

CalSAWS BenefitsCal
(Portal/Mobile) Work Order

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1.0 Work Order Submission & Approval Form

Work Order Number	07	
Work Order Title	ARPA	
Submitted Date	04/05/22	
Originator	California Department of Social Services (CDSS) Request	
Priority	<p>Select the estimated priority level of the requested Work Order:</p> <p><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage.</p> <p><input checked="" type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</p> <p><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution.</p> <p><input type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal.</p>	
Detailed Description	<p>BenefitsCal team has worked with CDSS, CWDA and all stakeholders to improve end-user experience through the Prepopulated SAR7/7A Design – Phase 1 effort between March and June 2022, with utilizing the User Centered Design principles and best practices.</p> <p>As a continuation from the initial phase, this work order includes the Phase 2 of the effort that are required improve end-user experience with improving the SAR7 and SAR7A forms that needs to be revised with considering human-centric design principles:</p> <ul style="list-style-type: none"> • Prepopulated SAR 7 and SAR 7A – User Centered Design Phase 2 <p>For the phase 2 effort, services will include collaborating with the workgroup to make content changes in the SAR7 and SAR7A forms. This enhancement was not part of the original project scope, phase 1 effort and contract and were identified as part of the inclusive User Centered Design process. The features would significantly advance the customer experience to obtain and maintain their benefits.</p>	
Review Date		
Type of Work Order	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material

2.0 Work Order Impact Analysis – ARPA – Prepopulated SAR 7 and SAR 7A – User Centered Design – Phase 2

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

Design Impact	<ul style="list-style-type: none"> The State has a draft redesign of the SAR7 and SAR7A forms that needs to be re-written considering human-centric design principles and previously conducted user testing. For the phase 2 effort, services will include collaborating with the workgroup to make content changes in the SAR7 and SAR7A forms. 1 weekly status meeting, and up to 4 design review meetings starting the week of 8/8/22. A list of design recommendations will be provided as a work product by September 9, 2022.
Development	<ul style="list-style-type: none"> N/A
Testing	<ul style="list-style-type: none"> None
Performance Testing	None
Training	<ul style="list-style-type: none"> None
Communications	<ul style="list-style-type: none"> N/A
Security	<ul style="list-style-type: none"> N/A
Software/Licenses	None
Deliverables (New and Updated)	<ul style="list-style-type: none"> Updated DEL 02 – Workplan
Schedule	None
Other	<ul style="list-style-type: none"> N/A
Assumptions	<ul style="list-style-type: none"> Visual design and structure of the SAR7 and SAR7A forms from phase 1 are considered complete and are not in scope for phase 2. Work with CDSS to ensure SAR7 and SAR7A forms meet 5th grade reading level. If questions or copy needs to be revised, CDSS workgroup will provide the revised language or copy. ADA compliance is the responsibility for CDSS. Implementation of the new prepopulated SAR7 form will be completed by the CalSAWS.

2.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	480.00	\$79,056.00
Design	User Centered Design Lead	\$159.21	72.00	\$11,463.12
Design	User Interface Lead	\$164.70	12.00	\$1,976.40
Total				\$92,495.52

2.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Invoice Submission Date	Cost
Design	Redesign recommendations submission	09/09/22	\$92,495.52

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	09/08/22

2.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Work Order 07: ARPA

Work	Work Description
	<ul style="list-style-type: none">• Review and approve deliverable updates and work products• If SAR7 questions or copy needs to be revised based on user feedback, CDSS workgroup will provide the revised language or copy

3.0 Work Order Execution

IN WITNESS WHEREOF, the Consortium has caused this Work Order to be subscribed on behalf of the Consortium and Contractor has caused this Work Order to be subscribed on its behalf by its duly authorized officer, as indicated below.

DELOITTE CONSULTING LLP

Dated: _____

By: _____

Name: _____

Title: _____

CALSAWS CONSORTIUM

Dated: _____

By: _____
Michael Sylvester, Consortium Chair

By: _____
Kronick Moskowitz Tiedemann & Girard,
Consortium Legal Counsel

By: _____
John Boule, Consortium Executive
Director