workshops, and road shows
  - Readiness assessment
  - Communication strategies (e.g. webcasts, CalSAWS Information Transmittals or “CITs”)

## **2.9 TASK 9: TRAINING**

The CONTRACTOR will be responsible for developing a Training Plan to outline the training processes, communication methods, and timelines required to support implementation of the CalSAWS Imaging Solution. The CONTRACTOR will perform the following activities:

- The CONTRACTOR shall create Web-based Trainings (“WBTs”) to train the 39 C-IV Counties and Los Angeles County on the CalSAWS Imaging Solution. The CONTRACTOR shall design, build, test, and deploy up to five (5) WBTs that each have up to one hour of play time, on the CalSAWS Imaging Solution. The CONSORTIUM will be responsible for performing functional peer reviews for those WBTs prior to their deployment into the CONSORTIUM’s learning management system (“LMS”).
- The CONTRACTOR shall create up to five (5) job aids on the CalSAWS Imaging Solution. The CONSORTIUM will be responsible for performing functional peer reviews for those job aids prior to their deployment into the CalSAWS System’s online help.
- The CONTRACTOR shall create up to five (5) online help pages in the CalSAWS System that will guide users through the CalSAWS Imaging Solution.
- The CONTRACTOR shall plan, host, and execute four (4) one-week Train-the-Trainer (“TTT”) sessions. The CONTRACTOR shall provide instructor led training (“ILT”) materials such as training guides and tips for County instructors/trainers.

## **2.10 TASK 10: ENHANCED DEPLOYMENT SUPPORT**

The CONTRACTOR will provide four (4) weeks of enhanced deployment support following each of the eight (8) go-live waves. The following activities are included in this Task:

- Provide up to two (2) additional staff to:

- Help support, triage, and resolve Level 3 tickets from users across the 58 CalSAWS counties
- Provide support to the implementation support staff who are deployed in the Consortium County locations
- Capture and document lessons learned from each go-live for use in future deployments

## **2.11 TASK 11: PRODUCTION SUPPORT**

The CONTRACTOR will provide production support for the CalSAWS Imaging Solution and the related CalSAWS application changes after the first go-live. This will include the following activities:

- Provide Level 3 support for the CalSAWS Imaging Solution to triage and resolve tickets
- Provide environment support for the CalSAWS Imaging Solution’s environments listed in Section 2.4.5
- Monitor availability and performance, which includes verifying components work in accordance with approved designs and meet requirements needed to support development and production activities
- Document and resolve system investigation requests (SIRs)
- Document and implement system change requests (SCRs)

## **2.12 TASK 12: MAINTENANCE AND OPERATIONS**

### **2.12.1 Subtask: Technical Infrastructure**

CONTRACTOR will provide Technical Infrastructure services for technology support and administration required for maintaining and operating the CalSAWS Imaging Solution, pursuant to tab ‘3b. Prod Ops – Tech Inf’ of Attachment 2 (CalSAWS Imaging Pricing Schedule). Staffing levels, hours, and rates for Technical Infrastructure services are defined in Attachment 2 (CalSAWS Imaging Pricing Schedules).

- **Production Operations Support Imaging System Support**

The CONTRACTOR will perform the following activities to support the CalSAWS Imaging Solution and accompanying third-party manufacturer Hardware and Software following production deployment of the CalSAWS Imaging Solution for the first go-live wave.

- Provide Level 3 support for the CalSAWS Imaging Solution:
  - Troubleshoot and resolve tickets
  - Work with Level 1 support staff to coordinate the resolution of tickets
  - Perform regular maintenance tasks and upgrades within the CalSAWS Imaging Solution:
    - Assist Hyland with installing and configuring software updates and patches
    - Monitor production and development infrastructure
    - Monitor the CalSAWS Imaging Solution's application
  - Monitor batch jobs related to the CalSAWS Imaging Solution

- **Imaging Development Support**

The CONTRACTOR will perform the following activities to support CalSAWS Application changes for the CalSAWS Imaging Solution and accompanying third-party manufacturer Hardware and Software following production deployment of the CalSAWS Imaging Solution for the first go-live wave.

- Provide Level 3 support for the CalSAWS Application change for the CalSAWS Imaging Solution:
  - Troubleshoot and resolve tickets
  - Work with Level 1 support staff to coordinate the resolution of tickets
- Plan, document, and report the status of request for modifications to the CalSAWS Imaging Solution via SCRs
- Deploy SCRs for the CalSAWS Imaging Solution using the standard release management process documented in the CalSAWS M&E Service Plan Deliverable to be developed under the scope of Exhibit X (CalSAWS Maintenance and Operations (M&O) Extension)

#### **2.12.2 Subtask: Production Operations**

Production Operations services are required for maintaining and operating the CalSAWS Imaging Solution following its production deployment for the first go-live wave. CONTRACTOR will provide Production Operations services for administration of the Wide Area Network and production operations support, which are further described below.

- **Wide Area Network (WAN) Administration**

CONTRACTOR will provide administration of the Wide Area Network, which is comprised of telecommunications services, required for maintenance and operations of the CalSAWS Imaging Solution. The telecommunication services will provide a dedicated network connection between the CalSAWS exchanges and CONSORTIUM/Hyland's instance of the AWS Cloud where the environments for the CalSAWS Imaging Solution will be hosted.



**3. ATTACHMENT 1 CONTRACTOR ASSUMPTIONS**

Attachment 1 attached hereto includes CONTRACTOR assumptions associated with the delivery, maintenance, and operations of the CalSAWS Imaging Solution. CONTRACTOR's performance of the CalSAWS Imaging Project, at the pricing included in Attachment 2 (CalSAWS Imaging Pricing Schedule), is dependent on the assumptions in Attachment 1, this SOW, and the CalSAWS M&O Extension. In the event the assumptions are incomplete or inaccurate, the Parties will enter into an appropriate Amendment to the CalSAWS M&O Extension for such Work to address any incremental prices or timeline changes incurred by CONTRACTOR or in connection with such Work.

**4. ATTACHMENT 2 CALSAWS IMAGING PRICING SCHEDULE**

Attachment 2, CalSAWS Imaging Pricing Schedule, attached hereto includes the CONTRACTOR payments for the CalSAWS Imaging Project.

CONTRACTOR will invoice Work for Technical Infrastructure services on a time and materials basis. Actual hours worked for such services will be invoiced at contracted rates up to the maximum for each State Fiscal Year, as calculated in the CalSAWS M&O Pricing Schedules. The hourly rates for Technical Infrastructure services are included in the CalSAWS Imaging Pricing Schedules.

**5. ATTACHMENT 3 CALSAWS IMAGING FUNCTIONAL DESIGN  
BUSINESS PROCESS FLOWS**

Attachment 3 attached hereto, provides an outline of the estimated processes to be implemented as part of the CalSAWS Imaging Project. This documentation will serve as an input into the design documentation that will address how the requirements for the CalSAWS Imaging Solution will be implemented.

**6. ATTACHMENT 4 CALSAWS IMAGING HARDWARE/SOFTWARE  
SPECIFICATIONS**

Attachment 4 attached hereto outlines hardware and software/licensing required for the execution of the CalSAWS Imaging Project. This Attachment 4 will be

used as the basis of the Hardware and Software price that will be amended into the Agreement for the CONSORTIUM's purchase of Hardware, Software, Hardware Support, and Software Support from Proquire for the CalSAWS Imaging Project. As changes become necessary or refinements are developed, these will be discussed with the CONSORTIUM. As outlined in Attachment 1, Contractor Assumptions, the CONSORTIUM must make the hardware and software/licensing identified in Attachment 4 available to support the delivery of the CalSAWS Imaging Solution. Delays in making such hardware and software/licensing available will delay the delivery of the CalSAWS Imaging Solution and, in turn, delay the projected completion date.

**7. ATTACHMENT 5 REQUIREMENTS FOR CALSAWS IMAGING SOLUTION**

Attachment 5 attached hereto includes the CONSORTIUM's requirements for the CalSAWS Imaging Solution, upon which this Statement of Work and the pricing is based. If modifications to the requirements are requested, the Parties will enter into an appropriate Amendment to the CalSAWS M&O Extension for such Work to address any incremental costs prices or timeline changes incurred by CONTRACTOR or in connection with such Work.