



Change Order No. 8 Work Order No. 7: QA Services for Infrastructure Transition

The purpose of this Work Order is to outline the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) Services for the Infrastructure Transition during the Infrastructure Contractor transition.

Scope

ClearBest will provide QA support to the Consortium throughout Transition-In and Transition-Out periods as defined in the Infrastructure Agreement between the Consortium and Gainwell. Services will cover initial planning/preparation support for a four-month Contractor transition period for Infrastructure. QA Services include monitoring, guiding, and confirming that the complex transition(s) are completed without disrupting the stability of normal business operations and system availability. In general, QA Transition Services will include:

1. Participation in meetings, discussions, and walkthroughs pertaining to the transition activities, deliverables, work products, and milestones. This includes participation in Go/No-Go decisions and post release review meetings.
2. Support of Consortium PMO planning activities to prepare for the transition period.
3. Review of Transition-In/Out meetings and reporting to validate that:
 - A. Transition-In/Out meeting and reporting requirements are being met and tracked.
 - B. Reporting is occurring as anticipated.
 - C. Accurate information is being presented.
 - D. Risks, issues, and changes are being effectively managed.
 - E. Transition-In/Out checklists are completed.
 - F. Findings are resolved.
4. Review of service and function migration activities and outcomes to validate that:
 - A. Service and functional migration activities are being met and tracked.
 - B. The incumbent and incoming Contractors are managing from integrated plans and work schedules.
 - C. Data, files, documentation, and tools necessary or beneficial to the continuance of the CalSAWS System are transferred.
5. Review of knowledge transfer activities to validate that:
 - A. Knowledge transfer requirements are being met and tracked.
 - B. The knowledge transfer process is well-paced, consistent, robust, and occurs timely.
 - C. The knowledge transfer content prepares the incoming Contractor to assume system operation and continue quality enhancements.
6. Review of Transition-In readiness activities and outcomes to validate that:
 - A. Transition-In requirements are being met and tracked.
 - B. The incoming Contractor has provided evidence and is ready to assume operational control of CalSAWS.
 - C. Readiness checklists are thorough and have been completed.

D. Turnover processes and procedures are being followed and risks/issues are escalated timely.

7. Review of Testing and Validation activities and outcomes to integrate QA testing plans with the incoming Contractor and other CalSAWS Contractors and validate that:

- A. Testing and validation requirements are being met and tracked.
- B. Outcomes are accurate and reported as planned and communication for problems and corrective actions is timely.

The QA Test team will conduct independent testing and validation as needed, targeting mission-critical, high-priority, and functionally complex changes.

8. Assessment of the Contractor transition deliverables, including:

- A. Infrastructure Transition-In Master Plan (ITIMP)
 - B. Infrastructure Services Plan and Operational Working Documents (Incoming Contractor)
 - C. Infrastructure Transition-In Work Schedule
 - D. Infrastructure Transition-In Test and Validation Plan
 - E. Infrastructure Project Control Document
 - F. Infrastructure Work Schedule (Monthly)
 - G. Infrastructure Technology Refresh Plan (Annual)
 - H. Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update (Monthly)
 - I. Infrastructure Technical Design Document
 - J. Infrastructure Network Design Plan
 - K. Infrastructure Technical Asset Configuration Report for Development, Test, Staging, Performance, and Production Environments
 - L. Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning (Annual)
 - M. Infrastructure Monthly Operations Report (Monthly)
 - N. Infrastructure Technology Recovery Plan
 - O. Infrastructure System Security Plan
 - P. Infrastructure Penetration Test Report (Semi-Annual)
 - Q. Infrastructure Transition-Out Master Plan (ITOMP) - Accenture
 - R. Infrastructure Transition-Out Work Schedule - Accenture
 - S. Infrastructure Agreement Closeout Plan (Outgoing Contractor) - Accenture
 - T. Infrastructure Final Project Closeout Report (Outgoing Contractor) – Accenture
- Creation of QA assessment reports will be based on the approved approach and methodology identified in the ClearBest Deliverable #05 – DD&I Deliverable Review and Assessment Plan.

9. Reporting of QA activities, findings, recommendations, issues, risks, mitigation strategies, and outcomes from the assessment of services being transitioned in Deliverable #77 – QA Transition Services Status Report. The contents of Deliverable #77 will be incorporated into Deliverable #65 – QA Status Report.

10. Reporting on QA findings at the CalSAWS Weekly Status meetings, Project Steering Committee (PSC), Joint Powers Authority (JPA) board meetings, and other stakeholder meetings as required.

Staffing and Cost

To perform the QA Services for Infrastructure Transition, ClearBest is assigning resources based on the level of effort to complete the tasks outlined in the Scope section. The not-to-exceed estimated effort for the QA Services is as follows:

QA Staff Role	Hours	Rate	Cost
QA Technical Lead	1,923.47	\$139.00	\$267,362.40
QA Functional Specialist II	1,392.00	\$134.00	\$186,528.00
QA Specialist I	1,432.00	\$124.00	\$177,568.00
QA Business Analyst/Tester	1,096.00	\$114.00	\$124,944.00
QA Technical Analyst	496	\$124.00	\$61,504.00
Total	6,339.47		\$817,906.40

Costs by Deliverable and SFY

The cost schedules to support the QA Services associated with the Infrastructure Transition have been incorporated into the attached Quality Assurance Project Cost Schedules. The total cost of Change Order 8 Work Order 7 is not to exceed \$817,906.40. The following provides the estimated costs by deliverable and SFY:

SERVICE	SFY 24/25	TOTAL
DEL #77 - QA Transition Services Status Report	\$484,515.20	\$484,515.20
DEL #78 - QA Assessment of Infrastructure Transition-In Master Plan (ITIMP)	\$11,632.00	\$11,632.00
DEL #79 - QA Assessment of Infrastructure Services Plan and Operational Working Documents (Incoming Contractor)	\$50,924.00	\$50,924.00
DEL #80 - QA Assessment of Infrastructure Transition-In Work Schedule	\$8,416.00	\$8,416.00
DEL #81 - QA Assessment of Infrastructure Transition-In Test and Validation Plan	\$18,016.00	\$18,016.00
DEL #82 - QA Assessment of Infrastructure Project Control Document	\$25,600.00	\$25,600.00
DEL #83 - QA Assessment of Infrastructure Work Schedule (Monthly)	\$11,669.20	\$11,669.20
DEL #84 - QA Assessment of Infrastructure Technology Refresh Plan (Annual)	\$12,624.00	\$12,624.00
DEL #85 - QA Assessment of Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update (Monthly)	\$8,006.40	\$8,006.40
DEL #86 - QA Assessment of Infrastructure Technical Design Document	\$13,344.00	\$13,344.00
DEL #87 - QA Assessment of Infrastructure Network Design Plan	\$13,344.00	\$13,344.00
DEL #88 - QA Assessment of Infrastructure Technical Asset Configuration Report for Development, Test, Staging, Performance, and Production Environments	\$10,008.00	\$10,008.00

SERVICE	SFY 24/25	TOTAL
DEL #90 - QA Assessment of Infrastructure Monthly Operations Report (Monthly)	\$5,337.60	\$5,337.60
DEL #91 - QA Assessment of Infrastructure Technology Recovery Plan	\$22,272.00	\$22,272.00
DEL #92 - QA Assessment of Infrastructure System Security Plan	\$70,232.00	\$70,232.00
DEL #106 - QA Assessment of Infrastructure Transition-Out Master Plan (ITOMP) - Accenture	\$13,344.00	\$13,344.00
DEL #107 - QA Assessment of Infrastructure Transition-Out Work Schedule - Accenture	\$15,240.00	\$15,240.00
DEL #108 - QA Assessment of Infrastructure Agreement Closeout Plan (Outgoing Contractor) - Accenture	\$10,008.00	\$10,008.00
DEL #109 - QA Assessment of Infrastructure Final Project Closeout Report (Outgoing Contractor) - Accenture	\$13,344.00	\$13,344.00
TOTAL	\$817,906.40	\$817,906.40

Work Order Approval

IN WITNESS WHEREOF, the Parties have set their hands hereunto as of the Execution Dates set forth below.

CalSAWS Consortium

By: _____
 Printed Name: Michael Sylvester
 Title: Board Chair
 Date: _____

ClearBest, Incorporation

By: _____
 Printed Name: Wendy Battermann
 Title: President
 Date: _____

CalSAWS Consortium

By: _____
 Printed Name: Julia Erdkamp
 Title: Executive Director
 Date: _____

APPROVED AS TO FORM:

By: _____
 Jeff Mitchell
 Consortium Legal Counsel
 Date: _____