

**CalSAWS CalWIN  
Implementation Support  
Services (ISS) Work Order  
Revision 1 to San Mateo County  
Purchase for Additional  
Implementation Support**

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**CalSAWS – CalWIN Implementation Support Services (ISS) Project****1.0 Work Order Submission & Approval Form**

<b>Work Order Number</b>	4, Revision 1 (hereinafter referred to as "Work Order 4.1")
<b>Work Order Title</b>	San Mateo County – Additional Business Support
<b>Submitted Date</b>	Work Order 4.1 1/12/2024
<b>Originator</b>	San Mateo County
<b>Priority</b>	<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>
<b>Detailed Description</b>	<p>Work Order 4.1 – the Parties have agreed to revise this Work Order to extend the additional post implementation support services ("Services") provided by Deloitte. Any revisions made within this Work Order will be identified with a reference to "Work Order 4.1".</p> <p>San Mateo County ("County"), as a member of the California Statewide Automated Welfare System (CalSAWS) Consortium, a party to Amendment No. Two of the CalWIN Implementation Services Agreement by and between CalSAWS Consortium and Deloitte Consulting, LLP, dated as of September 10, 2021, the terms of which are incorporated by reference and attached to this County Purchase Order ("County Purchase"), has requested implementation support services from Deloitte Consulting LLP associated with the CalSAWS project. This request requires charges for Deloitte Consulting LLP to provide such support to the County, which are further described in this County Purchase order.</p> <p>Since the onsite and virtual support provided to migrating CalWIN Counties ends at the end of each wave's 60-Day Post-Implementation Support period, San Mateo County would like an extension of the dedicated support (virtual and onsite) similar to that provided during the 60-Day Post-Implementation period. Specifically, San Mateo County is looking for support in the areas listed below:</p> <ul style="list-style-type: none"> <li>• General CalSAWS Functional Assistance (e.g. – Employment Services, CalSAWS system support and accompanying program</li> </ul>

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	<p>knowledge – CalWORKS, CalFresh, Medi-Cal, Fiscal and Reporting)</p> <ul style="list-style-type: none"> <li>• Business Process Support as San Mateo County determines and implements additional business process changes (as needed)</li> <li>• Provide training (as needed) on specific CalSAWS/Program topics.</li> <li>• Document step-by-step instructions for specific CalSAWS system functionality.</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Resources will primarily support San Mateo County virtually. However, for the BPR resources provided under Work Order 4.1, such resources will make (up to) 3 trips onsite (per individual resource) to San Mateo County to provide onsite support. Trips are assumed to be up to 4 days in duration.</li> <li>• Deloitte support staff are able to attend/facilitate meetings, working sessions, and functional support, based on the need and direction from San Mateo County.</li> <li>• A kick-off event confirming understanding, scope, and outputs will be conducted within one week of anticipated work initiation.</li> <li>• Resources will start as soon as possible (expected September 2023). The parties have agreed to Deloitte providing the following resources; two Business Analysts and one OCM Manager (limited hours per week, remote) until hours in Section 2.1 below are utilized or the Agreement expires.</li> <li>• Deloitte project team will provide required business support as agreed upon with the County.</li> <li>• County will continue to follow established processes for gathering information from the Consortium, such as reaching out to Regional Managers for Q&amp;A or best practices from other Counties.</li> <li>• County will continue to follow established processes for reporting system issues through ServiceNow.</li> <li>• Business support activities will be focused on CalSAWS, and systems interacting with CalSAWS.</li> </ul>	
<b>Review Date</b>	Work Order 4.1 1/12/2024	
<b>Type of Work Order</b>	<input type="checkbox"/> Fixed Fee	<input checked="" type="checkbox"/> Time & Material

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## 2.0 Work Order Impact Analysis

The changes required to support this Work Order are described below.

<b>Design Impact</b>	N/A
<b>Development</b>	N/A
<b>Testing</b>	N/A
<b>Training</b>	N/A
<b>Communications</b>	N/A
<b>Performance</b>	N/A
<b>Software/Licenses</b>	N/A
<b>Deliverables (New and Updated)</b>	N/A
<b>Schedule</b>	N/A
<b>Implementation Support Services</b>	Additional support to the County will enable improved service to county staff and clients and allow San Mateo County personnel to focus on priority post Go-Live activities and continued transition to CalSAWS. Extension of resources and an additional resource added in Work Order 4.1.

## 2.1 Work Order Hours

For the original Work Order 4: The projected start date for this work order is on (or before) 09/25/23 and the projected end date for this work order is on or before 01/30/24 (or whenever all hours are expended).

Type	Description	Rate	Total Hours	Hours per Week (projected)	Amount
OCM	OCM Manager	\$231.72	50	2	\$11,586.00
BPR	Business Analyst	\$161.98	580	40	\$93,948.40
BPR	Business Analyst	\$161.98	580	40	\$93,948.40

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For Work Order 4.1: The projected end date for this work order is on or before 04/30/24 (or whenever all hours are expended).

Type	Description	Rate	Total Hours	Hours per Week (projected)	Amount
OCM	OCM Manager	\$231.72	150	10	\$34,758.00
BPR	Business Analyst	\$161.98	540	40	\$87,469.20
BPR	Business Analyst	\$161.98	540	40	\$87,469.20
BPR	Business Analyst	\$161.98	540	40	\$87,469.20

**2.2 Payment Schedule (If Applicable).**

The Total Charges are updated to include additional Resources costs provided in Work Order 4.1:

Payment Point	Description	Submission Date	Cost
Monthly	Monthly report summarizing activities completed for the month associated with the three areas of support and total hours expended	Monthly	Variable based on hours
Total Charges (not to exceed):			\$496,648.40

**2.3 Consortium Responsibilities**

There are no activities that will be supported by the Consortium for this Work Order.

Work	Work Description
N/A	N/A

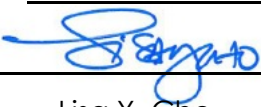
3.0 County Work Order Approval

This County Work Order is accepted as allowing Deloitte Consulting LLP to proceed.

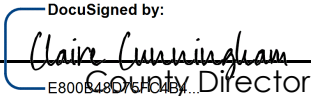
CERTIFICATION BY COUNTY:

By submitting this County Work Order, County certifies that its request for goods or services pursuant to this County Work Order is consistent with County's procurement requirements and procedures and that County is seeking goods and services to be utilized primarily in connection with the Project rather than goods or services to be utilized primarily in connection with non-Project related County operations.

County Counsel

Dated: January 23, 2024  
By:   
Name: Lisa Y. Cho  
Title: Deputy County Attorney

County Director

1/23/2024 | 5:45 PM PST  
Dated:   
By:   
County Director

4.0 Consortium Work Order Approval

Approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Consortium Executive Director Signature	Holly Murphy	
Consortium Executive Director Name	John Boule Holly Murphy for John Boule	
Date	27-Jan-2024   1:49:55 PM PST	

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: 26-Jan-2024 | 8:14:05 PM IST  
By: Rachel Frey  
Name: Rachel Frey  
Title: Principal

**CALSAWS CONSORTIUM**  
  
Dated: 27-Jan-2024 | 1:49:55 PM PST  
By: Holly Murphy  
John Boule, Consortium Executive Director