

Cal**SAWS** CalWIN Implementation
Services County Work – Revision 1 to San
Francisco County Purchase for Additional
Implementation Support Work Order 01

Table of Contents

1.0 County Work Order Submission & Approval Form 3

2.0 County Work Order Impact Analysis 5

2.1 County Work Order Hours 5

2.2 Payment Schedule (If Applicable) 6

2.3 Assumptions 6

3.0 County Work Order Approval 7

County Work Order Submission & Approval Form

County Work Order Number	01, Revision 1 (hereinafter referred to as "Work Order 1.1")
County Work Order Title	San Francisco County – Additional Implementation Support
Submitted Date	Work Order 1.1 10/16/2023
Originator	City and County of San Francisco
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>

Detailed Description	<p>Work Order 1.1 – the Parties have agreed to revise this Work Order to reflect the actual time of the delivery by State Fiscal Year of the additional implementation support services ("Services") provided by Deloitte resources. Any revisions made within this Work Order will be identified with a reference to "Work Order 1.1". The scope of Services will not be affected or revised unless requested in writing by San Francisco County and agreed to in writing by Deloitte.</p> <p>Assist San Francisco County Department of Human Services Agency with implementation support in the following areas:</p> <ol style="list-style-type: none"> 1. Migration Activity Planning – provide assistance to the County how to structure County resources to support preparation activities associated with the CalWIN migration to CalSAWS, including: <ol style="list-style-type: none"> a. Data cleansing – how to structure resources to address conversion items that need to be addressed prior to CalSAWS conversion and establish means to monitor progress b. Data cleanup – how to structure resources to address conversion items that need to be addressed post CalSAWS go live and establish means to monitor progress c. County Preparation Phase – how to structure resources to address County Preparation activities and establish means to monitor progress d. Business Process Reengineering – how to structure resources to optimize the to be state leveraging the process change inventory (includes Contact Center) e. CalSAWS Migration Program Management Support – how to structure monitoring to support migration efforts across process simulation, change readiness, ancillary and peripheral systems 2. Future State Strategic Initiatives – work alongside Economic Support and Self-Sufficiency Division leadership to determine a model and execution approach of supporting more remote workforce options as part of day-to-day operations. This effort involves identifying workforce alignment options and analysis to increase capacity within the Division; assess and provide options to reduce county workload. Planning includes Deloitte's review of how County resources are aligned to specific office locations where client services are needed to generate a list of findings and a proposed resource allocation model (location and functions) to support the County's desired future state operating model. 	
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 implementation activities as well as resource capacity of the County to better serve customers and clients and enable San Francisco County additional experience in the core areas relative to the project. The work will also promote a hybrid workforce to optimize the benefits of CalSAWS and the self-service platforms
BPR Impact	To-Be Process Flows may change as a results of the efforts associated with the strategic initiatives aligned with this Work Order. The additional support staff identified with this Work Order will coordinate with the County Migration Team ISS Team on making updates to To-Be Process Flows.
Training Impact	
OCM Impact	
Other Impact	
Software/Licenses	N/A
Deliverables (New and Updated)	
Schedule	

2.1 County Work Order Hours

Work Order 1.1 provides the actual hours worked in SFY22-23 and adjusts the hours to be provided in SFY23-24. The parties have agreed that the SFY23-24 hours below per Resource are estimates and that actual hours worked by Resource may vary; once the Total Charges set forth in Section 2.2 below are expended, this Work Order will be completed.

Type	Description (Resource)	Rate	Hours	Amount
SFY22-23	Process Engineer	\$200.10	841	\$168,284.10
SFY22-23	Business Analyst	\$155.75	870	\$ 135,502.50

Type	Description	Rate	Hours	Amount
SFY23-24	Process Engineer	\$208.10	842	\$175,220.20
SFY23-24	Business Analyst	\$161.98	841	\$136,225.18

2.2 Payment Schedule (If Applicable)

Work Order 1.1 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 two areas of support and total hours expended	Monthly until the Total Charges are expended	
Total Charges (Not to Exceed)			\$615,249.92

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, review and provide feedback on materials produced Implementation of the operating model will be done by the County A kick-off meeting confirming understanding, scope and outputs will be conducted within one week of initiation As revised in Work Order 1.1, Resources began providing Services in SFY22-23 and will continue until the Total Charges are expended in SFY23-24. Resources will support the project both remote and onsite at a City and County of San Francisco office location with up to 18 trips onsite across both resources. Trips are assumed to be 4 days in duration. County leadership will reserve the right to approve or disapprove Contractor's Staff Conversion team will provide input parameters to support staffing for data cleansing activities

3.0 County Work Order Approval

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

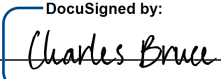
CERTIFICATION BY COUNTY:

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

10/26/2023

Dated: _____

By:  _____
6548676A0DB34B41

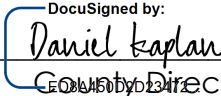
Name: Charles Bruce

Title: Deputy City Attorney

COUNTY DIRECTOR

10/26/2023


Dated: _____

By:  _____
COUNTY DIRECTOR

DELOITTE CONSULTING LLP

01-Nov-2023 | 9:07:55 PM IST

Dated: _____

By:  _____

Name: Rachel Frey

Title: Principal

CALSAWS CONSORTIUM

01-Nov-2023 | 8:45:16 AM PDT

Dated: _____

By:  _____

Name: Holly Murphy

Title: CalSAWS PMO Director

Certificate Of Completion

Envelope Id: 8E554FB6BDC24AFE8BDC6E7A39E3702B

Status: Completed

Subject: San Francisco County Signed Work Order 1 Revision 1-CalWIN ISS Business Support Services

Use Case: Deliverable Acceptance Document

Data Classification: Confidential

WBS (N/A if not available): CAL00578.00

Source Envelope:

Document Pages: 7

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 0

Nik Knight

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: 24.206.77.40

Record Tracking

Status: Original

Holder: Nik Knight

Location: DocuSign

11/1/2023 7:54:31 AM

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

Rachel Frey



Sent: 11/1/2023 8:00:01 AM

Viewed: 11/1/2023 8:37:47 AM

Signed: 11/1/2023 8:37:55 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: 11/1/2023 8:37:57 AM

Viewed: 11/1/2023 8:44:57 AM

Signed: 11/1/2023 8:45:16 AM

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: 11/1/2023 8:44:57 AM

ID: e0ee2ffe-2d4c-48bb-84d9-d29b896e8f68

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	COPIED	Sent: 11/1/2023 8:45:17 AM
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		
Jeric Haung	COPIED	Sent: 11/1/2023 8:45:18 AM
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Matt Wasno	COPIED	Sent: 11/1/2023 8:45:18 AM
Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Susanne Nielson	COPIED	Sent: 11/1/2023 8:45:18 AM Viewed: 11/1/2023 8:49:44 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	11/1/2023 8:00:01 AM
Certified Delivered	Security Checked	11/1/2023 8:44:57 AM
Signing Complete	Security Checked	11/1/2023 8:45:16 AM
Completed	Security Checked	11/1/2023 8:45:18 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

DISCLOSURE

From time to time, Deloitte USA LLP, Deloitte LLP and their respective subsidiaries (collectively, “we”, “us” or “Company”) may be required by law to provide to you certain written notices or disclosures related to the use of DocuSign and/or electronic signatures (“Disclosures”). Described below are the terms and conditions for providing to you such Disclosures electronically through the DocuSign, Inc. (DocuSign) electronic signing system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' checkbox.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after signing session and, if you elect to create a DocuSign signer account, you may access them for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.0000 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive Disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required Disclosures only in paper format. How you must inform us of your decision to receive future Disclosures in paper format and withdraw your consent to receive Disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required Disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required Disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper Disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required Disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required Disclosures electronically from us or to sign electronically documents from us.

All Disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all Disclosures that are required to be provided or made available to you. To reduce the chance of you inadvertently not receiving any Disclosures, we prefer to provide all of the required Disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the Disclosures electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the Disclosures electronically from us.

How to contact Deloitte:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive Disclosures electronically as follows:

To advise Deloitte of your new e-mail address

To let us know of a change in your e-mail address where we should send Disclosures electronically to you, you must send an email message to us at [Deloitte Global eSignature Support](#) and in the body of such request you must state: your previous e-mail address and your new e-mail address. We do not require any other information from you to change your email address. In addition, you must notify DocuSign, Inc. to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in the DocuSign system.

To request paper copies from Deloitte

To request delivery from us of paper copies of the Disclosures previously provided by us to you electronically, you must send us an e-mail to [Deloitte Global eSignature Support](#) and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number.

To withdraw your consent with Deloitte

To inform us that you no longer want to receive future Disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to [Deloitte Global eSignature Support](#) and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. We do not need any other information from you to withdraw consent. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process.

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

** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic Disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference

and access. Further, if you consent to receiving Disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC CONSUMER DISCLOSURES document; and
- 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
- Until or unless I notify Deloitte as described above, I consent to receive exclusively through electronic means all Disclosures that are required to be provided or made available to me by Deloitte.