

CalSAWS

AMENDED, RESTATED AND REVISED LEADER REPLACEMENT SYSTEM AGREEMENT

Exhibit G (Estimates, Quantities, and Assumptions)

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

ESTIMATES, QUANTITIES, AND ASSUMPTIONS

Consistent with CONTRACTOR's obligation to comply with all Specifications in the Agreement, the following estimates, quantities, and assumptions will apply:

I. Project Approach Assumptions

- A. The LRS design will be considered "frozen" at the conclusion of Functional Design (Task 6). However, the proposal contains additional work hours for anticipated, but currently unidentified regulatory, administrative or legal changes that occur during LRS development after the LRS design is frozen, but prior to the start of Phase 2 (Performance Verification Phase) M&E Services. Twenty-thousand (20,000) work hours are included in the proposal (at no additional cost to the CONSORTIUM), associated with applying regulatory, administrative or legal changes to the LRS, per CONSORTIUM's instructions. If additional Work in excess of twenty-thousand (20,000) hours is required during Phase I (Design/Development/Implementation Phase), Phase 2 (Performance Verification Phase) or Phase 3 (Operational Phase) that is added by Amendment and explicitly identified as Regulatory & Administrative Change Budget Services, such work will be invoiced and paid for per Section 9.12 (Invoices and Payment for Regulatory & Administrative Change Budget Services) of this Agreement. If all 20,000 hours are not used to accommodate regulatory, administrative or legal changes that occur prior to the start of Phase 2 (Performance Verification Phase), CONTRACTOR shall use the remaining hours, as mutually agreed upon by CONSORTIUM and CONTRACTOR, to address other CONSORTIUM needs and requirements.
- B. CONSORTIUM will develop the User Acceptance Test (UAT) scenarios based on CONTRACTOR's UAT plan, and CONSORTIUM will provide sufficient UAT testers to complete the UAT test according to the schedule in the CONSORTIUM-approved PCD.
- C. CONSORTIUM will participate in monitoring LRS Project issues and schedule metrics on a weekly basis, and will escalate issues within its organization at a time and in a manner that supports the LRS Project schedule.

II. Functional Assumptions

- A. The current thirteen (13) threshold languages are English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese, Hmong, Lao, Arabic, and Farsi. CONSORTIUM will provide all translations.
- B. The LRS shall have English language Web pages and have links to generated client correspondence in the threshold languages.
- C. The CONSORTIUM's Interactive Voice Response (IVR) solution will transmit structured data or utilize database procedure calls to update participant data in LRS. IVR scripts are not within the scope of this Agreement.
- D. The maximum number of cases transferred in a single automated mass transfer request is the total number of cases of a particular Local Office Site.
- E. SCI is the system of record for determining prior contact with other welfare agencies throughout the State.
- F. For automated case assignment, the LRS shall assign cases based on address of participant, location of the worker, caseload, aid program, language, case type (e.g., Medi-Cal only and Medi-Cal combined with other programs), special indicators, and intake or approved case. The LRS shall accommodate up to three (3) additional criteria to assign cases to workers.
- G. The implementation of a Public Key Infrastructure (PKI) to issue and manage digital certificates is out-of-scope of the LRS and CONTRACTOR's services. The LRS shall use Secure File Transfer Protocol for transmission of external interface files and Hyper Text Transfer Protocol Secure for transmission of confidential data for any e-Government applications.
- H. CONSORTIUM will provide the Document Management System (DMS) for storage and management of documents. The LRS shall interface with the DMS.
- I. The LRS shall provide Telecommunications Device for the Deaf (TDD) interfaces, and CONTRACTOR will not provide (TDD) infrastructure and connectivity for CONSORTIUM-specified users.
- J. The LRS shall be capable of interfacing to various services, including e-mail, fax, telephone messaging, and text messaging devices, and CONSORTIUM will provide messaging gateways to support the LRS interface with these types of services.
- K. The implemented LRS baseline growth assumption for each of caseloads and Users (excluding Users who are applicants and participants accessing the LRS via the Internet) is five percent (5%) compounded annually. The baseline shall be determined at the end of Phase 2 (Performance Verification Phase).
- L. The implemented LRS baseline growth assumption for each of print volumes and mail volumes is two point one percent (2.1%) compounded annually in the Initial Term and one point five percent (1.5%) compounded annually in any Extended Term. The baseline print and mail volume is specified in the following table:

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LRS Print & Mail Volumes				
Contract Year	Time Period	Annual Baseline Print Volume	Annual Print Volume Growth Factor	
CY 4	1/1/2014 to 12/31/2014	21,356,555	N/A	
CY 4	Contingency 1/1 to 12/31/2014	9,000,000	N/A	
CY 5	1/1/2015 to 12/31/2015	58,146,779	2.10%	
CY 6	1/1/2016 to 12/31/2016	59,367,861	2.10%	
CY 7	1/1/2017 to 12/31/2017	60,614,587	2.10%	
CY 8	1/1/2019 to 12/31/2019	61,887,493	2.10%	
CY 9	1/1/2019 to 12/31/2019	63,187,130	2.10%	
CY 10	1/1/2020 to 12/31/2020	64,514,060	2.10%	
CY 11	1/1/2021 to 12/31/2021	65,868,855	2.10%	
CY 12	1/1/2022 to 12/31/2022	66,856,888	1.50%	
CY 13	1/1/2023 to 12/31/2023	67,859,741	1.50%	
CY 14	1/1/2024 to 12/31/2024	68,877,637	1.50%	
Total Base Contract		454,943,320		
Total Option Years		203,594,267		
Total All Years		658,537,586		

M. The Backup Print Facility may be located in Las Vegas, Nevada. The Backup Print Facility shall meet CONSORTIUM requirements for physical security, including 24-hour security officers, video surveillance with taping capabilities, a secure loading area, and on-site shredding capabilities, only during the times when the Backup Print Facility is in operation to provide services for LRS.

III. Implementation Assumptions

- A. CONTRACTOR shall provide implementation support for a total of fourteen-thousand five-hundred (14,500) Users.
- B. In offices where there are fewer than fifty (50) Users, but twenty (20) or more Users, CONTRACTOR shall provide a support person in that office. For offices where there are: (i) less than twenty (20); or (ii) more than fifty (50), but the increment is less than twenty (20) (such as 52, 63, 69, etc.), CONTRACTOR may provide shared support from another office that is supporting less than fifty (50) Users.
- C. CONSORTIUM will designate Local Office Site staff as “Coaches” or “Super Users” for the LRS implementation period to be available during the 30-day support periods after rollout in each Local Office Site.

IV. Training Assumptions

- A. Total LRS Users to be trained for Phase 1 (Design/Development/Implementation Phase) is sixteen-thousand five- hundred (16,500).
- B. Included in the sixteen-thousand five- hundred (16,500) User count are the following general and specialized training:
 - General Training for CONSORTIUM-specified Users (Classroom Training): Total One-Thousand Three-hundred Twenty-Five (1,325)
 - Employees unable to effectively use e-Learning: Eight-Hundred Twenty-Five (825)
 - Security administrators: One-Hundred Ten (110)
 - Management personnel administrators: One-Hundred Ten (110)
 - Case Review – Trouble shooting and Help Desk staff: One-Hundred Twenty (120)
 - Local office technical support: One-Hundred Ten (110)
 - Pre-training of CONSORTIUM staff to facilitate interactive video-conferencing: Fifty (50)
 - Specialized Training for CONSORTIUM-specified groups shall occur at the LRS Project Office classroom during Phase 1 (Design/Development/Implementation Phase): Total One Hundred Twenty-Five (125):
 - Automated Regression Test training: Ten (10)
 - UAT Training: Thirty-Five (35)
 - Internal processes for System Notification & Alerts: Twenty (20)
 - e-Learning Training tools: Twenty (20)
 - Performance Monitoring Tools: Ten (10)
 - Knowledge Base software training for Policy Staff: Thirty (30)
- C. CONSORTIUM will provide classrooms for the General Training for approximately one-thousand three-hundred twenty-five (1,325) CONSORTIUM-specified Users, to train these Users in the four (4) weeks prior to each rollout group for the eight (8) month rollout.
- D. The number of licenses provided by the CONTRACTOR for the CONSORTIUM to utilize the LMS solution shall support sixteen-thousand five- hundred (16,500) Users.
- E. CONTRACTOR shall establish courses and schedules, load classroom locations for ILT courses, and load Users into the LMS. CONSORTIUM will register Users for their courses.
- F. CONTRACTOR shall provide refresher ILT to Users when there is a delay of more than fourteen (14) days between completion of their training and their start of using the LRS, and such delay is caused or requested by CONTRACTOR.
- G. CONSORTIUM will be responsible for connectivity (network, equipment, etc.) to provide access via the Internet for e-Learning training on the CONSORTIUM's side of the Gateway prior to production use of the LRS. After the LRS is installed, CONSORTIUM trainees can access e-Learning training through the LRS.
- H. CONSORTIUM will be responsible for training, other than specialized training, after Phase 1 (Design/Development/Implementation Phase) unless done pursuant to an M&E Request. CONTRACTOR shall continue to be responsible for specialized training during Phase 2 (Performance Verification Phase) and Phase 3 (Operational Phase), as specified in Exhibit A (Statement of Work).

V. Conversion and Interface Assumptions

- A. CONSORTIUM will provide functional and technical expertise for each of the legacy systems involved in the LRS conversion.
- B. CONSORTIUM will provide source files from each of the legacy systems involved in the LRS conversion as set forth in the PCD.
- C. CONSORTIUM will provide summary and detailed reports to assist CONTRACTOR in reconciling extract files to their corresponding Legacy Production Data Sources. Summary level reports include record counts to verify that the total records extracted are consistent with the total records matching the extract criteria. Detailed reports include record identifiers and exception reason codes for any record that failed to be included in the extract file. CONSORTIUM will also assist CONTRACTOR with CONTRACTOR's data verification efforts.
- D. CONSORTIUM will be responsible for performing data entry activities in legacy systems related to manual data conversion required for the LRS CONSORTIUM wide Implementation, as set forth in the PCD.
- E. The LRS is the system of record for converted offices for CONSORTIUM wide benefit issuance functions (e.g., EBT, Warrant Print, Direct Deposit) starting with the Pilot phase.
- F. The proposed development approach assumes that the LEADER system has an interface to the CONSORTIUM's Collections Accounts Receivable System (CARS).

VI. M&O/M&E Assumptions

- A. CONSORTIUM will provide business/policy support for requirements definition, functional design review, and User Acceptance Test.
- B. CONSORTIUM will maintain its support organization to record, diagnose, and triage issues that arise from the User community consisting of:
 - i. CONSORTIUM Information Technology Technical Support Analysts and Local Security Officers
 - ii. CONSORTIUM Helpdesk
 - iii. CONSORTIUM Project Staff
- C. M&E Services will be a maximum of 96,000 hours per year.
- D. CONTRACTOR shall collaborate with CONSORTIUM to prioritize and approve Commercially Available Software releases and patches. Commercially Available Software releases and patches will be applied according to the agreed priority, using the release management procedures associated with the specific priority.
- E. CONTRACTOR shall provide interface support for the inputs and outputs to the LRS. CONTRACTOR shall work with interface partners to resolve any interface support issues. CONSORTIUM will arrange, facilitate and monitor interaction with external agencies, departments, contractors and any other interface partners according to the requirements of the schedule set forth in the PCD. When necessary, CONSORTIUM will escalate issues to the appropriate authority.
- F. Non-production processing environments will have redundant, high availability capabilities. LRS performance requirements for production environment will not apply to non-production environments.
- G. For print services, CONTRACTOR will supply all paper and CONSORTIUM will supply all envelopes and warrant stock.

VII. Workshare

Consistent with CONSORTIUM's obligations under applicable federal and State laws, and CONSORTIUM laws, policies, and applicable contracts, including union contracts and civil service rules, CONSORTIUM will perform the obligations set forth below.

- A. CONSORTIUM will provide qualified CONSORTIUM personnel and resources to perform certain tasks and activities during Phase 1 (Design/Development/Implementation Phase), as generally described in the table set forth below (referred to herein as "Work Share"). CONSORTIUM's Work Share and its relationship to CONTRACTOR's Work, and qualifications of CONSORTIUM personnel performing Work Share, shall be more specifically defined and described in the PCD.

Role Description	Approximate # of FTE CONSORTIUM Personnel	Estimated Project Start/End Month	Estimated Work Effort (Hours)
LRS System Test Planning, Preparation, and Execution	3-4	Month 19 to 33	8,960
Conversion Design, Build, Test, Data Mapping, Reconciliation Mock Conversion, and Deployment	4	Month 11 to 48	21,760
Training Development and Delivery	4	Month 12 to 29	10,560
Implementation Planning, Preparation, and Post Implementation Support	10	Month 33 to 48	9,120
Total			50,400

- B. CONSORTIUM Work Share personnel will be responsible for completing tasks and activities as agreed between CONSORTIUM and CONTRACTOR as more specifically defined and described in the PCD. CONSORTIUM Work Share personnel will collaborate with CONTRACTOR for tasks and activities to be performed by CONSORTIUM and under the guidance of CONTRACTOR. However, as set forth in Subparagraph 15.1 of the Agreement, CONSORTIUM personnel are not, and shall not be construed to be, CONTRACTOR employees or agents.

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- C. In the event of a vacancy in a CONSORTIUM Work Share position CONSORTIUM will provide qualified replacement personnel within ten (10) Working Days of the vacancy. If, however, a replacement will not be provided within such period, CONSORTIUM will give notice to CONTRACTOR, and CONSORTIUM will work with CONTRACTOR on a mutually agreeable transition plan so as to provide a qualified replacement and project continuity, subject to CONTRACTOR's rights under Subparagraph 5.4 (Estimates, Quantities, and Assumptions).
- D. If CONTRACTOR reasonably believes that any CONSORTIUM Work Share personnel either is not devoting sufficient time or attention to performing the assigned Work Share tasks or activities, or does not possess or exhibit the appropriate qualifications or skills for the performance of such Work Share tasks or activities, CONTRACTOR shall notify CONSORTIUM in writing. Upon receiving such written notice from CONTRACTOR, CONSORTIUM will determine whether CONSORTIUM Work Share personnel should be replaced. If CONSORTIUM determines that such Work Share personnel should be replaced, CONSORTIUM will provide qualified replacement personnel within ten (10) Working Days.
- E. To the extent that CONSORTIUM does not perform its Work Share obligations described herein, CONTRACTOR may exercise its rights under Subparagraph 5.4 (Estimates, Quantities, and Assumptions).

VIII. Other Assumptions

- A. CONSORTIUM has obtained and shall maintain in effect during the term of the Agreement all material licenses, permits, registrations, accreditations, and certificates required by all federal, state, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures which are applicable to its obligations under the Agreement. However, any failure by CONSORTIUM to comply with such requirements shall not relieve CONTRACTOR of its obligations to fully perform under the Agreement, to the extent permitted by law.
- B. CONSORTIUM will timely perform its responsibilities and obligations as set forth in the Agreement.
- C. CONSORTIUM approves that beginning in year two (2) of the Agreement, CONTRACTOR may perform application development and testing at locations within the continental United States other than the Project Office, Central Sites, and Print Facility Sites; however such Work shall not be performed in any jurisdiction prohibited by Board policy or Board directive.
- D. The Project Office shall accommodate a minimum of two-hundred fifty (250) CONSORTIUM staff and shall accommodate CONTRACTOR staff and Subcontractor staff planned for assignment to the Project Office. The Project Office will be configured to house four-hundred (400) people using typical CONTRACTOR office standards subject to CONSORTIUM approval. In year five (5) of the Agreement, the Project Office will be reconfigured to accommodate a total of four-hundred thirty-six (436) people for twelve (12) months.

Project Office Seat Cnt	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
Total Project Office	400	400	400	400	436	400	400	400	400	400	400
<i>County (Normal)</i>	250	250	250	250	284	295	295	295	295	295	295
<i>County (Surge Cap)</i>	0	0	0	0	36	0	0	0	0	0	0
<i>Accenture</i>	102	124	137	146	116	92	87	85	84	83	82
<i>Open Seats</i>	48	26	13	4	0	13	18	20	21	22	23