

CalSAWS BenefitsCal  
(Portal/Mobile) Work Order

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## 1.0 Work Order Submission & Approval Form

<b>Work Order Number</b>	11
<b>Work Order Title</b>	Additional M&E Items for SFY 22/23
<b>Submitted Date</b>	02/08/23
<b>Originator</b>	Consortium Project Management Office
<b>Priority</b>	<p>Select the estimated priority level of the requested Work Order:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage.</li> <li><input checked="" type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</li> <li><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution.</li> <li><input type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal.</li> </ul>
<b>Detailed Description</b>	<p>This Work Order includes enhancement hours to be implemented in BenefitsCal upon prioritization and approval from Consortium Project Manager (PM) to improve overall customer experience and application security functions in BenefitsCal. The candidate items for prioritization:</p> <ul style="list-style-type: none"> <li>• Technical optimization enhancements to reduce lambda utilization, reduce database connection time and enhance security measures for the DB</li> <li>• Search engine optimization (SEO) changes in Homepage to improve BenefitsCal search engine visibility</li> <li>• Additional Help Text and FAQs to reduce customer inquiries</li> <li>• Revision of subset of the How-to videos at YouTube to reflect recent changes</li> <li>• Add nudge for customers to verify and update their mailing address</li> <li>• Add a nudge for customers adding new household members for new verifications to be uploaded</li> <li>• Add an application wide search bar on the BenefitsCal homepage for users to search</li> </ul> <p>The efforts were not part of the original planned hours for the budget year and one or more of these items will be added upon prioritization and approval from Consortium Project Manager for BenefitsCal</p>

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<b>Review Date</b>		
<b>Type of Work Order</b>	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material

## 2.0 Work Order Impact Analysis

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

<p><b>Design Impact</b></p>	<p>Upon prioritization and approval by Consortium PM (BenefitsCal), Services may include:</p> <ul style="list-style-type: none"> <li>• Search engine optimization (SEO) changes in Homepage will be performed to improve BenefitsCal search engine visibility</li> <li>• Identify YouTube videos that requires revision to reflect recent system improvements</li> <li>• Provide design prototypes and follow an iterative approach for the user experience</li> <li>• Analyze the frequently asked questions by Customers and CBOs in production and identify the ones to be added to reduce the volume of phone calls</li> <li>• Design new FAQs for customers/CBOs</li> <li>• Design rules to nudge customers to collect most updated information to help process their benefits</li> </ul>
<p><b>Development</b></p>	<p>Upon prioritization and approval by Consortium PM (BenefitsCal), Services may include:</p> <ul style="list-style-type: none"> <li>• Implement technical optimization enhancements to reduce lambda utilization, reduce database connection time and enhance security measures for the database</li> <li>• Develop search engine optimization (SEO) changes that will be performed to improve BenefitsCal search engine visibility</li> <li>• Perform Code Reviews and Unit Tests</li> <li>• Support System Integration test, Independent Test and User Acceptance Test</li> </ul>
<p><b>Testing</b></p>	<p>Upon prioritization and approval by Consortium PM (BenefitsCal), Services may include:</p> <ul style="list-style-type: none"> <li>• Participate to design sessions and provide inputs from testing standpoint for the screen changes affecting system functionality (if applicable)</li> <li>• Develop the test scenarios and test scripts</li> <li>• Develop automation scripts to support non-functional testing (ADA, Cross Browser, Cross Device and Multi language)</li> <li>• Execute Functional, Non-Functional, Regression tests. (if applicable)</li> </ul>
<p><b>Performance Testing</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b>Training</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b>Communications</b></p>	<ul style="list-style-type: none"> <li>• Deloitte Project Manager to provide planning, communications and status updates</li> </ul>

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<b>Security</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Software/Licenses</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>• Updated DEL 02 – Workplan</li> </ul>
<b>Schedule</b>	<ul style="list-style-type: none"> <li>• On or before the service month before the end of SFY 22/23</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• The items listed in the detailed description are the candidate enhancement items and implementation will depend on prioritization &amp; approval of Consortium PM</li> <li>• For the prioritized items the Parties mutual agreement to the target implementation if prior to end of SFY23</li> <li>• Stakeholders will be available to attend all requirements and design sessions.</li> <li>• The estimate is based on the high-level information received. The actual effort hours may change based on requirement verification session.</li> <li>• County and Consortium will be the point for conducting the user acceptance testing (if applicable)</li> </ul>

**2.1 Work Order Hours / Fees**

For the prioritized items the Parties mutual agreement, the following represents the estimated hours required to support this Work Order:

Type	Description	Rate	Hours	Amount
Design	User Centered Design Analyst	\$148.23	80	\$11,858.40
Design	User Interface Lead	\$164.70	65	\$10,705.50
Design	User Outreach and Adoption Lead	\$164.70	65	\$10,705.50
Development	Senior Programmer Analyst	\$144.24	14	\$2,019.36
Development	Junior Programmer Analyst	\$109.80	35	\$3,843.00
Development	App Dev Lead	\$137.25	26	\$3,568.50

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Type	Description	Rate	Hours	Amount
Project Management	Project Manager	\$126.27	50	\$6,313.50
Security	Security Lead	\$181.17	45	\$8,152.65
Security	Security Engineer	\$142.74	65	\$9,278.10
DevOps	Cloud Engineer	\$131.76	80	\$10,540.80
Testing	Tester	\$72.47	85	\$6,159.95
Testing	Senior Tester	\$82.35	69	\$5,682.15
Testing	Test/QA Lead	\$109.80	37	\$4,062.60
<b>Total</b>			716	<b>\$92,889.06</b>

### 2.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds line item of BenefitsCal Change Order 5 and the cost for the Services pursuant to this Work Order will be billed on a monthly basis (added to the current M&E invoice schedule).

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.	04/10/22

### 2.3 Consortium Responsibilities

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

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Work	Work Description
	<ul style="list-style-type: none"><li>• Provide timely prioritization of Services requested.</li><li>• Review and approve deliverable updates.</li></ul>

### 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