

# CalSAWS CalWIN Implementation Support Services (ISS) Work Order

**CalSAWS – CalWIN Implementation Support Services (ISS) Project**  
Work Order

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**Table of Contents**

1.0 Work Order Submission & Approval Form .....3

2.0 Work Order Impact Analysis.....5

2.1 Work Order Hours.....5

2.2 Payment Schedule (If Applicable).....6

2.3 Consortium Responsibilities.....6

3.0 County Work Order Approval.....7

4.0 Consortium Work Order Approval .....8

**CalSAWS – CalWIN Implementation Support Services (ISS) Project**  
**Work Order**

## 1.0 Work Order Submission & Approval Form

<b>Work Order Number</b>	4
<b>Work Order Title</b>	San Mateo County – Additional Business Support
<b>Submitted Date</b>	8/28/2023
<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>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 knowledge – CalWORKS, CalFresh, Medi-Cal, Fiscal and Reporting)</li> <li>• Business Process Support as San Mateo County determines and implements additional business process changes (as needed)</li> </ul>

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## Work Order

	<ul style="list-style-type: none"> <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, resources will make (up to) 4 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>	8/28/2023	
<b>Type of Work Order</b>	<input type="checkbox"/> Fixed Fee	<input checked="" type="checkbox"/> Time & Material

## CalSAWS – CalWIN Implementation Support Services (ISS) Project

### Work Order

## 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.

## 2.1 Work Order Hours

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

2.2 Payment Schedule (If Applicable)

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:			\$199,482.80

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

**CalSAWS – CalWIN Implementation Support Services (ISS) Project**  
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### 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: October 2, 2023

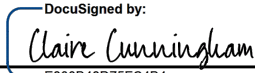
By: 

Name: Lisa Cho

Title: Deputy County Attorney

**County Director**

Dated: 10/19/2023 | 2:29 PM PDT

By:   
E800B48D75FC4B4... County Director

4.0 Consortium Work Order Approval

Approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Consortium Executive Director Signature		
Consortium Executive Director Name	John Boule	
Date		

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: 20-oct-2023 | 5:13:26 AM IST

By: Rachel Frey

Name: Rachel Frey

Title: Principal

CALSAWS CONSORTIUM

Dated: 19-oct-2023 | 5:48:34 PM PDT

By: John Boule

John Boule, Consortium Executive Director





California Health and Human Services Agency  
Office of Technology & Solutions Integration  
Statewide Automated Welfare System (SAWS) Project  
2495 Natomas Park Drive, Suite 515  
Sacramento, California 95833  
(916) 263-3900



GAVIN NEWSOM  
GOVERNOR

October 11, 2023

Tammy Chan  
San Mateo County, Human Services Agency  
1 Davis Drive,  
Belmont, CA 94002

**RE: CalSAWS Implementation Support Services FY 2023-24**

Dear Ms. Chan:

This letter approves your Fiscal Year (FY) 2023-24 request received on September 27, 2023 to purchase IT services for the San Mateo County Human Services Agency. I understand that this acquisition will be sole-sourced through Deloitte Consulting LLP in accordance with State and Federal procurement policies.

The estimated one-time M&O costs in the amount of **\$199,483** are approved.

This approval is contingent upon the availability of state and federal funds. For claiming purposes, *this approval is for maintenance and operation costs only. **These costs are not eligible to be claimed as developmental costs.** Account number **41-23-11772** has been assigned as a project identification number for your claiming within the County Expense Claim Reporting Information System (CECRIS), internal tracking and audit purposes. Please now utilize this project number when claiming M&O Costs in CECRIS. If you have questions regarding the claiming of costs, please e-mail them to [fiscal.systems@dss.ca.gov](mailto:fiscal.systems@dss.ca.gov)*

If you have other questions or concerns, please contact Sudakshina Biswas at (916) 263-0478 or email her at [Sudakshina.Biswas@osi.ca.gov](mailto:Sudakshina.Biswas@osi.ca.gov)

Sincerely,

DocuSigned by:  
*Daniel Brown*  
33AAEFB451B143C...

DAN BROWN  
SAWS Project

cc: Analyst, Fiscal Policy Bureau, CDSS  
Analyst, County Expense Claim, CDSS



**Certificate Of Completion**

Envelope Id: 808D5987705446F08E177FA22463F577

Status: Completed

Subject: Implementation Support Services Work Order - San Mateo County

Use Case: Deliverable Acceptance Document

Data Classification: Confidential

WBS (N/A if not available): CAL00509.00

Source Envelope:

Document Pages: 9

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 1

Nik Knight

AutoNav: Enabled

Two Jericho Plaza 3rd Floor

Enveloped Stamping: Enabled

ATTN: Accounts Payable

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

Jericho, NY 11753

IP Address: 24.206.77.40

**Record Tracking**

Status: Original

Holder: Nik Knight

Location: DocuSign

10/19/2023 4:33:48 PM

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

Rachel Frey



Sent: 10/19/2023 4:39:20 PM

Viewed: 10/19/2023 4:43:19 PM

Signed: 10/19/2023 4:43:26 PM

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: 10/19/2023 4:43:27 PM

Viewed: 10/19/2023 4:46:55 PM

Signed: 10/19/2023 4:47:11 PM

CalSAWS PMO Director

Security Level: Email, Account Authentication  
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 207.231.83.50

**Electronic Record and Signature Disclosure:**

Accepted: 10/19/2023 4:46:55 PM

ID: 0c2c198e-8c62-4d95-b061-765de8cff37

Company Name: Deloitte

John Boule



Sent: 10/19/2023 4:47:13 PM

Viewed: 10/19/2023 5:48:14 PM

Signed: 10/19/2023 5:48:34 PM

CalSAWS Executive Director

Security Level: Email, Account Authentication  
(None)

Signature Adoption: Pre-selected Style

Using IP Address: 73.2.85.155

**Electronic Record and Signature Disclosure:**

Accepted: 10/19/2023 5:48:14 PM

ID: dc6a0b64-3a51-4f77-a71e-72d47a07e61d

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
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Duncan Gilliam	COPIED	Sent: 10/19/2023 5:48:35 PM
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		
Matt Wasno	COPIED	Sent: 10/19/2023 5:48:35 PM
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Susanne Nielson	COPIED	Sent: 10/19/2023 5:48:35 PM Viewed: 10/20/2023 8:01:48 AM
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/19/2023 4:39:20 PM
Certified Delivered	Security Checked	10/19/2023 5:48:14 PM
Signing Complete	Security Checked	10/19/2023 5:48:34 PM
Completed	Security Checked	10/19/2023 5:48:35 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
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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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