



CalSAWS CalWIN Implementation Support Services (ISS) Work Order

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

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1.0 Work Order Submission & Approval Form

County Work Order Number	06
County Work Order Title	San Francisco County – Additional Implementation Support
Submitted Date	12/21/2023
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.</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>
Detailed Description	<p>San Francisco 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, the terms of which are incorporated by reference and attached to this County Purchase Order ("County Purchase"), has requested post 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>

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	<p>Assist San Francisco County Department of Human Services Agency with implementation support related to the CalSAWS system in the following areas:</p> <ol style="list-style-type: none"> 1. Implementation – Support post-implementation activities including the following: <ul style="list-style-type: none"> • Provide support of fiscal processes including issuance interfaces 2. System Stabilization <ul style="list-style-type: none"> • Provide guidance to pivot quickly on operational and/or tactical decisions previously made based on emerging issues, lessons learned and gained experience in the system • Analyze previous configuration decisions made based on knowledge and insights gained in production and adjust accordingly 3. Future State Strategic Initiatives <ul style="list-style-type: none"> • Conduct a strategy session with San Francisco County to determine governance models and key post go-live priorities • Facilitate discussion to align San Francisco County on key post go-live priorities, building a roadmap • Support the County in developing a communication plan and an execution approach as part of day-to-day operations • Provide technical assistance in defining the County's governance and communication model <p>Assumptions:</p> <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. The parties have agreed that the BPR resources will support the project primarily virtually with one onsite visit of 4 business days at a City and County of San Francisco office • 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 	
Review Date	12/21/23	
Type of County Work Order	<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.

Design Impact	N/A
Development	N/A
Testing	N/A
Training	N/A
Communications	N/A
Performance	N/A
Software/Licenses	N/A
Deliverables (New and Updated)	N/A
Schedule	N/A
Implementation Support Impact	Extension of CalSAWS CalWIN SF County Work Order 5 BPR resources, who will provide additional support to the County as stabilize following the transition from CalWIN to CalSAWS. The services provided by the resources will extend to April 30, 2024 and help move the County toward a point of stabilization. The work will include post-implementation management and process optimization to better serve customers and clients. The work will also promote a hybrid workforce to optimize the benefits of CalSAWS and BenefitsCal.

2.1 Work Order Hours

The estimated hours required to support this Work Order by resource type and brief description are:

Type	Description	Rate	Hours	Hours per Week (projected)	Amount
BPR	Implementation Manager	\$220.47	465	40	\$102,518.55
BPR	Business Analyst	\$161.98	465	40	\$75,320.70

2.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. Two in the amount of Eight Million Dollars (\$8,000,000).

Payment Point	Description	Submission Date	Cost
Monthly	Monthly report summarizing activities completed for the month associated with the areas of support and total hours expended	Monthly	Variable based on hours
Total Charges (not to Exceed):			\$177,839.25

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.

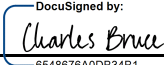
CERTIFICATION BY COUNTY:

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.

Approved as to form and legality:

County Counsel

Dated: 1/3/2024

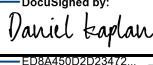
By: 
charles Bruce

Name: _____

Title: Deputy City Attorney

County Director

Dated: 1/3/2024

By: 
County Director

4.0 Work Order Approval

Approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Consortium Executive Director Signature	<i>Holly Murphy</i>	
Consortium Executive Director Name	John Boule Holly Murphy for John Boule	
Date	27-Jan-2024 1:50:32 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: 27-Jan-2024 | 4:02:27 AM IST

By: *Rachel Frey*

Name: Rachel Frey

Title: Principal

CALSAWS CONSORTIUM

Dated: 27-Jan-2024 | 1:50:32 PM PST

By: *Holly Murphy*

John Boule, Consortium Executive Director