



# PROJECT APPROACH AND COST (PAC)

## 61145 FRS UPGRADE CISCO UNIFIED CONTACT CENTER EXPRESS FROM 11.5 TO 12.5(1) COUNTY DIRECT AGREEMENT

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Project Manager: Bern Lannan

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## Statement of Confidentiality

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## 1 SCOPE OF WORK

The following document outlines the County Direct Agreement between Fresno County and Gainwell Technologies, as provided under the Separate Services and Products provision (Section 13) in the CalWIN Contract.

## 2 PROJECT RESOURCES FRAMEWORK

Throughout the lifecycle of this project, several County and Vendor resources will be utilized. Precise titles are not as important here as understanding the level of involvement and roles that are necessary to maximize the effectiveness of the defined project methodology and approach. It would be possible for one person to be involved with multiple roles.

### 2.1 VENDOR ROLES

<b>Vendor Program Managers</b>	Contractual and executive management representative for Gainwell
<b>Vendor Project Manager</b>	Delivery oversight and the focal point to the County
<b>Vendor Order Tracking Manager</b>	Individual responsible for order placement and tracking
<b>Vendor Lead Architect</b>	Technical leadership of the project team
<b>Vendor Engineers and Consultants</b>	Lead technologists, subject matter experts, project workforce

### 2.2 COUNTY ROLES

<b>County Project Sponsor</b>	Management representative for the County and designated project acceptor
<b>County Project Liaison</b>	Project focal point for all Vendor resources
<b>County Site Manager(s)</b>	Contact individual for each site. Assists with scheduling and site surveys. Familiar with site layout, workgroups, and able to obtain necessary technical/logistical information from groups within the County

## 2.3 WCDS ROLES

<b>WCDS Administrative Deputy Director</b>	Management representative for the County Direct requests
<b>WCDS Project Liaison</b>	Project focal point for all WCDS communications

## PROJECT DELIVERABLE CHANGE LOG

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The Project Deliverable Change Log is used to reflect changes to this project deliverable throughout the deliverable management lifecycle.

Version	Brief Description of Change	Date (mm/dd/yyyy)	Author/ Contributor/ Reviewer
0.1.0	Document Creation	02/09/2022	Adrian Barrón
0.1.1	Updated the PAC financials.	03/11/2022	B. Lannan
0.1.2	Updated the PAC deliverable as per Gainwell Technologies reviewers.	03/25/2022	B. Lannan

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### 3 EXECUTIVE SUMMARY

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The Project Approach and Cost (PAC) combines the elements of the Definitions Document (DD) and Cost Feasibility Study (CFS). This document has been developed to define the project approach and incorporate the appropriate elements of cost. It includes the following major components:

- Scope including identified business requirements
- Cost (Price)
- Assumptions, Risks, Constraints
- Benefits
- Workarounds
- Alternatives, if applicable
- Critical Success Factors
- Training
- Quality Assurance Checklist
- Requirements Traceability Matrix
- Type of Change – Minimal Governance

Fresno is planning to upgrade Cisco Unified Contact Center Express (UCCX) from 11.5 to 12.5(1) version based on project schedule durations. Requesting project resources to check compatibility and full testing to validate upgrade changes do not break gateways/communications (ACCESS CalWIN, Contact CalWIN, ACA).

This is a minimal governance project

## 4 PROJECT APPROACH AND SCOPE OF CHANGE

This section provides detailed information regarding the nature of the change, project outcomes, business drivers and other relevant information as defined in the following sections.

Fresno is planning to upgrade Cisco UCCX from version 11.5 to version 12.5(1) based on project schedule durations. Requesting project resources to check compatibility and full testing to validate upgrade changes do not break gateways/communications (ACCESS CalWIN, Contact CalWIN; ACA).

### 4.1 PROJECT STAKEHOLDERS

Role	Name
Executive Sponsor	Ingrid Mock
Deputy Director	Ingrid Mock
Product Owner	Adrian Barrón
Project Manager	Bern Lannan
SMEs	Pradeep Allaboyina, Yolanda Ngo
Project Management Office <i>For projects with cloud related changes</i>	N/A

### 4.2 BUSINESS PROBLEM OR BUSINESS DRIVERS

This Cisco USCCX upgrade to version 12.5(1) requires an upgrade to the CTI server software.

### 4.3 CURRENT FUNCTIONALITY, IF APPLICABLE

The Cisco USCCX and the CTI server are used to collect and process Contact CalWIN call statistics.

### 4.4 REQUIRED FUNCTIONALITY

The county will install a new virtual CTI server. The new server will be configured with the latest software so that Contact CalWIN call statistics continue to be captured.

#### 4.4.1 Population Impacted

Eligibility Programs	Population Impacted and a Description of the Effect	% of Population or Cases Impacted
N/A		



#### 4.4.2 Counties Impacted

County	Population Impacted and a Description of the-Effect	% of Population Impacted
Fresno County	Cisco Unified Contact Center Express from 11.5 to 12.5(1).	100%

#### 4.4.3 County Staff Impacted

County Position	Population Impacted and a Description of the Effect	% of Population Impacted
N/A		

#### 4.4.4 Workgroups Impacted

County Position	Population Impacted and a Description of the Effect	% of Population Impacted
N/A		

#### 4.4.5 Programs Impacted

Program	Y/N	Description of the Affect
Adoption Assistance Program	N	No expected impact.
Approved Relative Caretaker (ARC)	N	No expected impact.
CalWORKs/RCA	N	No expected impact.
CalFresh	N	No expected impact.
CAPI	N	No expected impact.
Child Care	N	No expected impact.
CMSP	N	No expected impact.
County Specific	Y	Fresno Only
Employment Services	N	No expected impact.
Foster Care	N	No expected impact.

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Program	Y/N	Description of the Affect
General Assistance/General Relief	N	No expected impact.
KinGap	N	No expected impact.
Medi-Cal	N	No expected impact.
Other (specify):	N	No expected impact.

#### 4.4.6 Related Impacts

Proposals and Projects	Description of Potential Impacts to Counties
N/A	
County Direct	
Fresno County	This change applies to Fresno County only.
Service Requests	
Change Order 4791	This Change Order will be used for communication and tracking purposes if needed.

#### 4.4.7 Affected Groups

This section contains the Affected Groups for this project identified at the time of submission of this deliverable. This section will not be changed if there are changes identified in future phases of the project. If there is a Technical System Design (TSD), this deliverable will contain the final Affected Groups for this project.

Application Services	
Group	Effect Description
Data Access Services (DAS)	No expected impact.
Rules Engine (includes Corticon)	No expected impact.
Group – Eligibility	Effect Description
Authorization	No expected impact.
Benefit Issuance/Foster Care Issuance	No expected impact.
Benefit Recovery – BV	No expected impact.

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EDBC – ARC	No expected impact.
EDBC – CalWORKs	No expected impact.
EDBC – CAPI	No expected impact.
EDBC – CalFresh	No expected impact.
EDBC – Foster Care/KinGap	No expected impact.
EDBC – GA/GR	No expected impact.
EDBC – Medi-Cal	No expected impact.
EDBC – Other	No expected impact.
EDBC – RCA	No expected impact.
Error-Prone	No expected impact.
Kiosk	No expected impact.
Mass Update	No expected impact.
Redetermination – RRR	No expected impact.
Simulation	No expected impact.
Wrap-up	No expected impact.
<b>Group – Input, Interfaces, and Inquiry</b>	<b>Effect Description</b>
ACCESS CalWIN/IVR/VRU/FRTS	No expected impact.
Alerts & Tracking	No expected impact.
Application Architecture	No expected impact.
Application Registration	No expected impact.
Appointment Scheduling	No expected impact.
Case Assignment	No expected impact.
Client Referral	No expected impact.
CalWIN Web Application (CWA) – Inquiry	No expected impact.

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Contact CalWIN	Fresno County must provide a Virtual Server for Contact CalWIN CTI to route calls and collect queue stats. Fresno County must give streamWrite/Gainwell access to the server for maintenance and support.
Data Collection	No expected impact.
Employment Services	No expected impact.
General System	No expected impact.
Hearings	No expected impact.
History Maintenance	No expected impact.
Identity and Access Management	No expected impact.
Index Clearance	No expected impact.
Inquiry	No expected impact.
Inter-County Transfer (ICT)	No expected impact.
Interfaces	No expected impact.
Interfaces – Floating Views	No expected impact.
Interfaces – OSB	No expected impact.
Interfaces – Summary View	No expected impact.
Providers	No expected impact.
Reference Tables Maintenance (App Svcs)	No expected impact.
Security (App Svcs)	No expected impact.
Traffic Log	No expected impact.
<b>Group – Information Reporting</b>	<b>Effect Description</b>
Business Intelligence	No expected impact.
Client Correspondence <ul style="list-style-type: none"> <li>a. Notices</li> <li>b. Triggers</li> <li>c. Reason Code</li> <li>d. Exstream including Enterprise Content Management (ECM)</li> </ul>	<ul style="list-style-type: none"> <li>a. No expected impact.</li> <li>b. No expected impact.</li> <li>c. No expected impact.</li> <li>d. No expected impact.</li> <li>e. No expected impact.</li> <li>f. No expected impact.</li> </ul>

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e. Translations Required? f. Impact to CC Maintenance Modules?	
Fraud Referral Tracking System (San Diego County Only)	No expected impact.
Management Reporting a. Extracts b. Detail c. Summary	a. No expected impact. b. No expected impact. c. No expected impact.
Periodic Reporting	No expected impact.
<b>Group – DBA</b>	<b>Effect Description</b>
CalWIN Database – SQL Server	No expected impact.
Case Copy/Replication (DBA)	No expected impact.
CIS (County Information Server) a. CIS Data base schéma changes b. RT changes c. MR Extract changes	a. No expected impact. b. No expected impact. c. No expected impact.
Database Objects (DBA) a. Database tables/columns b. Conversion SQLs c. Code SQL reviews d. Production SQL packs	a. No expected impact. b. No expected impact. c. No expected impact. d. No expected impact.
Reference Tables Maintenance (DBA) a. New RTs b. Columns c. Rows d. Logic e. Refresh SYS TST	a. No expected impact. b. No expected impact. c. No expected impact. d. No expected impact. e. No expected impact.
<b>Group – Customer Experience</b>	<b>Effect Description</b>
MyBenefits CalWIN	No expected impact.
MyBenefits CalWIN Mobile App	No expected impact.

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General	
Group – Quality	Effect Description
Technical Writer	No expected impact.
Testing – System	Gainwell Contact CalWIN team, streamWrite vendor, and Fresno County will test and validate new server functionality.
Testing – Integration	Gainwell Contact CalWIN team, streamWrite vendor, and Fresno County will test and validate new server functionality.
Operations	
Group – Operations	Effect Description
Batch & Production Support	No expected impact.
Capacity Planning	No expected impact.
Configuration Management	No expected impact.
System DBA Support	No expected impact.
Engineering	No expected impact.
Management	No expected impact.
Middleware & SW Support	Support for monitoring of the new server.
Network Services <ul style="list-style-type: none"> <li>a. CalWIN on PREM Changes</li> <li>b. Cloud Related Network Changes</li> </ul>	<ul style="list-style-type: none"> <li>a. No expected impact.</li> <li>b. Update and document firewall rules and IP addresses as required.</li> </ul>
Cloud <ul style="list-style-type: none"> <li>a. Security</li> <li>b. Monitoring and Performance</li> <li>c. Disaster Recovery</li> <li>d. Storage and Capacity Planning</li> </ul>	<ul style="list-style-type: none"> <li>a. No expected impact.</li> <li>b. No expected impact.</li> <li>c. No expected impact.</li> <li>d. No expected impact.</li> </ul>
Security	No expected impact.
Storage	No expected impact.
Tuxedo	No expected impact.

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UNIX/Linux Services	No expected impact.
Windows Services	No expected impact.

## 5 CRITICAL SUCCESS FACTORS

Critical Success Factor	Description of Expected Measurable Result
Fresno County will provide and spin up a Virtual Server for Contact CalWIN CTI to the specifications provided by streamWrite/Gainwell.	Contact CalWIN CTI Server will route calls and collect queue stats. streamWrite/Gainwell will be able to access the server for maintenance and support.

## 6 TRAINING

Training Artifact	Training Type	High-Level Description of Training		
Release Notes and Highlights	Documentation	Release Notes and Highlights are provided as part of the Training Documentation deliverable for the Release Project. N/A		
Online User Manual (OLUM)	Manual Update	Updates to the Online User Manual are provided as part of the Training Documentation deliverable for the Release Project.  N/A		
Best Practice Guides (BPG)/User Guides (UG)	Manual Update	Updates to the following Best Practice Guides (BPG)/User Guides (UG) are provided as part of the Training Documentation deliverable for this project. N/A		
Systems Operation Plan 35-19 County Responsibilities	Manual Update	Y/N	New or Changing County Responsibilities due to the following Project Change:	Description – Detail actions for any Yes
		N	Reference Table	
		N	CalWIN Security Overview	
		N	Maintenance CalWIN User Accounts	



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Training Artifact	Training Type	High-Level Description of Training		
		N	Mobile/Portal User Support	
		N	Business Intelligence User Accounts	
		N	Employment Services	
		N	Providers	
		N	Case Assignments	
		N	Appointment Scheduling	
		N	Benefit Issuance Setup	
Other	<ul style="list-style-type: none"> <li>Documentation and County Calls</li> <li>Additional County Calls</li> <li>Scenario Workflows</li> <li>Renewal Workflow Charts</li> <li>Medi-Cal Renewal Guide</li> <li>As defined during BSM</li> </ul>	N/A		

## 7 ASSUMPTIONS

### 7.1 GENERAL ASSUMPTIONS

This section documents the known assumptions (as of the submission of this document) associated with the delivery of the proposal/project. The following table provides a list of the assumptions:

Assumption Identifier	Assumption Category	Assumption Description
1.0	Timing	The implementation is not related to a CalWIN release. The timeline will be determined between Gainwell and the County upon approval of the PAC and the County's readiness.
2.0	County Direct	County Direct Service Requests will not impact the M&O and the Counties Change Requests of the Systems for the Counties.
3.0	Staff	Adequate staffing will be available to define the scope, requirements, design, development, testing, and deployment.
4.0	Technical	No infrastructure software, hardware, and network upgrades or additions have been scoped as part of this change. They will need to be addressed in a separate change or the estimates; both cost and schedule, on this change will need to be revised to include any such changes.
5.0	Technical	No new environments will be added or setup as a result of this change.
6.0	Technical	No cloud environment created or impacted as a result of this change.
7.0	Technical	Fresno County will provide a Virtual Server to the specifications provided by streamWrite/Gainwell.
8.0	Business	Fresno County will provide access to the Virtual Server for streamWrite/Gainwell to maintain and support Contact CalWIN.

### 7.2 DELIVERABLE ASSUMPTIONS

The following is a list of deliverables to be completed during the delivery of this project.

Included (Yes/No)	Deliverable Name	Deliverable Assumption/Exception
Yes	Project Plan and Work Plan (PWP) – the Work Plan is the PPM schedule	Work Plan only.

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Included (Yes/No)	Deliverable Name	Deliverable Assumption/Exception
No	Functional Business Requirements (FBR) – includes requirements and Acceptance Criteria from ALM	No changes to the CalWIN application.
No	Technical Specifications Document (TSD)	No changes to the CalWIN application.
Yes	System Test Plan (STP) – includes reference to test scripts in ALM	
Yes	System Test Results (STR) – includes reference to test runs and artifacts in ALM	
No	Training Documentation – includes updates to BPGs, User Guides, and any training materials. The Training Documentation for the Release Project will include the Release Notes, Release Highlights, Technical Specifications Worksheet, and OLUM updates.	No changes to the CalWIN application.
No	Delivery Documentation – includes delivery documentation such as updates to Reference Table changes and the RRS Worksheets	No changes to the CalWIN application.
No	Post Implementation Report (PIR)	No changes to the CalWIN application.

## 8 CONSTRAINTS

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The following table provides a list of the known business and technical constraints at the time of the submission of this document.

Constraint ID	Type of Constraint	Constraint Description
N/A		

## 9 BENEFITS

N/A

Is there a cost if the change is not implemented?	YES	NO
		X

## 10 RISKS

This section documents high-level risks identified during the Business Strategy Meeting(s). If a risk identified in the proposal phase is still open when the project is triggered, the risk will be entered into the project in PPM. Throughout the project lifecycle, the project management team will maintain a list of risks in the Project and Portfolio Management (PPM) tool for the project. This list of risks will be reviewed and updated during the course of the project.

The following table summarizes the risks associated with this proposal at the time of submission of this document.

ID	Risk Title	Brief Description of Risk Impact	Overview of the Risk Response Strategy
N/A			

### Alternative Approaches, If Applicable

This section includes a listing of any alternative approaches, if applicable, implementation alternatives and BENDS.

### 10.1 ALTERNATE APPROACH OVERVIEW IDENTIFIED DURING BSM/ROM PHASE, IF APPLICABLE

N/A

### 10.2 IMPLEMENTATION ALTERNATIVES

Implementation Alternatives Definition:

1. **Full Automation** – The application is modified to implement the change. Example: Counties are required to un-tick the time on aid clock for child support reimbursement. Full automation would provide a means to receive and record total child support collected, identify the months that would be affected, and un-tick the clock due to child support reimbursement when appropriate.
2. **Partial Automation** – A portion of the change is implemented by modifying CalWIN. This strategy is used in combination with other strategies such as Adaptation of Application or Manual Implementation. Example: Counties are required to un-tick the time on aid clock for child support reimbursement. Partial automation provides users with the ability to un-tick the clock in CalWIN

for prior months using a reason of child support. **Note:** There would be a manual process to identify the applicable months.

3. **No Automation** – A non-automated method, such as a paper process, is used to implement the change. Example: Counties are required to un-tick the time on aid clock for child support reimbursement. A manual process is used to identify the month in which child support reimbursement was received and the clock should be un-ticked.

Alternatives	Price	Benefit*	Negative Impacts
1. Full Automation	N/A		
2. Partial Automation	N/A		
3. No Automation (Manual)	N/A		

### 10.3 BUSINESS ENVIRONMENT DESIGN STRATEGY (BENDS)

BENDS Required (Y/N)	Brief Description of BENDS Need	Responsible Party for BENDS Development	Comments
N			

County	Contact
N/A	

## 11 EXECUTIVE FINANCIAL SUMMARY

### 11.1 FINANCIAL SUMMARY

The following outlines the cost (price) associated with the scope of changes for this request in the pricing format. This represents a fixed price unless otherwise noted. This price will expire 90 days from submission and may require revision if the project inception is delayed. Once a project is started, invoicing will, however, occur based on the billing table shown in Appendix C.

Work	Cost Subtotals	Cost Totals
<b>Project Planning: Project Plan and Work Plan (PWP)</b> <i>(Includes: Initiation of the project, Project Plan and Work plan creation through formal approval, project management oversight through planning phase.)</i>	\$3,918	
<b>Requirements Analysis: Functional Business Requirements (FBR)</b> <i>(Includes: Document creation through to formal approval, any JAD, JRP, etc., project management oversight through FBR phase.)</i>	\$0	
<b>Design: Technical System Design (TSD)</b> <i>(Includes: Design, Design Walkthrough and Design document creation through to formal approval, project management oversight through the TSD phase.)</i>	\$0	
<b>Test Planning: System Test Plan (STP)</b> <i>(Includes: Test Plan document creation through to formal approval, code and unit test, unit test walkthrough, system test script creation, regression test script updates, and refinement through formal approval, project management oversight through Test Plan phase.)</i>	\$3,091	
<b>Testing: System Test Results (STR)</b> <i>(Includes: Integrated test, system test, and regression test execution and the capture of test results, development of test results documentation through formal approval, development of training and delivery document through to formal approval, project management oversight through the implementation phase.)</i>	\$8,690	
<b>Post Implementation Report (PIR):</b> <i>(Includes: Development and delivery of the post-implementation report deliverable.)</i>	\$0	
<b>County Direct only UAT and Release Level Support Price</b> <i>(State assumptions of price)</i>	\$0	
<b>Gainwell Effort Subtotal</b>		\$15,699
<b>Other</b> <i>(List Hardware, Software, etc.)</i> <u>VENDOR SERVICES TO INCLUDE ENGINEERING DESIGN, SOFTWARE CODING, TESTING, CUTOVER SUPPORT, AND PROJECT MANAGEMENT.</u>	\$37,793	

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Work	Cost Subtotals	Cost Totals
<b>Operational Support</b> <i>(Ongoing, post-Release)</i>	\$0	
<b><u>Non-Effort Subtotal</u></b>		\$37,793
<b><u>Grand Total</u></b>		\$53,492
<b><u>CalHEERS B Release Level Support</u></b> <i>(Included in grand total)</i>		
<b><u>CalSAWS AWS Cost</u></b> <i>[Not included in grand total – aligns to the Technical Budget Committee Review (TBCR)]</i>		

ROM was waived for this proposal by WCDS; therefore, the 25% cost variance is not applicable.

## 11.2 TARGETED RELEASE TIMEFRAME

The following is the targeted release timeframe based on the current schedule, scope, and budget. This timeframe may need to be revised if the project inception is delayed.

Suggested Target Release ID	Suggested Target Release Date	Comments and Rationale for Target Release
Non-App	TBD	This request is not associated with a CalWIN release. Fresno County has a set implementation date to their new server.



## 12 QA CHECKLIST

### 12.1 AREAS OF IMPACT CHECKLIST

Question	Y/N	Notes								
1. Does CalWIN do this today?	Y									
2. Would this change be the same for all eligibility programs? If 'No', what eligibility programs are impacted?	N									
3. Would this change be the same for all employment services programs? If 'No', what employment services programs are impacted?	N									
4. Would there be any changes to how the windows currently look?	N									
5. Would the new information need to be collected on a new or existing window? <ul style="list-style-type: none"> <li>If yes, has confidentiality been assessed? Follow the confidentiality guidelines listed:</li> </ul> <table border="1"> <thead> <tr> <th>New Information</th><th>Security On</th></tr> </thead> <tbody> <tr> <td>Child window</td><td>No</td></tr> <tr> <td>Search window</td><td>No</td></tr> <tr> <td>Contains Client Information</td><td>Yes</td></tr> </tbody> </table>	New Information	Security On	Child window	No	Search window	No	Contains Client Information	Yes	N	
New Information	Security On									
Child window	No									
Search window	No									
Contains Client Information	Yes									
6. Would the change affect the functionality of the window's icons?	N									
7. Do any interface partners receive this information? If Yes, note which partners.	N									
8. Are any Management Reports impacted by this change? If yes, which ones and what would change?	N									
9. Does the change affect Business Intelligence? If yes, which page and what would change?	N									
10. Would the existing correspondence be affected or would new correspondence be required? If so, verify that correspondence is identified in the impacts.	N									

Question	Y/N	Notes
11. Does this change how eligibility is determined?	N	
12. Would the new information need to display on the CalWIN Web application?	N	
13. Are there end-user references to Food Stamps in the system components impacted by this CR?	N	
14. Were the WCDS Guiding Principles for Standardization considered in developing this change?	Y	
15. Is there an impact to County Direct services?	N	
16. Will this require changes to the Software Report?	N	

## 12.2 DELIVERABLE CHECKLIST

QA Activity	Requirement Verified/Not Verified	Notes
The correct deliverable template is used.	Verified	
No sections were removed from deliverable.	Verified	
Check the title page for the title, project reference, sponsor, owner, version, and date.	Verified	
Headers/footers are correct.	Verified	
Table of Contents updated.	Verified	
Sections/fields are completed (except the Approval section) or N/A entered if the section is not applicable.	Verified	
Template instructions removed.	Verified	
Correct any obvious formatting inconsistencies.	Verified	
Perform grammar/spell check.	Verified	

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from 11.5 to 12.5(1)

QA Activity	Requirement Verified/Not Verified	Notes
If any clarifications needed, enter comments via Comment Log. If there were any QA comments requiring rework, re-review deliverable after updates are made.	Verified	

## 13 REQUIREMENTS TRACEABILITY MATRIX

The following table list Business Requirements included in the scope of this Project Approach and Cost. If there are existing business requirements that are being modified or retired, the source for these business requirements is ALM. If the business requirement is new, the ALM reference information is N/A.

### 13.1 NEW MODIFIED OR RETIRED REQUIREMENTS

This table includes a list of Business Requirements impacted by this change that are known at the time of submission of this PAC. The source for these Business Requirements is ALM if there are existing Business Requirements that are being modified or retired.

Line Number	Business Requirement	ALM Source Project	ALM Requirement Reference	The Scope of Change for ALM Requirement
N/A	N/A	N/A	N/A	N/A

Any additional requirements identified during the development of the PAC are identified in the following table.

Line Number	Business Requirement (During PAC phase)	ALM Source Project	ALM Requirement Reference	The Scope of Change for ALM Requirement
N/A	N/A	N/A	N/A	N/A

### 13.2 IMPLEMENTED REQUIREMENTS NOT MODIFIED

This table includes a list of Business Requirements impacted but not modified by this change known at the time of submission of this PAC. The source for these business requirements is ALM. Implemented requirements are included to help define business process areas impacted by the change yet do not have direct requirements changes.

Line Number	Business Requirement	ALM Source Project	ALM Requirement Reference
1	The calls from Contact CalWIN IVR system will transfer to Fresno County's new Cisco Unified Messaging and Contact Center version 12.5(1).	Self Service repository	N/A

## 14 ACCEPTANCE SIGNOFF

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Acceptance Signoff for this deliverable 61212 is captured in the Project and Portfolio Management (PPM) tool via the Deliverable Management process.

## 15 APPENDIX A – DESIGN NOTES

This Appendix includes design notes related to Reference Table (RT) Only changes.

### 15.1 CIS CHECKLIST

Will the Implementation of the Project be reasonably expected to:	Y/N?	If Y, then specify the impact description
1. Change the way the data is being saved, deleted, updated or stored in any table?	N	
2. Change the cardinality of any table relationships?	N	
3. Create new tables?	N	
4. Create new columns in existing tables?	N	
5. Change column attributes in existing tables?	N	
6. Obsolete existing tables?	N	
7. Obsolete existing columns?	N	
8. Change the use of existing columns?	N	
9. Change the way data in a column is calculated (for calculated fields)?	N	
10. Update existing records to accommodate the change?	N	
11. Change the meaning of existing RT values?	N	
12. Use hard-coded values entered in the databases that are not based on reference table values?	N	
13. Change the standard retention of data in any table?	N	
14. Require change to existing queries used to produce CalWIN management reporting extracts?	N	

Will the Implementation of the Project be reasonably expected to:	Y/N?	If Y, then specify the impact description
15. Require change to existing queries used to retrieve and display data on CalWIN screens?	N	
16. Affect the CIS daily and/or monthly file delivery process and timing?	N	
17. Change the format or structure of the CIS daily or monthly files?	N	
18. Change CIS daily or monthly file names at any level in the compression?	N	
19. Affect the standard Oracle-based CIS load process?	N	
20. Affect the typical growth of the database size?	N	
21. Are there Reference Table changes?	N	
22. Are tables being added to the CIS Subject Area?	N	
23. CIS Deliverables (DDL/DML, RT Views, and PDM) and CIS Training Manual package generated or updated?	N	

## 15.2 DATABASE CHANGES

The Database Services team completes this section. Complete the Database Changes table only for **approved** exceptions to the PAC usage criteria that include database changes. Otherwise, enter N/A.

Table	Column	Data Type	Service	Window ID	Window Title	Window Field	Calculated Field Detail *
N/A							

## 15.3 REFERENCE TABLES

The following RT sections only need to be completed for RT Only and COLA RT changes. Full project Reference Table information will continue to be documented in the FBR (if available at the time) and TSD per the typical process.

The following six sections are completed for each reference table affected by the change.

In the event that this proposal is accepted and becomes a project:

- The RT Documentation template for each reference table affected by the change is also completed as part of the design deliverables.
- For existing tables, complete the reference request spreadsheet [RRS] for EACH reference table affected by the change as part of the design deliverables.
- For new tables, the RRS will be generated during the construction phase.

### 15.3.1 Table Information

```
SELECT
'TABLE NAME - ' || REFR_TBL_PHY_NM || CHR(13) || CHR(10) ||
'LOGICAL NAME - ' || REFR_TBL_LGCL_NM || CHR(13) || CHR(10) ||
'SHORT DESC - ' || REFR_TBL_DESC || CHR(13) || CHR(10) ||
'MAINT LEVEL - ' || DECODE(MAINT_LVL_CD,
                        'C','COUNTY', 'N','CONSORTIUM',
                        'B','BOTH CONSORTIUM AND COUNTY',
                        'S','SYSTEM') || CHR(13) || CHR(10) ||
'LEAD TRACK - ' || SUBSYS_NM || CHR(13) || CHR(10)
FROM RT_REFR_TBL A, RT_SUBSYS B
WHERE REFR_TBL_PHY_NM = 'RT_XXX'
AND A.MAINT_SUB_SYS_CD = B.SUBSYS_CD(+);
```

<b>Table Name</b>	N/A
<b>Logical Name</b>	N/A
<b>Short Description</b>	N/A
<b>Maint. Level</b>	N/A
<b>Lead Subsystem</b>	N/A



### 15.3.2 County-Updatable Columns and Default Values

```
SELECT
B.COL_LGCL_NM || ' - ' || B.COL_PHY_NM
FROM RT_REFR_TBL A, RT_COL B
WHERE A.REFR_TBL_PHY_NM = 'RT_XXXX'
AND A.REFR_TBL_ID = B.REFR_TBL_ID AND B.COL_UPD_SW = 'Y';
```

County Updateable Column Name	Row Key Value	Value <i>(PRD Value when updating existing data, Default value when completely new rows)</i>	Counties <i>(All or county codes when value is county specific)</i>	RT Query Date <i>(or indicate N/A when 'Completely new row')</i>
N/A				

### 15.3.3 Action Information

Actions to Be Taken on the Table		Explanatory Notes
1	If inserting or updating rows, give <i>an</i> approximate number of rows to be inserted or updated.	<ul style="list-style-type: none"> <li>N/A</li> </ul>
2	If a new table is to be created, list the key fields and the attributes pertinent to the functionality being requested.	N/A
3	If an existing table is having its structure changed (new column, change existing column length or type, change the primary key, etc.), describe the structure change.	N/A
4	If data is going to be inserted or updated, specify the effective begin date to be used for the new rows.	N/A
5	The standard for RTs is: <ul style="list-style-type: none"> <li>All updates will be accompanied by a change of effective begin date.</li> <li>No updates will be done by overlaying / overwriting existing records or data.</li> <li>If a deviation from this standard is planned, note that in the FBR along with the reasons for the deviation.</li> </ul>	N/A

Actions to Be Taken on the Table		Explanatory Notes
6	If any data conversion will be needed, note the requirement. Generally, data conversion is only needed if key values are being replaced.	N/A
7	If any SQLs will need to be created for the counties to execute – for example, to identify impacted cases – indicate the need.	N/A
8	If the counties will need to take any action in conjunction with this change request, note the requirement. (Some examples of county actions would include: making updates to consortium/county tables, scheduling an extra batch job run, running SQLs to identify the impacted cases, etc.) <b>Note if these changes are required for the User Acceptance Testing (UAT) release, for the Production release, or both. This information must also be included in the Release Notes prior to the release.</b>	N/A
9	For RTs that have “year” or “date” fields other than effective begin and end dates, and those date fields are used in the program logic to select the appropriate RT row, make a note of the special logic and document if/how this affects the RT change, the coding, and/or the testing.	N/A

#### 15.3.4 Structure Information

- RT structure changes are typically not permitted in the Project Approach and Cost (PAC) Process. In rare instances, an exception can be approved allowing a structure change to be completed with a PAC. If a structural change was approved, this structure information section will be completed. If there are no structure changes planned for this project, this section will be indicated as N/A.

Column Action (Add Change Delete)	Key Column (Yes/No)	Physical Column Name (24 Characters Maximum)	Logical Column (Attribute Name - 50 Characters Maximum)	Column Description for RT Help (4000 Characters Maximum)	Candidate Data Type / Length	Null/Not Null	Display Order	County Update-able (Yes/No)
	No	USR_SELECT_SW	User Select Switch	Yes/No switch signifying if the user can select the entry.	CHAR(1)	Not Null		No
	No	EFF_BGN_DT	Effective Begin Date	Date from which the information in the instance of this entity is effective.	DATE	Not Null		No
	No	EFF_END_DT	Effective End Date	Date up to which the information in the instance of the entity is effective.	DATE	Null		No

### 15.3.5 Data Information



Only Consortium rows can be added or updated. Some reference tables are only maintained by the Counties; some reference tables have rows maintained by the Consortium and also rows maintained by the Counties. In order to verify that a particular row is a Consortium row, do any one of the following:

1. Execute the following SQL to retrieve the county maint. Switch for the table rows. If the switch value is Y, only the counties can maintain the data; if the value is N, it is a consortium row and you can update it.

```
SELECT A.REFR_TBL_PHY_NM, B.CNTY_MAINT_SW, B.DATA_KEY,
      B.ROW_DATA
FROM RT_REFR_TBL A, RT_DATA B
WHERE A.REFR_TBL_ID = B.REFR_TBL_ID
AND A.MAINT_LVL_CD = 'B'
AND A.REFR_TBL_PHY_NM = 'RT_NCMP_GDCS_RSN';
```

2. Access the reference table in CubeD and click the download button to download the data in a spreadsheet. Check the County Value column on the Reference Table Data tab.
3. Access the reference table in the CalWIN application and view the data. Check the CNTY VAL SW column.

#### Updated Rows Table:

Row Action (Change, Delete)	Key Value (if composite key specify all key column values)	Column Name and/or Row Key	Old Value	New Value
N/A				

#### New Rows Table:

If the RT has county specific columns with differing values across county please copy this following table section for each county with differing values. If there are no county updateable columns or all counties have the same values, then please use 'All Counties' and only one table section is needed.

**All counties/county name (code)**

Value 1	Value 2	Value n	County Action
N/A			

Pgm Cd	Actn Cd	Rsn Cd	NOA Rsn Cd	EDBC Sw	Usr Selct Sw	Eff Bgn Dt	Eff End Dt
N/A							

**15.3.6 Program List**

Program Name	Action Required ("No Action", "Recompile", or "Changed")
N/A	

**15.4 CLOUD ARCHITECTURE DESIGN**

Full Project Cloud Architecture information will continue to be documented in the FBR (if available at the time) and TSD per the typical process. For CalSAWS projects, these updates are also subject to CalSAWS Governance.

## 16 APPENDIX B – HOURS SUMMARY

This Appendix includes the summary of hours upon which the Financial Summary was based. The hours allocated in each area will be further refined during the creation of the work plan and are therefore subject to change.

ITEM	HOURS
Project and Work Plan (PWP)	27.5
Functional Business Requirements (FBR)	0.0
Technical System Design (TSD)	0.0
Coding and Unit Testing (CUT)	0.0
System Test Plan (STP)	21.7
System Test Results (STR)	54.6
Training Documentation (TRN)	6.4
Delivery Documentation	0.0
Post Implementation Report (PIR)	0.0
CalHEERS Release B	0.0
<b>TOTAL*</b>	<b>110.2</b>

*Footnote: 10.3 contingency hours are included in the estimated total.*

## 17 APPENDIX C – BENEFIT LINES

This Appendix includes the financial summary used to enter the Benefit Lines in PPM.

The following outlines the cost (price) associated with the scope of changes for this request in the billing format. This represents a fixed price unless otherwise noted. This price will expire 90 days from submission and may require revision if the project inception is delayed.

Work	Cost Subtotals	Cost Totals
<b>Project Plan and Work Plan (PWP) (20% of total price)</b> <i>(Includes: Initiation of the project, Project Plan and Work plan creation through formal approval, project management oversight through planning phase.)</i>	\$3,410	
<b>Functional Business Requirements (FBR) (0% of total price)</b> <i>(Includes: Document creation through to formal approval, any JAD, JRP, etc., project management oversight through FBR phase.)</i>	\$0	
<b>Technical System Design (TSD) (0% of total price)</b> <i>(Includes: Design, Design Walkthrough and Design document creation through to formal approval, project management oversight through the TSD phase.)</i>	\$0	
<b>System Test Plan (STP) 40% of total price)</b> <i>(Includes: Test Plan document creation through to formal approval, code and unit test, unit test walkthrough, system test script creation, regression test script updates, and refinement through formal approval, project management oversight through Test Plan phase.)</i>	\$6,280	
<b>System Test Results (STR) (40% of total price)</b> <i>(Includes: Integrated test, system test, and regression test execution and the capture of test results, development of test results documentation through formal approval, development of training and delivery document through to formal approval, project management oversight through the implementation phase.)</i>	\$6,280	
<b>Post Implementation Report (PIR) (0% of total price)</b> <i>(Includes: Document creation through to formal approval, project management oversight through Post Implementation Phase.)</i>	\$0	
<b>County Direct only UAT and Release Level Support Price</b> <i>State assumptions of price:</i>	\$0	
<b><u>Gainwell Effort Subtotal</u></b>		\$15,599
<b>Other</b> <i>(List Hardware, Software, etc.)</i> <u>VENDOR SERVICES TO INCLUDE ENGINEERING DESIGN, SOFTWARE CODING, TESTING, CUTOVER SUPPORT, AND PROJECT MANAGEMENT.</u>	\$37,793	

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Work	Cost Subtotals	Cost Totals
<b>Operational Support</b> <i>(Ongoing, post-Release)</i>	\$0	
<b><u>Non-Effort Subtotal</u></b>		\$53,492
<b><u>Grand Total</u></b>		



## 18 PROJECT COSTS

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Please see Appendix C for detailed project costs.

## 19 COST ASSUMPTIONS

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The following assumptions were made by the Vendor, or developed in conjunction with the County, for the creation of this document. Any decisions made by the County that may modify these assumptions may affect the cost, schedule or outcome of this project.

N/A

## 20 PAYMENT SCHEDULE – TERMS AND CONDITIONS

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Fresno County will be invoiced as defined in Appendix C. Other costs (i.e. ATI professional services) will be invoiced upon implementation of the project.

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## 21 COUNTY DIRECT APPROVAL

Fresno County agrees to the terms and conditions detailed in this County Direct Agreement.

<b>Proposal Number - Title</b>	<b>61145 FRS Upgrade Cisco UCCE from 11.5 to 12.5(1)</b>	<b>Total</b>	<b>\$53,492</b>
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County Authorized Signature	Date
<i>Angie Flores</i>	03/28/2022
Approver's Name	
Angie Flores	
Approver's Title	
Program Manager	
Approver's Division/Department	
CalWIN HD Manager   Fresno County DSS	
Approver's Phone Number	(559) 473-9705

*Michael Cox*

3/29/2022

Business Office Review	Date
<i>Dawn L Wilder</i>	3/29/2022
Gainwell Technologies Authorized Signature	Date
Dawn Wilder, Account General Manager	
Approver's Name - Title	
1 (626) 625-0691	
Approver's Phone Number	

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CalSAWS Authorized Signature

Date

3/31/2022

CalSAWS Executive Director or Designee

Approver's Name - Title

Holly Murphy, CalSAWS PMO Director



Approver's Phone Number 916-549-5696

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Template Version Number: 11.0

Template Effective Date 08/20/2021