



Change Order No. 6 – Work Order 14: Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey QA SOW

Purpose

The purpose of Change Order No. 6 – Work Order 14 is to outline the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) reviews of the Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey Design, Development, and Implementation (DD&I) work products, deliverables, services, and testing.

Scope

ClearBest will conduct quality reviews of the delivered Cal-OAR Modifications and Client Satisfaction Survey work products, services, and test outcomes and report findings monthly via Monthly Status reports. The scope of this effort includes:

1. Participation in meetings, discussions, and walkthroughs pertaining to Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey deliverables, work products, and milestones.
2. Development of **DEL #1 - QA Monthly Status and Test Report (Cal-OAR Mods & Survey)** on the QA activities, findings, recommendations, issues, risks, mitigation strategies, and outcomes from the assessment of Accenture's:
 - General and technical design, including participation in design discussions with State sponsors, the Consortium, development of System Change Requests (SCRs), and review and approval of SCRs via Change Control Board process
 - Developed enhancements
 - Testing of enhancements
 - Updates to job aids, online help, and web-based training
 - Management of the enhancement process from concept/design through implementation

Creation of QA assessment reports will be based on our approved approach and methodology identified in the ClearBest Deliverable #05 – DD&I Deliverable Review and Assessment Plan. To support the nature of the milestone-based SOWs, the reports will be included as appendices in the QA Monthly Status Report (Cal-OAR Mods & Survey).

3. Reporting on QA findings at the CalSAWS Weekly Status Meetings, Project Steering Committee (PSC), Joint Powers Authority (JPA) Board Meetings, and other stakeholder meetings as required.

Staffing and Cost

To perform the QA Assessments of the Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey work products/deliverables as outlined above, ClearBest is assigning two (2) part-time QA Business Analyst/Testers. The estimated effort for the Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey DD&I Statement of Work, which



will be reported via the **Deliverable #1 – QA Monthly Status Report (Cal-OAR Mods & Survey)** is as follows:

| QA STAFF ROLE | MONTHS | HOURS | RATE | COST |
|----------------------------|--------|-------|-------|----------|
| QA Business Analyst/Tester | 3 | 424 | \$114 | \$48,336 |
| QA Business Analyst/Tester | 3 | 310 | \$114 | \$35,340 |
| Total Cost | | 734 | | \$83,676 |

Costs by SFY

The cost schedules to support the Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey DD&I QA Services have been incorporated into the Quality Assurance Project Cost Schedules and are attached. The following provides the costs only by SFY:

| DELIVERABLE | SFY 22/23 |
|--|-----------|
| DEL #1 – QA Monthly Status and Test Report (Cal-OAR Mods & Survey) | \$83,676 |
| Total | \$83,676 |

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