



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	08
County Work Order Title	San Francisco County – Additional Implementation Support
Submitted Date	3/29/2024
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. Maintenance and Enhancement Support <ul style="list-style-type: none"> • General CalSAWS functional assistance • Support of business process design as it relates to CalSAWS. • Develop how-tos and training materials specific to CalSAWS functionality. • Provide training as needed. <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 	
	3/29/24	
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 following the transition from CalWIN to CalSAWS. The services provided by the resources will extend to May 31, 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
OCM	OCM Manager	\$231.72	8	2	\$1,853.76
BPR	Business Analyst	\$161.98	160	40	\$25,916.80
BPR	Business Analyst	\$161.98	160	40	\$25,916.80

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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):			\$53,687.36

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.

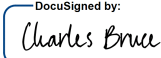
CERTIFICATION BY COUNTY:

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

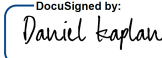
Dated: 4/4/2024

By: 
Name: Charles Bruce

Title: Deputy City Attorney

County Director

Dated: 4/3/2024

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	
Date	20-Apr-2024 10:25:28 AM PDT	

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-Apr-2024 | 4:28:20 PM IST

By: *Rachel Frey*

Name: Rachel Frey

Title: Principal

CALSAWS CONSORTIUM

Dated: 20-Apr-2024 | 10:25:28 AM PDT

By: *Holly Murphy*

John Boule, Consortium Executive Director

Certificate Of Completion

Envelope Id: 28AAF263C9024A3F8BF0CF56E052C86D

Status: Completed

Subject: Complete with DocuSign: Deloitte_CalSAWS ISS_Work Order 8_San Francisco County Purchase.pdf

Use Case: Contract/Service Agreement

Data Classification: Confidential

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

AppID:

Source Envelope:

Document Pages: 8

Certificate Pages: 5

AutoNav: Enabled

Envelopeld Stamping: Enabled

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

Signatures: 3

Initials: 0

Envelope Originator:

Katherine O'brien

Two Jericho Plaza 3rd Floor

ATTN: Accounts Payable

Jericho, NY 11753

IP Address: 24.239.178.21

Record Tracking


Status: Original

Holder: Katherine O'brien


Location: DocuSign

4/17/2024 3:02:38 PM

Signer Events	Signature	Timestamp
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Rachel Frey		Sent: 4/17/2024 3:06:58 PM
Principal		Viewed: 4/20/2024 3:58:16 AM
Deloitte US Account		Signed: 4/20/2024 3:58:20 AM
Security Level: Email, Account Authentication (None)	Signature Adoption: Uploaded Signature Image	
	Using IP Address: 103.97.92.245	
	Signed using mobile	

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Holly Murphy		Sent: 4/20/2024 3:58:24 AM
CalSAWS PMO Director		Viewed: 4/20/2024 10:25:01 AM
Security Level: Email, Account Authentication (None)		Signed: 4/20/2024 10:25:28 AM
	Signature Adoption: Pre-selected Style	
	Using IP Address: 99.185.0.220	

Electronic Record and Signature Disclosure:
Accepted: 4/20/2024 10:25:01 AM
ID: d6db1dba-2d4e-4383-8bde-72174178e2b4
Company Name: Deloitte

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
Susanne Nielson Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 4/20/2024 3:58:21 AM Viewed: 4/22/2024 8:14:44 AM
Eric Capati Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 4/20/2024 3:58:22 AM
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: 4/20/2024 3:58:23 AM

Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	4/17/2024 3:06:58 PM
Certified Delivered	Security Checked	4/20/2024 10:25:01 AM
Signing Complete	Security Checked	4/20/2024 10:25:28 AM
Completed	Security Checked	4/20/2024 10:25:28 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

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