



Change Order 7 Work Order 4: QA Initial M&O

The purpose of Change Order 7, Work Order 4 is to outline the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) services as part of the QA Initial M&O period from November 1, 2023 to January 31, 2024 to align to the base term of the Agreement.

Scope of Work

The Scope of Work contained in the Agreement, and the QA Deliverables and Services provided by Contractor according to the Schedule and pursuant to the Agreement, shall include QA Initial M&O Services as required to support evolving CalSAWS efforts. This Work Order is to provide QA Initial M&O Services from November 1, 2023 through January 31, 2024 to align to the base term of the Agreement. ClearBest will perform ongoing QA Services to review and assess CalSAWS, BenefitsCal, and OCAT contractor deliverables, work products, and performance associated with M&O activities as described in the Agreement and summarized as follows:

- **Task 1: Project Management** – ClearBest will continue to:
 - Support the Consortium Project Director in managing CalSAWS M&O.
 - Manage the day-to-day activities of the QA team, including work assignments, the creation and quality review of QA M&O Services Deliverables, budget updates, contract management, and staff management.
 - Assist the Consortium in managing project risks and resolving issues, from identification through mitigation.
 - Review and analyze Contractor estimates, change orders, and amendments, as requested.
 - Support and help improve project, Consortium, County, State, and federal communications.
 - Report QA activities, findings, recommendations, risks, and issues in Deliverable #65 – QA Status Report and as part of the Weekly Status Report and Meeting, Joint Powers Authority (JPA) Board Meeting, Project Steering Committee (PSC) Meeting, Monthly federal/State meetings, and other meetings, as required.
 - Support Consortium in preparation for JPA, PSC, and stakeholder meetings.
 - Reporting task activities and outcomes in **DEL #65 – QA Status Report**.
- **Task 2: PMO Support** – ClearBest will continue to:
 - Maintain a QA Work Plan and review available Contractor Work Plans.
 - Coordinate deliverable/work product creation, review, preparation, and submission.
 - Support project PMO processes and procedures, including Work Acceptance Certificates (WACs), budget updates/reporting, contract preparation and approvals, onboarding, and reporting.
 - Support tracking additional metrics to provide greater insight on system performance, system enhancements, policy, operations, help desk, SLA compliance, and user satisfaction levels.
 - Assist the Consortium in managing project risks and resolving issues, from identification through mitigation.
 - Support cross-team weekly and monthly reporting.

- Reporting task activities and outcomes in **DEL #65 – QA Status Report.**
- **Task 3: System Change Request (SCR) Reviews** – ClearBest will continue to work with the Consortium to prioritize and perform the following tasks:
 - Support the Consortium in its review and assessment of SCRs for validity, feasibility, and impacts, providing SCR research, tracking, monitoring, and advice on priority, impacts, sequencing, and approval status.
 - Support the Consortium in preparing materials for and monitoring outcomes of SCR Board (SCRB) and Change Control Board (CCB) activities.
 - Monitor the M&O Contractor's progress on SCR implementation and System Investigation Request (SIR) resolution.
 - Review change requests to verify implementation of all requirements of the changes.
 - Observe, monitor, review, and comment on application change or improvements.
 - Verify milestones and completion dates are planned, monitored, and met and escalate if a date is at risk.
 - Provide guidance to committees on how to adjust processes and procedures to improve overall timeliness and effectiveness of decisions.
 - Reporting task activities and outcomes in **DEL #65 – QA Status Report.**
- **Task 4: Technical Reviews and Monitoring** – ClearBest will continue to work with the Consortium to prioritize and perform the following tasks:
 - Review technical deliverables and work products, including M&O/M&E Plans and associated Operational Working Documents (OWDs).
 - Review Technical Change Advisory Board (Tech CAB) items, TBCRs, Root Cause Analysis (RCA), and FinOps.
 - Conduct technical assessments and review technical changes, architecture changes, cloud services, CTCRs, DBCRs, Proofs of Concept (POC), ServiceNow, analytics, and defects.
 - Review Business Continuity Plan/Disaster Recovery Plan and annual testing.
 - Observe, monitor, review, and comment on Contractor database management and use of performance tools as they relate to system performance, integrity, and backup and recovery.
 - Provide support in analysis and review of production systems including capacity planning, security, operational procedures, batch processing/ scheduling, history maintenance, software distribution, and help desk procedures.
 - Review and comment on M&O Contractor use of performance tools as they relate to system performance, database integrity, backup, and recovery.
 - Provide evaluation and validation of outage reports, including where liquidated damages could be incurred.
 - Provide support in analysis and review of imaging, contact center, lobby management, managed counties, Voice Assistance/Virtual Bots, RPA, and Central Print, reviewing performance-related defects, and supporting production operations (system outages, broadcast reviews).
 - Reporting task activities and outcomes in **DEL #65 – QA Status Report.**
- **Task 5: Test Management and Reporting** – ClearBest will continue to:

- Manage the QA Business Analyst/Testers in focusing on the mission-critical, high-priority, and functionally complex portions of CalSAWS and BenefitsCal from committee discussions through Independent Testing.
 - Coordinate with the Consortium on test coverage and priority.
 - Coordinate with M&O Contractors on test environments, tools, defect resolution, and timing.
 - Create **DEL #66 - QA M&O Monthly Test Report** to report on completed and planned test activities, risks, issues, recommendations, and test metrics.
 - Monitor the M&O Contractors' progress on SCR implementation and SIR resolution.
- **Task 6: CalSAWS SCR and Test Support** – ClearBest will continue to work with the Consortium to prioritize and perform the following tasks:
- Participate in review of SCRs from committee discussions through Independent Testing.
 - Conduct Independent Testing and provide Consortium Test Support based on the approved recurring M&O Release Schedule.
 - Execute Independent Test activities in parallel with the M&O Contractor System Test, focusing on the mission-critical, high-priority, and functionally complex portions of CalSAWS and confirm deployment of SCR functionality into production.
 - Independently evaluate key portions of the M&O Contractor System Test effort (including test results, deficiencies, and fixes and retest results) to determine if the changes are ready for distribution to other relevant M&O environment(s) and/or production.
 - Periodically review and make recommendations regarding the regression test scripts maintained by the M&O Contractor.
 - Support the Consortium Test personnel, as requested.
 - Assist with training of new functionality, documentation of identified defects, and collaboration with the M&O Contractor to troubleshoot potential environment issues related to test data, code release, or expected test execution results.
 - Review test scenarios developed by the Counties, Consortium, and/or designated testers and make recommendations to the Consortium and the Counties regarding how to improve their test scripts.
 - Review training materials, release notes, and highlights associated with a software release to ensure accuracy, clarity, and quality of materials and accounting of cross-area impacts. This will include identification of deficiencies and recommendations for improvement, where appropriate.
 - Report SCR and test metric outcomes in **DEL #66 - QA M&O Monthly Test Report**.
- **Task 7: Security Reviews** – ClearBest will continue to work with the Consortium to prioritize and perform the following tasks:
- Evaluate the efficacy of the Information Security Program management practices and continue to review the security policies, controls, processes and tools for completeness, consistency, accuracy, and overall quality.
 - Work closely with the Consortium security team and the CalSAWS Contractors to monitor security practices and report on deficiencies, curating findings and presenting recommendations.
 - Review security incidents, ForgeRock, Plans of Action and Milestones (POAMs), System Security Plans (SSPs), security policies and compliance, and security deliverable/work products.

- Provide support for security audits and incident management.
 - Escalate critical risks or issues immediately and work collaboratively with the Consortium and CalSAWS Contractor security teams through resolution.
 - Produce **DEL #67 - Quarterly QA Security Report** to summarize ongoing QA findings and recommendations on any deficiencies identified and contribute to the overall objective of meeting the CalSAWS security objectives.
- **Task 8: Service Level Agreement (SLA) and Performance Reviews** – ClearBest will continue to:
- Review, analyze, and validate the adherence to all contractually required SLAs.
 - Compare periodic operational performance with the agreed upon levels of service between the Consortium, Counties, and the CalSAWS Contractors).
 - Work with the Consortium via existing change control processes to facilitate appropriate updates and agreements.
 - Provide the Consortium with sufficient information on deficiencies to understand why the SLA was not met, how is it being addressed, and what measures are being put in place to minimize the occurrence of another failure.
 - Verify that Contractor key performance metrics are being used to track project performance and progress against criteria set by the Consortia and the State.
 - Create **DEL #68 – QA SLA and Performance Review Report** to summarize SLA findings, assessment, and recommended liquidated damages or other remedies; the extent to which key performance indicators were met; required escalations; and recommendations for improvement.
- **Task 9: OCAT Reviews** – ClearBest will continue to work with the Consortium to prioritize and perform the following tasks:
- Review OCAT technical deliverables and work products.
 - Review Tech CAB items, TBCRs, RCA, and FinOps.
 - Conduct technical assessments and review technical changes, architecture changes, and analytics.
 - Review, analyze, and validate the adherence to all contractually required SLAs.
 - Conduct security reviews including SSP, incident management, and POAMs.
 - Review Business Continuity Plan/Disaster Recovery Plan and annual testing.
 - Work with the Consortium via existing change control processes to facilitate appropriate updates and agreements.
 - Observe, monitor, review, and comment on Contractor database management and use of performance tools as they relate to system performance, integrity, and backup and recovery.
 - Provide support in analysis and review of production systems including capacity planning, security, operational procedures, batch processing/ scheduling, history maintenance, software distribution, and help desk procedures.
 - Review and comment on OCAT Contractor use of performance tools as they relate to system performance, database integrity, backup, and recovery.
 - Provide evaluation and validation of outage reports, including where liquidated damages could be incurred.
 - Reporting task activities and outcomes in **DEL #69 – QA M&O Monthly Status Report (OCAT)**.

QA reports and deliverables will be completed in accordance with ClearBest Deliverable #05 – Deliverable Review and Assessment Plan. Content of Deliverable #69



– QA M&O Monthly Status Report (OCAT) will be incorporated into Deliverable #65 – QA Status Report.

Staffing and Cost

To perform the QA Assessments of the M&O scope outlined above, ClearBest is assigning part-time and full-time resources based on the level of effort for each task. The estimated effort for the M&O scope is as follows:

QA Staff Role	Hours	Rate	Cost
QA M&O Services			
QA Executive	136	\$154	\$20,944
QA Project Manager	496	\$154	\$76,384
QA PMO Lead	496	\$134	\$66,464
QA PMO Specialist	496	\$114	\$56,544
QA Sr. Administrative Assistant	275	\$45	\$12,375
QA Functional/Test Manager	496	\$134	\$66,464
QA Cross-Functional Lead	512	\$134	\$68,608
QA Specialist I	1008	\$124	\$124,992
QA Specialist II	480	\$134	\$64,320
QA Business Analyst/Tester	1,541	\$114	\$175,674
QA Technical Manager	500	\$144	\$72,000
QA Technical Lead	836.1	\$139	\$116,218
Total	7,272.1		\$920,987

Costs by SFY

The total cost of Change Order 7 Work Order 4 is \$920,987. The following provides the costs by SFY:

DELIVERABLE	DELIVERABLE COST	NUMBER OF DELIVERABLES	SFY 23/24
DEL #65 - QA Status Report	\$144,926.8	3	\$434,780
DEL #66 - QA Test Report	\$121,154	3	\$363,462
DEL #67 – Quarterly QA Security Report	\$28,041	1	\$28,041
DEL #68 – QA SLA and Performance Review Report	\$10,128	3	\$30,384
DEL #69 – QA M&O Monthly Status Report (OCAT)	\$21,440	3	\$64,320
Total	\$325,690		\$920,987



Work Order Approval

IN WITNESS WHEREOF, the Parties have set their hands hereunto as of the Execution Dates set forth below.

CalSAWS Consortium

By: _____
Printed Name: Michael Sylvester
Title: Board Chair
Date: _____

ClearBest, Incorporation

By: _____
Printed Name: Wendy Battermann
Title: President
Date: _____

CalSAWS Consortium

By: _____
Printed Name: John Boule
Title: Executive Director
Date: _____

APPROVED AS TO FORM:

Jeff Mitchell
Consortium Legal Counsel