

Cal**SAWS** CalWIN Implementation
Services County Work – Revision 1 to
Santa Clara County Purchase, Additional
Training Support Work Order 2

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County Work Order Submission & Approval Form

County Work Order Number	2, Revision 1 (hereinafter referred to as "Work Order 2.1")
County Work Order Title	Santa Clara County – Additional Training Support
Submitted Date	Work Order 2.1 9/26/2023
Originator	County of Santa Clara
Overview	<p>Work Order 2.1 – the Parties have agreed to revise this Work Order to reflect the actual time of the delivery by State Fiscal Year of the additional training support services ("Services") provided by Deloitte resources. Any revisions made within this Work Order will be identified with a reference to "Work Order 2.1". The scope of Services will not be affected or revised unless requested in writing by Santa Clara County and agreed to in writing by Deloitte.</p> <p>The County of Santa Clara ("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 training support from Deloitte Consulting LLP associated with the CalSAWS project. This request requires training charges for Deloitte Consulting LLP to provide such support to the County, which are further described in this County Purchase order.</p>
Priority	<p>Select the estimated priority level of the requested County Work Order:</p> <p><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage in the County.</p> <p><input checked="" type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project in the County.</p> <p><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution in the County.</p> <p><input type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal in the County.</p>

<p>Detailed Description</p>	<p>Assist Santa Clara County Social Services Agency with training support in the following areas:</p> <ol style="list-style-type: none"> 1. CalSAWS Instructor-led Training (ILTs) – provide additional in-person ILT courses post-Go Live for Santa Clara County staff returning from a leave of absence or who missed ILT during the regular Implementation training window. The ILT courses delivered will depend on the trainees' work role and may include: <ol style="list-style-type: none"> a. CalFresh Eligibility b. CalFresh/CalWORKs Multi-Program c. CalFresh/CalWORKs/Medi-Cal Multi-Program d. CalFresh/Medi-Cal Multi-Program e. CalWORKs Eligibility f. CAPI g. Child Care h. Clerical i. Employment Services WTW j. Fiscal k. Foster Care l. GA/GR m. General Eligibility n. Hearings o. Imaging p. Medi-Cal Eligibility q. QA/QC r. RCA s. Resource Databank Maintainer t. Special Investigations u. Supervisor Clerical v. Supervisor Eligibility <p>CalSAWS ILT courses rely on the completion of prerequisite Web-based Training (WBTs). The Deloitte Training Manager will provide the County Point of Contact with a list of WBTs that returning staff, based on their job role, should complete prior to attending their scheduled ILT. As staff return, the County will submit a ServiceNow LMS Access Request ticket to the CalSAWS Project to provision their access to the CalSAWS LMS. Once provisioned, the returning staff will self-enroll in the prerequisite WBTs.</p> <p>ILT Classes will be occur each month as necessitated by the frequency of staff returning from leave and other staffing needs. The County Training POC and Deloitte Training Manager will meet on a regular basis to review anticipated training needs. The County Training POC will provide timely notice of staffing needs.</p> <ol style="list-style-type: none"> 2. Curriculum development – assist the County with instructional design services for new worker training (Induction Training) in all eligibility program areas. The Deloitte Instructional Design Analyst will work
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	<p>closely with County Staff Development to identify areas of existing Induction curriculum that require updating based on the use of the CalSAWS system. The work will be directed and assigned by the County. Instructional design services will require the analysis of County business process changes and procedures and how CalSAWS is used in the County. The work product will include instructor guide materials, student materials, practice exercises, and competency-based assessments.</p> <p>The resume and qualifications of the Instructional Design Analyst will be submitted to the County for review and acceptance prior to the start of the curriculum development phase.</p> <p>3. CalSAWS Instructor-led Training for non-core County staff and non-County staff – provide in-person ILT courses post-Go Live for County and non-County staff who need view-only or “light” access to CalSAWS. The County Training POC and the Deloitte Training Manager will work closely together to identify specific CalSAWS training needs of the trainees. ILT courses generally require completion of prerequisite Web-based Training (WBTs). Since these trainees may not be granted access to the CalSAWS LMS, the County Training POC and Deloitte Training Manager will identify how to meet the training needs through system demonstration, webinars, or videos.</p>	
Review Date		
Type of County Work Order	<input type="checkbox"/> Fixed Fee	<input checked="" type="checkbox"/> Time & Material

2.0 County Work Order Impact Analysis

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

Implementation Support Impact	Providing additional support to the County will provide resource planning for other County training activities to better serve customers and clients. It will enable Santa Clara County Staff Development personnel to focus on priority Induction Training delivery right after Go Live.
BPR Impact	
Training Impact	
OCM Impact	
Other Impact	
Software/Licenses	N/A
Deliverables (New and Updated)	
Schedule	

2.1 County Work Order Hours

Work Order 2.1 provides the actual hours worked in SFY22-23 and adjusts the estimated hours in SFY23-24 required to support this County Work Order by resource type and a brief description of County Work to be completed. These are estimated hours but are in a "bucket of hours" to be assigned as needed with the Total Charges not to exceed the amount set forth in Section 2.2 below.

Type	Description	Rate	Hours	Amount
Training	Trainer (SFY22-23)	\$167.65	113.5	\$19,028.28
Training	Training Developer (SFY22-23)	\$155.75	0	\$0
Training	Trainer (SFY23-24)	\$174.35	413	\$72,006.55
Training	Training Developer (SFY23-24)	\$161.98	569	\$92,166.62

2.2 Payment Schedule (If Applicable)

Work Order 2.1 revised the timing the charges associated with this County Work Order with the actual hours expended in SFY22-23 and the actual hours which will be incurred in SFY23-24 with the Total Charges not to exceed the amount of the original Work Order:

Payment Point	Description	Submission Date	Cost
Monthly	Monthly report summarizing activities completed for the month associated with the Services and total hours expended	Monthly	Variable based on hours
Total Charges (Not to Exceed)			\$183,236.40

2.3 Assumptions

If applicable, specify assumptions related to this County Work Order.

Assumptions
<ul style="list-style-type: none"> Assistance to the County will be delivered in a hybrid environment, both in person and virtual, as agreed upon by the County. County leadership and staff will be able to allocate resources to support discovery sessions and review and provide feedback on materials produced. The County will follow the same process that all CalSAWS Production Counties use to provision new staff in the CalSAWS LMS, through the submission of a ServiceNow LMS Access Request ticket. Returning staff will not be formally assigned curriculum or a Learning Journey Map in the CalSAWS LMS, but will be given a list of WBT courses in which to self-enroll. A kick-off event confirming understanding, scope and outputs will be conducted within one week of anticipated work initiation. Resources started in SFY22-23 and will continue providing Services in SFY23-24 until the Total Charges are expended as agreed to by the Parties in this Work Order 2.1. Resources will support the project both remotely and onsite at a Santa Clara County office location with up to 12 trips onsite across both resources. Trips are assumed to be 2 - 4 days in duration. County leadership will reserve the right to approve or disapprove Contractor's Staff. Staff Development team will provide input to support staffing curriculum development activities.

3.0 County Work Order Approval

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

Execution of County Purchase

The parties to this County Purchase agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "ELECTRONIC COPY OF A SIGNED CONTRACT" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "ELECTRONICALLY SIGNED CONTRACT" means a contract that is executed by applying an electronic signature using technology mutually approved by the County, Consortium, and Deloitte Consulting LLP.

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 OF SANTA CLARA

Dated: 10/25/2023
DocuSigned by:
By: James R. Williams
74FCE0CB79FA478...
Name: James R. Williams, J.D.
County Executive
Title:

COUNTY OF SANTA CLARA

Dated: 10/23/2023
DocuSigned by:
By: Daniel Little
5363E6550BF8495...
Name: Daniel Little
Director, Social Services Agency
Title:

APPROVED AS TO FORM AND LEGALITY

Dated: 10/18/2023
DocuSigned by:
By: Aaron Voit
4591085511AF40F...
Name: Aaron Voit
Lead Deputy County Counsel
Title:

DELOITTE CONSULTING LLP

Dated: 11-Nov-2023 | 8:34:14 PM IST

By: Rachel Frey

Name: Rachel Frey

Title: Principal

Notice Address:

County of Santa Clara, Social Services Agency
353 W. Julian Street, 6th Floor
San Jose, CA 95110-2335

Notice Address:

CalSAWS Consortium
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670-4481

CALSAWS CONSORTIUM

Dated: 13-Nov-2023 | 7:16:27 AM PST

By: Holly Murphy

Consortium Executive Director

Certificate Of Completion

Envelope Id: 4887EED335144FEDB671D503A25E768C

Status: Completed

Subject: Complete with DocuSign: Santa_Clara_Work_Order_2_Revision_1.pdf

Use Case: Contract/Service Agreement

Data Classification: Confidential

WBS (N/A if not available): N/A

Source Envelope:

Document Pages: 10

Signatures: 2

Envelope Originator:

Certificate Pages: 6

Initials: 0

Katherine O'brien

AutoNav: Enabled

Two Jericho Plaza 3rd Floor

Envelopeld Stamping: Enabled

ATTN: Accounts Payable

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Jericho, NY 11753

IP Address: 24.206.88.112

Record Tracking

Status: Original

Holder: Katherine O'brien

Location: DocuSign

11/9/2023 1:56:24 PM

Signer Events**Signature****Timestamp**

Rachel Frey



Sent: 11/9/2023 2:08:04 PM

Viewed: 11/11/2023 7:04:05 AM

Signed: 11/11/2023 7:04:14 AM

Principal

Deloitte US Account

Security Level: Email, Account Authentication
(None)

Signature Adoption: Uploaded Signature Image

Using IP Address: 172.9.164.55

Signed using mobile

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Holly Murphy



Sent: 11/11/2023 7:04:23 AM

Viewed: 11/13/2023 7:16:14 AM

Signed: 11/13/2023 7:16:27 AM

CalSAWS PMO Director

Security Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 99.185.0.220

Electronic Record and Signature Disclosure:

Accepted: 11/13/2023 7:16:50 AM

ID: a8362395-3011-4f34-8049-d03a0aade515

Company Name: Deloitte

In Person Signer Events**Signature****Timestamp****Editor Delivery Events****Status****Timestamp****Agent Delivery Events****Status****Timestamp****Intermediary Delivery Events****Status****Timestamp****Certified Delivery Events****Status****Timestamp****Carbon Copy Events****Status****Timestamp**

Carbon Copy Events	Status	Timestamp
Duncan Gilliam CalWIN ISS - Project Manager Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 5/19/2023 8:43:05 AM ID: 7fc8b135-adb7-49d8-8723-07e20891360c Company Name: Deloitte	COPIED	Sent: 11/11/2023 7:04:16 AM
Jeric Huang Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:17 AM
Susanne Nielson Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:18 AM Viewed: 11/13/2023 8:25:31 AM
Nik Knight Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:19 AM
Christina Tung Deloitte US Account Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:20 AM
Matt Wasno Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:21 AM
Eric Capati Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 11/11/2023 7:04:22 AM

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	11/9/2023 2:08:04 PM
Certified Delivered	Security Checked	11/13/2023 7:16:14 AM
Signing Complete	Security Checked	11/13/2023 7:16:27 AM

Envelope Summary Events	Status	Timestamps
Completed	Security Checked	11/13/2023 7:16:27 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

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- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
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