CalSAWS | JPA Board of Directors Meeting



August 16, 2024

Agenda

- 1. Call Meeting to Order
- 2. Confirmation of Quorum and Agenda Review
- 3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

- All lines will be muted when meeting begins.
- To unmute:
 - + When connected via computer click the microphone icon.
 - + When connected via telephone press *6.

Action Items



Action Items

- 4. Approval of Consent Items
 - a. Approval of the Minutes and review of the Action Items from the July 12, 2024, JPA Board of Directors Meeting.
 - Approval of Accenture Change Notice 34, which includes seven (7) premise items, administrative changes, and a county purchase.
 - c. Approval of ClearBest Work Order 6, which includes seven (7) premise items.
 - d. Approval of Gainwell Central Print Change Order 2, which includes three (3) county purchases.
 - e. Approval of Regional Government Services (RGS) Amendment 41, which includes the addition of a Chief Technology Officer position.

Informational Items



Quarterly Fiscal Update



Quarterly Fiscal Update



- Actuals to Date **Based on Vendor Invoices & County Claims**
- Projections (Estimates to Complete) 2 **Estimated Costs for Future Months**
- Estimate at Completion (EAC) 3 **Actual Costs Plus Estimated**
 - Total Allocation/Budget Amount Allocated by Line Item for the Approved Budget

Balance

4

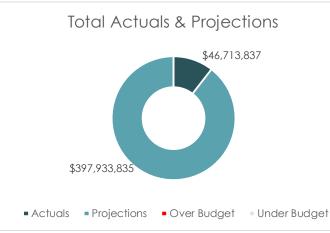
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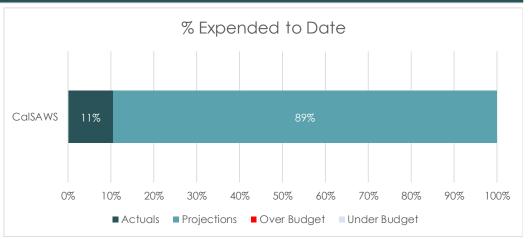
Difference Between EAC and Budget Negative balance is over budget Positive balance is under budget

% Expended to Date (Actuals) Percent of Actuals to Date Divided by the Budget

% EAC to Budget Percent of EAC Divided by the Budget

CalSAWS | SFY 2024/25 FINANCIAL DASHBOARD - August 9, 2024





Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$42,796,488	\$318,546,517	\$361,343,005	\$361,343,005	\$0	11.8%	100.0%	
CalSAWS M&O	\$40,759,756	\$311,572,164	\$352,331,920	\$352,331,920	\$0	11.6%	100.0%	
M&O Procurement	\$142,081	\$636,599	\$778,680	\$778,680	\$0	18.2%	100.0%	
OCAT M&O	\$478,309	\$1,442,716	\$1,921,025	\$1,921,025	\$0	24.9%	100.0%	
CalHEERS Interface	\$1,186,037	\$3,702,967	\$4,889,004	\$4,889,004	\$0	24.3%	100.0%	
Covered CA CSC	\$230,305	\$1,192,071	\$1,422,376	\$1,422,376	\$0	16.2%	100.0%	
CalSAWS Premise	\$3,893,115	\$78,759,985	\$82,653,100	\$82,653,100	\$0	4.7%	100.0%	
CalSAWS Premise	\$3,893,115	\$78,759,985	\$82,653,100	\$82,653,100	\$0	4.7%	100.0%	
JPA Admin. Budget	\$24,234	\$627,333	\$651,567	\$651,567	\$0	3.7%	100.0%	
CalSAWS 58 Counties	\$24,234	\$627,333	\$651,567	\$651,567	\$0	3.7%	100.0%	
Total	\$46,713,837	\$397,933,835	\$444,647,672	\$444,647,672	\$0	10.5%	100.0%	

1. Actuals are based on planned invoices through September (partial) payment month

Cal**SAWS** | SFY 2024/25 CONSORTIUM PERSONNEL BUDGET & FTES

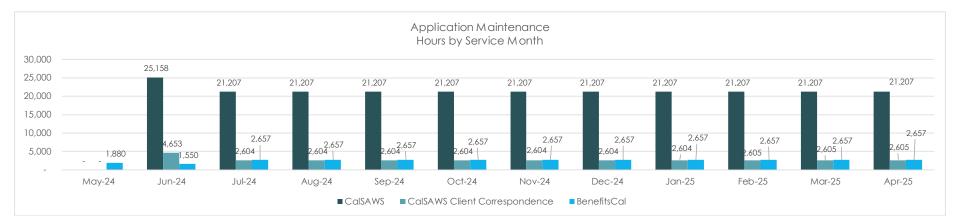
CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS M&O	\$4,396,792	\$25,287,029	\$29,683,821	\$29,683,821	\$0	1 4.8 %	100.0%
Consortium Personnel - County ¹	\$0	\$10,192,326	\$10,192,326	\$10,192,326	\$0	0.0%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$4,396,792	\$15,094,703	\$19,491,495	\$19,491,495	\$0	22.6%	100.0%
Premise	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Consortium Personnel - County ¹	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Consortium Personnel - Contractor ^{2,3}	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Total	\$4,396,792	\$25,287,029	\$29,683,821	\$29,683,821	\$0	14.8%	100.0%

SFY 2024/25 - Consortium Personnel FTE Counts	FTE
CalSAWS M&O Long-Term	148
Consortium Personnel - County ¹	52
Consortium Personnel - Contractor ²	83
Consortium Personnel - Sub-Contractor ³	7
TBD ⁴	6
CalSAWS Transition Limited-Term	7
Consortium Personnel - County ¹	0
Consortium Personnel - Contractor ²	3
Consortium Personnel - Sub-Contractor ³	0
TBD ⁴	4
Total	155

¹Includes only Consortium Staff, does not include County Support Staff ²Includes RGS and CSAC employees ³Includes RGS Contractor Staff ⁴V acancies

CalSAWS | SFY 2024/25 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS M&O	\$12,667,740	\$97,251,623	\$109,919,363	\$109,919,363	\$0	11.5%	100.0%
CalSAWS M&E	\$7,776,842	\$30,663,557	\$38,440,399	\$38,440,399	\$0	20.2%	100.0%
CalHEERS Interface Change Budget	\$805,011	\$2,097,196	\$2,902,207	\$2,902,207	\$0	27.7%	100.0%
BenefitsCal	\$667,740	\$3,229,560	\$3,897,300	\$3,897,300	\$0	17.1%	100.0%
CalSAWS Premise	\$3,418,147	\$61,261,310	\$64,679,457	\$64,679,457	\$0	5.3%	100.0%
TOTAL	\$12,667,740	\$97,251,623	\$109,919,363	\$109,919,363	\$0	11.5%	100.0%



Service Month	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Total
CalSAWS M&O	-	25,158	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	237,228
Design & Build	-	10,789	-	-	-	-	-	-	-	-	-	-	10,789
Test	-	5,045	-	-	-	-	-	-	-	-	-	-	5,045
Management & Other Support	-	9,324	-	-	-	-	-	-	-	-	-	-	9,324
Projection	-	-	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	21,207	212,070
CalSAWS Client Correspondence	-	4,653	2,604	2,604	2,604	2,604	2,604	2,604	2,604	2,605	2,605	2,605	30,696
Client Corresondence	-	4,653	-	-	-	-	-	-	-	-	-	-	4,653
Projection	-	-	2,604	2,604	2,604	2,604	2,604	2,604	2,604	2,605	2,605	2,605	26,043
BenefitsCal	1,880	1,550	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	30,000
Design & Build	1,035	852	-	-	-	-	-	-	-	-	-	-	1,887
Test	469	388	-	-	-	-	-	-	-	-	-	-	857
Management & Other Support	376	310	-	-	-	-	-	-	-	-	-	-	686
Projection	-	-	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	2,657	26,570
COMBINED TOTAL	1,880	26,708	23,864	23,864	23,864	23,864	23,864	23,864	23,864	23,864	23,864	23,864	267,228

NOTES:

May Services for CalSAWS M&O and Client Correspondence were paid in June and therefore reflected in prior year report. CalSAWS includes offshore "no-cost" hours.

Cal**SAWS** | SFY 2024/25 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail								
Category	Contract	Service Month	Amount	Invoice Month	Invoice #			
Hyland	CalSAWS	April-24	\$79,564	September-24	TBD			
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	May-24	\$10,000	September-24	TBD			
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	May-24	\$10,000	September-24	TBD			
Hyland	CalSAWS	June-24	\$10,000	September-24	TBD			
Total			\$109,564					

CalSAWS | SFY 2024/25 CHANGE NOTICE TRACKING

Accenture Change Notices	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 32)	\$167,000,000	
Previously Approved through June 2022	\$79,433,282	FIVE - THIRTY
Various Premise Items and Reconciliation to Actual Costs	\$948,661	THIRTY ONE
Various Premise Items, Security and Technical Updates	\$4,980,254	THIRTY TWO
Various Premise Items	\$30,177,374	THIRTY-THREE
Various Premise Items	\$2,308,378	THIRTY-FOUR*
Total Allocated Amounts	\$117,847,949	
Total Remaining Allocation	\$49,152,051	

Accenture County Purchases	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 32)	\$35,000,000	
Approved County Purchases	\$14,947,905	FIFTEEN - THIRTY
Approved County Purchases	\$658,623	THIRTY-ONE
Approved County Purchases	\$137,123	THIRTY-TWO
Approved County Purchases	\$5,144,110	THIRTY-THREE
Approved County Purchases	\$68,322	THIRTY-FOUR*
Total Allocated Amounts	\$20,956,083	
Total Remaining Allocation	\$14,043,917	

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 8)	\$8,829,000	
Various Premise Items	\$593,134	CO 8 ONE - THREE
Various Premise Items	\$2,754,081	CO 8 FOUR - FIVE
Various Premise Items	\$259,722	CO 8 SIX*
Total Allocated Amounts	\$3,606,937	
Total Remaining Allocation	\$5,222,063	

Gainwell County Purchases	Total Amount	Change Order Ref.
Total Baseline Allocation	\$3,900,000	
Previously Approved	\$2,994,561	ONE-NINE
Total Allocated Amounts	\$2,994,561	
Total Remaining Allocation	\$905,439	

Gainwell Central Print	Total Amount	Change Order Ref.
Total Baseline Allocation (Change Order 8)	\$9,000,000	
Approved County Purchases	\$118,537	ONE
Approved County Purchases	\$110,978	TWO*
Total Allocated Amounts	\$229,515	
Total Remaining Allocation	\$8,770,485	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 9)	\$33,000,000	
Various Premise Items	\$9,367,413	ONE - FOURTEEN
Total Allocated Amounts	\$9,367,413	
Total Remaining Allocation	\$23,632,587	

*Pending Board Approval

Quarterly Fiscal Update

Important Contract Information

- County purchase process and guidelines reviewed with Fiscal/Contract Representatives on August 15, 2024
- Enhancement requests must go through County Enhancement Request (CER) process first
- Timelines for county purchases vary based on complexity of request
- All county purchases are reviewed for impacts to project schedule, scope, and resources, as well as contract constraints including transition

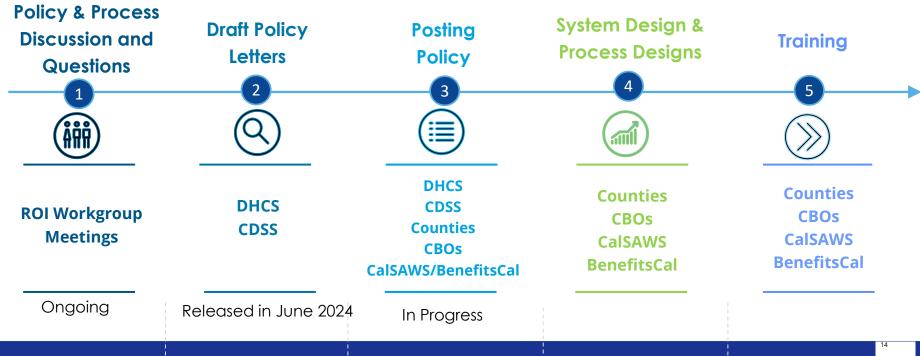
BenefitsCal Update

- ROI Workgroup Update
- BenefitsCal Adoption and Approach
 going forward



BenefitsCal ROI Update

- CDSS and DHCS have released draft policy letters for stakeholder review and collected input by July 10, 2024.
- Next workgroup meeting is scheduled on 08/26/24 and group is reviewing the application permutations in conjunction with the draft ACL/ACWDL
- Finalized published letters date has not yet been determined.





OBJECTIVE:

Drive increased: adoption of features, customer acount creation, increased awareness, and trust through omnichannel user touchpoints and outreach.

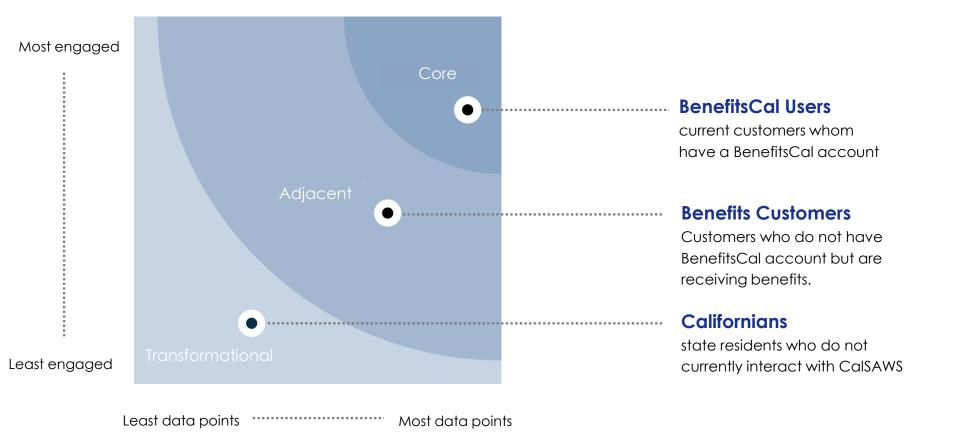
Application usage has exceeded 5.15 M Applications 4.5 M user accounts measured in July 2024.

NORTH STARS:



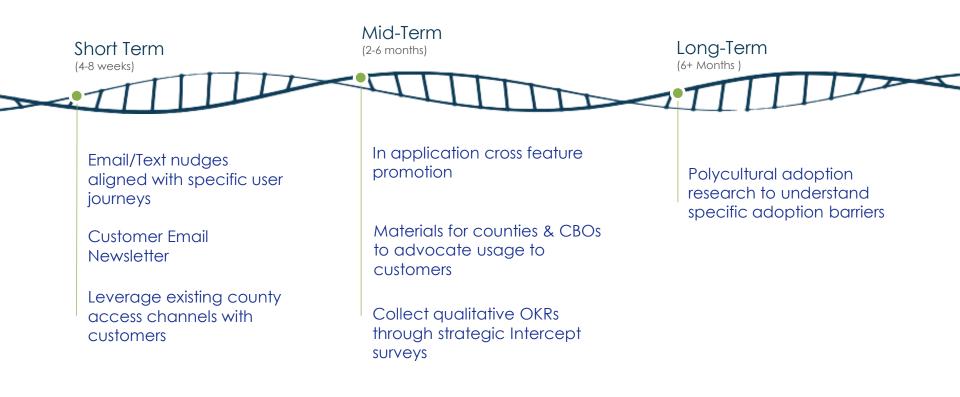
3 customer segments to Increase engagement

Goal of connecting more Californians with BenefitsCal



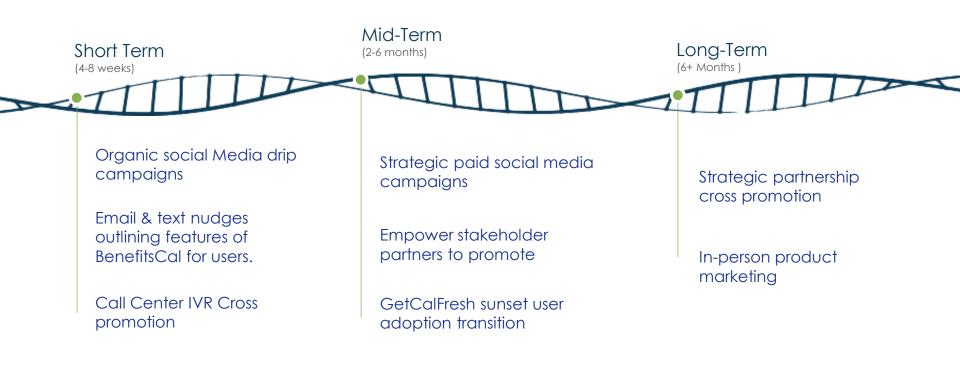
Current BenefitsCal Users

Goal of increasing usage of application features



Benefits Customers

Goal of increasing user account creation and usage



Short / Mid-Term Long-Term (4 weeks -6 Months) (6+ Months) Expanded campaign to digital media Marketing Traditional marketing to reach Focus on existing users and benefits customers broader audiences Search Engine Marketing (SEM) across platforms Engage with community & cultural events

Californians

Release and Policy Update

CalSAWS Release Highlights



CalSAWS Release and Policy Update CalSAWS Release Overview

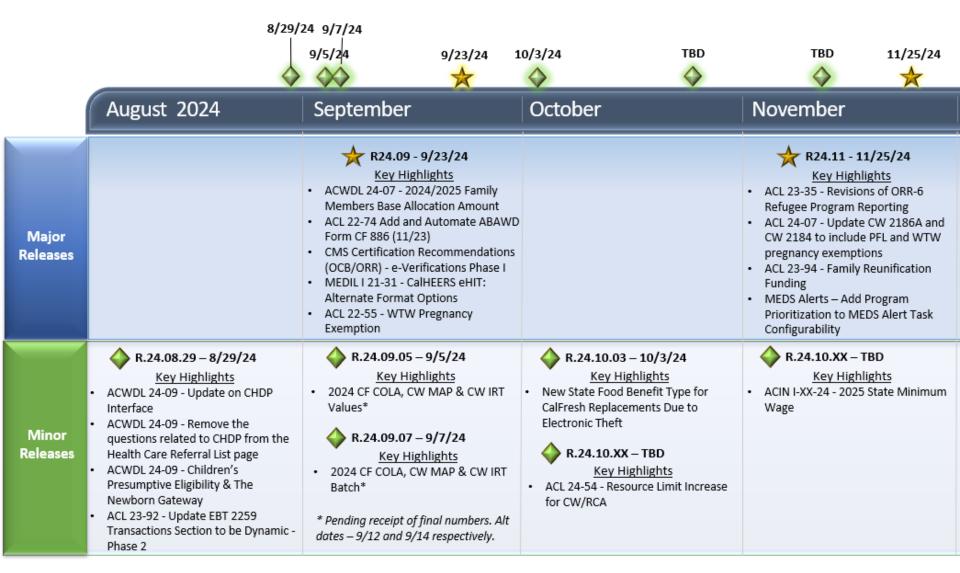
- Executed batch to apply the California Necessities Index (CNI) Rate increases for Foster Care, KinGAP, and Adoption Assistance programs on July 27, 2024
 - Case lists, as described in the batch memorandum, were made available to the counties on July 29,2024
- Executed a mass replacement for eight counties on August 1, 2024 for residents that suffered food losses as a result of wildfires, power outages, and Public Safety Power ShutOff (PSPS) events July 1 - 10, 2024
- Replaced 60% of July 2024 regular CF benefits for the below counties and zip codes
 - Butte: 95916 Mariposa: 95345, 95338 Placer: 95728 Plumas: 95923, 96137,95984,96020,95983,95956,95934,95971,95947 San Mateo: 94021 Santa Barbara: 93254 Shasta: 96065, 96062 Tehama: 96061,96063,96074,96075,96029,96059

CalSAWS Release and Policy Update CalSAWS Release Overview

- Deployed 24.07 on July 28, 2024
 - Code merge issue was discovered during regression testing that led to a one-week delay in release deployment
 - Conducted a root cause analysis on the 24.07 code merge issue. A development tool upgrade was automatically pushed out to developers. The new version of the tool changed a setting for code mergers. This change was not communicated to developers
 - Action items:



CalSAWS Release and Policy Update CalSAWS Release Overview

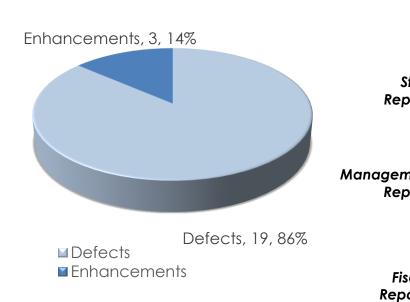


Reports Status Update



Reports Update

Updates made since last JPA



Top Changes

SCR/Defect #	Summary
SCR CA-278555	Consolidate the Integrated Payroll Summary Report
Defect CA-279591	Add logic to consistently handle incorrectly used 'Other' person claim code
Defect CA-280864	Update logic to display the correct Due Months

	Defects	SCRs
State eports ement	 CF 256 CA 237 CW CW 237 CW Line 8 Backup CA 255 CA 253 CMSP 237 CMSP 237 Detailed Backup Report WTW 25 WTW 25A CA 237 FC FNS 209 CA 812 	 CA 237 CW CA 255 CA 253
eports	 E-Hit Dashboard Medical Renewals Listing Report DPSS Renewals Performance Measures Dashboard 	 Application Processing Timeliness
Fiscal eports	 Collections Receipt Daily Report Collections Receipt Monthly Report Controls Unreceived Voucher Report Integrated CalFresh Issuance Detail Claiming Report 	 Consolidate Integrated Payroll Summary Main Payroll CalFresh EBT Production Reconciliation Report Main Payroll CalFresh Issuance Register Main Payroll CalFresh Issuance Summary
Other		 Second group of Functional Design Documents (7 reports covered) Release Note Report

* July 13 - August 16

Reports Update Focus: Fiscal Reporting

Defects

Five (5) Open as of 8/7:

- CA-279107 Controls Unreceived Voucher Report Generating for Non-LA Counties – Target 8/8
- CA-279439 Collections Receipt Daily Details and Summary Don't Reconcile

- Target 8/15

- NEW CA-280504 CF 256 and Integrated CF Detail Claiming Report Incorrectly Including WINS/LIHEAP/SUAS Replacements – Target 8/29
- NEW CA-280665 FNS 209 Cash Refunds on Line 20b instead of Line 20a – Target August Release
- NEW CA-281277 –Collections Receipt Monthly and Daily Not Reconciling – Target 24.09

Between 7/13 and 8/16:

Nineteen (19) Fiscal defects deployed

Remaining Defects in development and targeted for resolution

Enhancements

 Implemented first phase of fiscal report consolidation on 8/8 – High priority from counties

Upstream Issues



- SCR CA-200644 Update Eligibility rules to treat CalWORKs Aid Codes 3U and 3W as 'Mixed' instead of 'State' Funded Status: Currently in Design for 24.11, November release
- Twelve (12) Counties submitted late files resulting in report reexecuted.

Three (3) Fiscal enhancements deployed

Five (5) Additional SCRs planned through the 25.07, July Release

Ninety-Nine (99) Fiscal Reports Re-Executed

Operations & Reports teams will be reaching out to discuss recurring issues and impact

Fresno GenAl Update



Post Go-Live Metrics Fresno GenAl Call Summary Assist

The Fresno GenAl Call Summary Assist solution was fully deployed to production in June/July. Below captures production metrics since launch from June 28, 2024 through August 3, 2024:

Key Performance Metrics – Generative Al							
23,037 Summaries Generated	100% Summaries Generated Within 60 seconds	8 seconds Average Call End to Summary End					
12% Reduction in Average Post-Call Wrap Time	10% Reduction in Average Handle Time	82% GenAl Summary Content Retained					

Eligibility Worker Feedback

Highlights:

- "Works at capturing the main points of the call so Eligibility Workers only need to make minor edits"
- "So far it's a great compliment to our duties"
- "I am finding the assistance quite helpful in closing out phone calls more accurately and efficiently. Keep up the good work!"

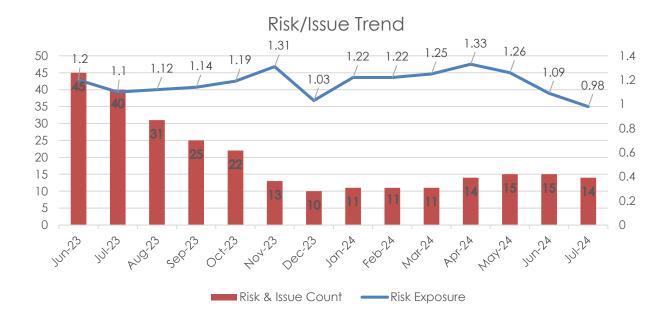
Suggestions:

- Room for improvement in recording client's names, dates, phone numbers and addresses
- · Feedback on summary sometimes being repetitive or sometimes lacking details

M&E Risks



CalSAWS Project Risks Risk Exposure Trend



M&O High and Medium Risk Summary

Category	Risk	Risk Name	Level				
CalSAWS Project Management Risks	102	Lack of annual project funding may cause schedule delay or reduction in	Medium				
	102	scope for CalSAWS & other projects	Medioni				
CalSAWS Project Management Risks	203	Project communications must continuously $e \lor ol \lor e$, otherwise stakeholder /	Medium				
CaisAws Project Management Risks	203	audience needs will not be met	Medium				
M&O Production Risks	246	Perceived gap in functionality with GetCalFresh may impact adoption of	Medium				
Machrodocilon Kisks	240	BenefitsCal	Medium				
M&O Production Risks	1 290	Recently released ROI policy lacks clarity which may create privacy and	Medium				
		liability exposure for counties and customers	Mealom				
M&O Production Risks	296	Counties may not be prepared to reconcile Fiscal Reports and submit State	Medium				
M&O FTOGOCIIOT KISKS	270	Reports, timely	Medium				
M&O Production Risks	297	Counties may face challenges in adopting management and ad hoc reports if	Medium				
	277	additional support is not provided	Medioin				
M&O Production Risks	300	Stability of the CalSAWS Enterprise Identity and Access Management Services	lssue				
		and Access Management Services					
M&O Production Risks	302	There could be customer dissatisfaction and county frustrations unless Courte					
	002	Call Back configuration and eGain reporting is improved	Medium				

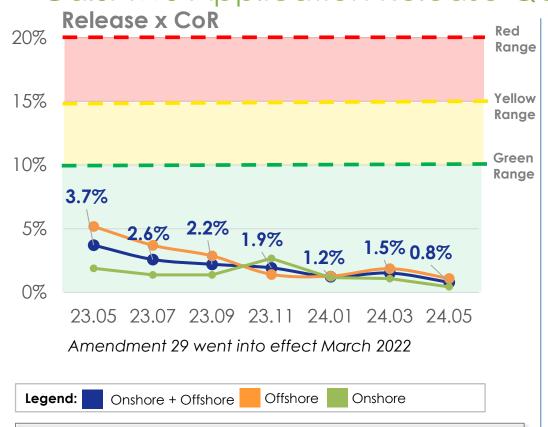
*Please note, low risks are not displayed.

Quarterly Statistics Update

- SLAs, Production Stability, Tickets, and Defects
- Hyland Imaging SLAs
- BenefitsCal Performance Metrics



CalSAWS Quality, Defect, Stability, Tickets Stats CalSAWS Application Release Quality Metrics



TYPICAL RANGES

GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.

AMBER/RED: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

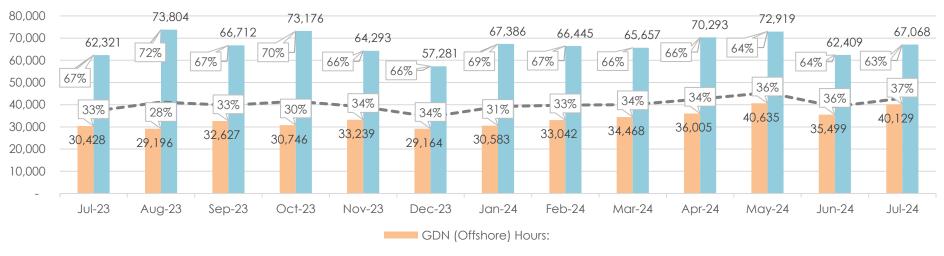
Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date (Actual Rework effort Hours/ Actuals To Date Hours)*100

The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 24.07 COR numbers will be available after 24.09 goes live

CalSAWS Quality, Defect, Stability, Tickets Stats GDN Workload Balance



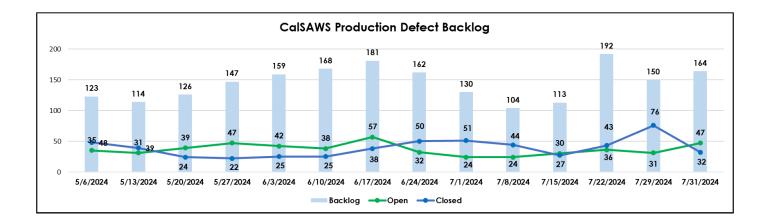
Onshore vs. Offshore (GDN) Hours Across All Teams

Per Amendment 29: "Use of GDN resources may approximate 40% of the available hours required for Accenture to deliver its obligations under Exhibit X CalSAWS M&O Extension"

CalSAWS Quality, Defect, Stability, Tickets Stats Production Defects Backlog

Open production defect rate has remained level, demonstrating system stability with no major spikes outside of normal ranges

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production



CalSAWS Quality, Defect, Stability, Tickets Stats Production SLA Metrics

Perf	LD	Performance Requirement Title	Nov	Dec	Jan	Feb	March	April	May	June	July *
Req #	Applies	Monthly Off Prime Business Hours Availability									
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	0	\odot	0	0	\bigcirc	0	0	Ø	Ø
3		Monthly Deficiency Notification Response Time		$\mathbf{\mathbf{e}}$			$\mathbf{\mathbf{e}}$	$\mathbf{\mathbf{O}}$	\bigcirc	\bigcirc	
4		Monthly Helpdesk Diagnosis Time			\bigcirc	\bigcirc	$\mathbf{\mathbf{e}}$			\bigcirc	$\mathbf{\mathbf{e}}$
5	\bigcirc	Daily Peak Usage Hours Availability	$\mathbf{\mathbf{e}}$		×	$\mathbf{\mathbf{e}}$	$\mathbf{\mathbf{e}}$	Ø	×	$\mathbf{\otimes}$	
6	Ø	Daily Prime Business Hours Availability		×	×		\bigcirc		8		
7	Ø	Daily Peak Usage Hours ED/BC Response Time				Ø		0	0	\bigcirc	S
8	Ø	Daily Prime Business Hours ED/BC Response Time		$\mathbf{\mathbf{e}}$		$\mathbf{\mathbf{e}}$	$\mathbf{\mathbf{e}}$		\bigcirc	\checkmark	
9	Ø	Daily Peak Usage Hours Screen to Screen Navigation Response Time	0	\bigcirc	0	S	(0	0	e	S
10	Ø	Daily Prime Business Hours Screen to Screen Navigation Response Time	S			e	e		8		0
11	\bigcirc	Daily Batch Production Jobs Completion	×	8	8				S	$\mathbf{\mathbf{e}}$	
12		Daily Off Prime Business Hours ED/BC Response Time		$\mathbf{\mathbf{e}}$		$\mathbf{\mathbf{e}}$	$\mathbf{\mathbf{e}}$	Ø		\bigcirc	
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	S	\bigcirc		0		0	0		0
14		Daily Unbounded Search Response Time	\checkmark					0	Ø	\bigcirc	
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	0	8	\mathbf{x}	0		0	0	\bigcirc	S
16		Daily Peak Usage Hours Standard Report Response Time		\bigcirc							
17	\bigcirc	Security Incident Notification			×		\checkmark	Ø	Ø		
18	\bigcirc	Security Incident Reporting						O	e		
19	\bigcirc	Security Incident Negligence				\bigcirc					$\mathbf{\mathbf{e}}$
20		Disaster Recovery Response Time						Ø	\bigcirc		

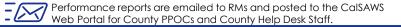
• Daily Peak Business Hours Availability had 2 days with a missed SLA for May-2024 and 1 day with a missed SLA for Jun-2024

Daily Prime Business Hours Availability had 1 day with a missed SLA for May-2024

Daily Prime Business Hours Screen to Screen Navigation Response Time had 1 day with a missed SLA for May-2024

* July SLA Metrics are still being formally reviewed





CalSAWS Quality, Defect, Stability, Tickets Stats Hyland Imaging Performance Metrics

Performance Requirement Title	Performance Average May 2024 – July 2024	SLA Met
Monthly Uptime 7/11/24 – 1 incident (85 minutes)	99.94%	8
Monthly Page Views	98.98%	0
Monthly Database Transactions	99.90%	0

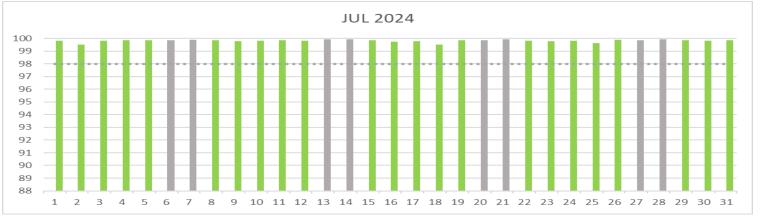
BenefitsCal Performance Metrics

SLA #1:Daily Online transactions – inquiry screens (bounded)*Target:98% with an average response time < 2 seconds</th>Actual:Exceeded daily online transaction (bounded) response time at no less than 99.92%since January 2022. Measured daily and reported on Monthly



Monthly View: Jan 2022 - Jul 2024



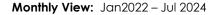


Legend: Target Met Target Not Met Weekend

BenefitsCal Performance Metrics

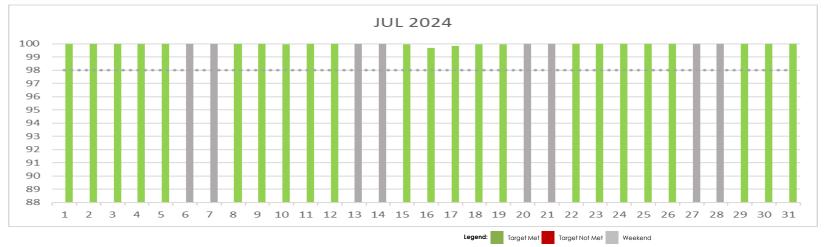
SLA #2: Daily Online transactions – inquiry screens (unbounded)
Target: 98% with an average response time <10 seconds*

Actual: Exceeded daily online transaction (unbounded) response time at no less than 98.62% since January 2022. Measured daily and reported on Monthly





Daily View: Jul2024



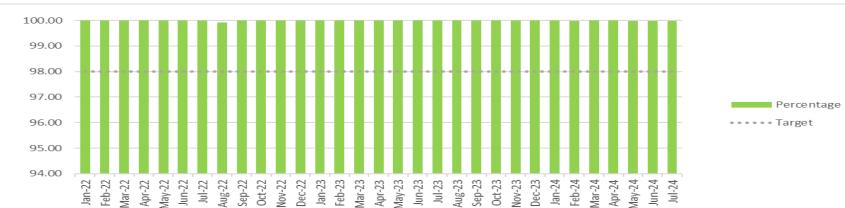
BenefitsCal Performance Metrics

SLA #3: Daily BenefitsCal Hosted API transactions

Target:98% with an average response time <2 seconds</th>

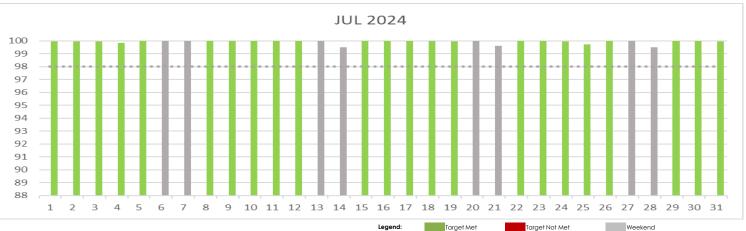
Actual: Exceeded daily API transaction response time at no less than 99.97% since

January 2022. Measured daily and reported on Monthly



Monthly View: January 2022 - Jul 2024

Daily View: Jul 2024



Procurement Update

- M&O Procurement
- BenefitsCal Procurement



Procurement Update M&O Procurement

- One Appeal filed by Accenture on February 15.
- Key Upcoming Dates:
 - Appeal Hearing: August 30
 - Appeal Decision: September 19

Procurement Update BenefitsCal Key Procurement Tasks

	BenefitsCal Procurement Event	Dates
1	Release RFP	May 29, 2024
2	Conduct Bidder's Conference	June 11, 2024
3	Bidder Question Period	May 30 – June 25, 2024
4	Consortium Responds on a Flow Basis	June 6 – 26, 2024
5	Consortium Issues RFP Addendum 1	June 14, 2024
6	Consortium Issues RFP Addendum 2	June 25, 2024
7	Consortium Publishes Final Q&A and RFP Addendum 3	July 3, 2024
8	Bidders Submit Request to OTSI for Proposal Folder	July 15, 2024
9	Proposals Due	July 30, 2024
10	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	July 31, 2024 – February 5, 2025
11	Prepare and Approve Vendor Selection Report	February 6 – March 18, 2025
12	Publish Notice of Intent to Award and VSR	March 19, 2025
13	Contract Negotiations	March 24 – April 3, 2025
14	State Contract Approval	April 4 – May 8, 2025
15	Federal Contract Approval	May 9 – July 14, 2025
16	Contingency Period	July 15 – August 18, 2025
17	JPA BOD Approval	August 22, 2025
18	Contract Start	September 2, 2025
19	Transition-In Period	September 2, 2025 – February 27, 2026

11:10 a.m. Closed Session



Closed Session

 Conference with Legal Counsel re Existing Litigation (Gov. Code § 54956.9) – 1 item: (Lopez v. State of California, et al., Sacramento County Superior Court Case No. 24 CV 007367).

The Open Session of the CalSAWS JPA Board of Directors Meeting will resume shortly.

11:20 a.m. Reconvene Open Session



Announcement of action taken in Closed Session, if any.



Adjourn Meeting

