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February 19, 2021

John Boule  
Executive Director  
CalSAWS Consortium  
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Subject: Portal/Mobile App System Change Requests – January 2021

Identifier/Tracking #: DC-CA-PMA-CC-ADM-C-0003\_ChangeRequests

Mr. Boule:

The purpose of this letter is to provide information about two changes requested by the CalSAWS Consortium for the Statewide Portal/Mobile Project.

Included within the table below is a short description of the change, the target release, as well as the cost impact.

ID	Change Request	Release	Cost
1	Timeline Change and Additional Release	Release 1.0, Release 2.0	\$ 376,491
2	Reduced HW/SW Cost: Smart Bear (1 seat license) is not required	N/A	\$ (1,198)
Total			<b>\$ 375,293</b>

**Attachments:**

1. Timeline Change and Additional Release
2. Reduced HW/SW Cost: SmartBear
3. Updated: Attachment J\_Requirements Cross Reference Matrix
4. Updated: Exhibit C – Cost Schedule

Please indicate your approval of these change requests by signing below.

Sincerely,

Deloitte Consulting LLP

By:

Name: Rachel Frey

Title: Principal

Date:

Agreed to by:

John Boule

By:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment 1

<b>CR 05: Statewide Portal/Mobile: Timeline Change and Additional Release</b>	
<b>Current State</b>	The current baselined project schedule included three (3) releases to Production and one single cutover event for C4Y and YBN systems during September 2021.
<b>Proposed Change</b>	On December 4, 2020, the CalSAWS Joint Powers of Authority (JPA) voted to select Risk Mitigation Option 2 for the Risk ID 01: CalSAWS Schedule Risk. This option includes a shift in scope between releases that ultimately resulted in additional staffing needs (design and development) to extend the team to support the additional release.
<b>Rationale</b>	<p>The following components are required to support the change request:</p> <p><b>Additional Deliverable Submissions</b> The following deliverables updates are required as a result of the schedule change above:</p> <ol style="list-style-type: none"><li>1. DEL 05: General Systems Design - Part II Submission in February 2021</li><li>2. DEL 06: Technical Systems Design - Part II Submission in February 2021</li><li>3. DEL 08: Implementation Complete Report – Update after Release 2.0 LA County Go-Live</li><li>4. DEL 09: M&amp;O Plan – Update after Release 2.0 LA County Go-Live</li></ol> <p><b>Additional staff to support the Release 2.0 overlap with Release 1.0 Acceptance</b> Specifically, during October, November, and December 2021, an additional team is required for the 12-week period where both acceptance of Release 1.0 and development and testing of Release 2.0 will occur in parallel.</p> <p><b>Additional User Acceptance Test Cycle</b> Release 2.0 functional will require an additional user acceptance testing cycle to validate the release. Staff will be extended or added to support this cycle.</p> <p><b>Additional Outreach</b> Additional outreach and communications are required to support the new, additional Release 2.0, which occurs during the acceptance period. Additional language translation services will be required to support the threshold language requirement for the Release 2.0 communications.</p> <p><b>Additional Training</b> Additional training cycles are required to support the phased approach to go-live: whereas one training event was planned for the September 2021 go-live, an additional training event is now required to support the November 2021 go-live (YBN).</p>

	<p><b>Additional Post Go-Live Customer Experience Measurement</b></p> <p>An additional customer experience measurement cycle is required to support the phased approach to go-live: whereas one Customer Experience milestone was planned for the September 2021 go-live, an additional cycle of customer experience measurement is now required to support the November 2021 go-live (YBN).</p> <p><b>Scope shifts to future releases</b></p> <p>The following features are rescheduled from Release 1.0 to Release 2.0:</p> <ol style="list-style-type: none"> <li>1. GA/GR</li> <li>2. VITA</li> <li>3. EBT/BIC Card Request</li> <li>4. At-Risk Case Indicator</li> </ol> <p>The following features are rescheduled from Release 2.0 to Release 3.0:</p> <ol style="list-style-type: none"> <li>1. Appointments 2.0</li> <li>2. Co-Browsing</li> </ol> <p>The following features are rescheduled from Release 3.0 to Release 4.0:</p> <ol style="list-style-type: none"> <li>1. Support Requests</li> </ol>
<b>SOW Updates</b>	No updates to the SOW are required.
<b>Requirements Updates</b>	<p>This change request resulted in updates to Attachment J Requirements Cross Reference Matrix, to the Release column which indicates the release in which the requirements will be delivered. The following requirements were added to the RTM:</p> <ol style="list-style-type: none"> <li>1. AP-10 (Update) <i>The Contractor shall implement the Portal/Mobile App through the following releases: Release 1.0 including C4Y Counties, Release 2.0 including YBN Counties, in accordance with the approved CalSAWS schedule.</i></li> </ol>
<b>Assumptions</b>	<ol style="list-style-type: none"> <li>1. For Release 1.0, county representation from all three legacy systems will participate in the User Acceptance Test cycle for Release 1.0.</li> <li>2. No additional 3<sup>rd</sup> party ADA certifications will be conducted for Releases 2.0, 3.0, or 4.0.</li> <li>3. No penetration testing cycles will be conducted for Release 2.0.</li> <li>4. For Release 3.0, design with interfacing partners will complete by 06/25/21 and testing with interfacing partners will complete by 04/01/22.</li> <li>5. For Release 4.0, design with interfacing partners will complete by 08/27/21 and testing with interfacing partners will complete by 07/01/21.</li> <li>6. Delivery of BenefitsCal in alignment with this schedule change is dependent on timely and on-schedule</li> </ol>

	<p>integration testing with all interfacing partners.</p> <p>7. Release 2.0 will be released to production in November 2021 even if the Los Angeles County go-live is delayed. If LA County go-live is delayed, an impact assessment of additional cost impacts will be required.</p>
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<b>System Impacts</b>	<b>Schedule Impacts</b>	<b>Cost Impacts</b>
Release and Schedule Change	Additional Release 2.0 scheduled for November 2021	<p>\$ 376,491</p> <p><b>Hours</b></p> <p>Design: 1,190</p> <p>Development: 1,925</p> <p>Testing: 900</p> <p>Security: 45</p> <p>Outreach: 600</p>

## Attachment 2

<b>CR 07: Statewide Portal/Mobile: Reduced HW/SW Cost: Smart Bear</b>	
<b>Current State</b>	The Portal/Mobile project plan included procuring one SmartBear license to support API testing and verifications.
<b>Proposed Change</b>	Remove the software costs associated with SmartBear.
<b>Rationale</b>	Deloitte is prohibited from procuring software that would introduce an independence conflict. SmartBear is owned by an attest client.
<b>SOW Updates</b>	None.
<b>Requirements Updates</b>	None.
<b>Assumptions</b>	<ul style="list-style-type: none"><li>• SmartBear software is still required to deliver the Portal/Mobile project.</li><li>• SmartBear will be procured by either the CalSAWS DDI vendor or Deloitte will be granted access to the CalSAWS enterprise license.</li></ul>

<b>System Impacts</b>	<b>Schedule Impacts</b>	<b>Cost Impacts</b>
None	None	\$ (1,198)  <b>Hours</b> 0

**Attachment 3: Attachment J\_ Requirements Cross Reference Matrix**

**Attachment 4: Exhibit C - Cost Schedule**