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SOW Task Area: 1. Transition-In Requirements (28 Requirements)

SUBTASK: 1.1 TRANSITION-IN PLANNING (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.1-01	<p>The Contractor will develop, deliver, maintain, and execute a M&E Transition-In Master Plan (M&E TIMP), in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, that acts as the Master Transition-In document by which the other transition documents are referred and traceable.</p> <p>Deliverable: M&E Transition-In Master Plan (M&E TIMP)</p>
ME-1.1-02	<p>The Contractor will complete transition and assume responsibility for all CalSAWS Services and functions included in this Agreement within twelve (12) months of the Agreement Effective Date.</p>
ME-1.1-03	<p>The Contractor will perform a gap analysis, working in conjunction with the Consortium, between the following existing documents and the Services and functions contained in this Agreement and industry best practices to identify changes (additions and deletions) and enhancements to the following documents:</p> <ol style="list-style-type: none"> 1. M&O Services Plan 2. M&O Services Plan Operational Working Documents (OWD) <p>The changes and improvements to the documents will be identified through Deliverable Expectation Documents (DEDs) in accordance with the CalSAWS Enterprise PCD.</p>
ME-1.1-04	<p>The Contractor will develop and deliver updated plans and documents based on the approved DEDs as identified in the Transition-In Work Plan:</p> <ol style="list-style-type: none"> 1. M&E Services Plan (based on the M&O Services Plan) 2. M&E Services OWDs (based on the M&O Services Plan OWDs) <p>Deliverable: M&E Services Plan and Operational Working Documents</p>

SUBTASK: 1.2 TRANSITION-IN WORK SCHEDULE (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.2-01	<p>The Contractor will develop, deliver, maintain, and execute a M&E Transition-In Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, in accordance with the M&E Services Plan.</p> <p>Deliverable: M&E Transition-In Work Schedule</p>

SUBTASK: 1.2 TRANSITION-IN WORK SCHEDULE (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.2-02	The Contractor will maintain and update the M&E Transition-In Work Schedule through the completion of Transition-In tasks and deliverables, in accordance with the CalSAWS Enterprise PCD.
ME-1.2-03	The Contractor will continue to submit the updated Transition-In Work Schedule to the Consortium until all Transition-In activities are completed and approved.

SUBTASK: 1.3 TRANSITION-IN MEETINGS AND REPORTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.3-01	The Contractor is responsible for scheduling, tracking, documenting, recording, and sharing agendas and minutes for any and all meetings planned and conducted as part of the transition of Services under this Agreement in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.
ME-1.3-02	The Contractor will organize and facilitate at a minimum, the following meetings with the Consortium to report on the progress of the Transition-In effort: <ol style="list-style-type: none"> 1. Plan, prepare and lead the weekly Transition-In Work Plan Meeting to review the status, activities and details of the Transition-In Work Plan with the Consortium. 2. Plan, prepare and lead the Monthly Transition-In Management Plan Meeting.
ME-1.3-03	The Contractor will prepare and present a written report at the Transition-In Work Plan Meeting that contains direct outputs from the Transition-In Work Plan. Materials provided must be easy to understand, and include: <ol style="list-style-type: none"> 1. Tasks completed from the prior week 2. Tasks due for the coming week 3. Areas in the work plan which require attention (behind schedule) 4. Critical Path analysis 5. Suggested changes to maintain the schedule timelines 6. Schedule Issues 7. Schedule Risks 8. Other areas requiring discussion
ME-1.3-04	The Contractor will create and maintain a Transition-In Dashboard.

SUBTASK: 1.3 TRANSITION-IN MEETINGS AND REPORTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.3-05	The Contractor will include the Transition Dashboard as a part of the transition meeting reports. The Contractor will maintain the Transition Dashboard as a separate file for easy access and updates by both Contractor and Consortium staff.
ME-1.3-06	<p>The Contractor will prepare and present a written report at the Transition-In Management Meeting in a presentation format. The materials provided must be easy to understand, and include:</p> <ol style="list-style-type: none"> 1. Transition Progress Update Summary 2. Transition-In Work Schedule with variances 3. Transition Dashboard including: <ol style="list-style-type: none"> a. Overall status of Transition Components b. Status by Gates (Plan, Execute, Verify, Cutover, Initial Operations, Final Review) c. Transition Component Timeliness – On Schedule, Behind < 15 Days, Behind > 15 Days d. Transition Work Schedule Completion Chart – Represents the work that has been done versus the planned transition work forecast e. Total Transition Components that have reached any one (1) gate. f. Overall Transition Area Status g. Top three (3) risks, issues, and milestones 4. Changes 5. Issues 6. Risks 7. Communication activities 8. QA status and results: <ol style="list-style-type: none"> a. Migration Plan reviews - Checklists required and completed b. Test and Validation reviews - Checklists required and completed c. Findings
ME-1.3-07	Prior to completing the Transition-In period, the Contractor will conduct and facilitate one or more Transition-In Final Review meetings for executive level audiences to show that Transition-In activities are complete and provide information that demonstrates all transition components are transitioned, scheduled activities are complete, and the Contractor is now responsible for all Infrastructure support specified in this Agreement.

SUBTASK: 1.3 TRANSITION-IN MEETINGS AND REPORTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	Note: The Transition-In Final Review meetings will be conducted at or near the end of the Transition-In period. The Consortium must approve completion of Transition-In.
ME-1.3-08	<p>The Contractor will present information at the Transition-In Final Review Meeting(s) in a PowerPoint presentation format which must be easy to understand, and includes:</p> <ol style="list-style-type: none"> 1. Final Dashboard 2. Final Schedule 3. Issues Pertaining to Ongoing Infrastructure activities 4. Lessons Learned 5. Request to Close Transition

SUBTASK: 1.4 TRANSITION-IN SERVICE AND FUNCTION MIGRATION (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.4-01	The Contractor will provide leadership in working with the Consortium and the incumbent Contractor to integrate the incumbent Contractor's Closeout Plan and Closeout Work Schedule with the Contractor's M&E Service and Function Migration Plan.
ME-1.4-02	The Contractor will manage updates and changes to the approved SCR Requirements Service and Function Migration as needed throughout the Transition-In period.
ME-1.4-03	The Contractor will participate in the transfer of Data and files including e-mails, historical transmission files, historical System logs, Documentation, tools, and any other CalSAWS M&E related components that would be mandatory or beneficial to the continuance of the CalSAWS System.

SUBTASK: 1.5 TRANSITION-IN TRAINING AND KNOWLEDGE TRANSFER (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.5-01	<p>The Contractor will specify the methods to be used for knowledge transfer and internal training activities; examples include:</p> <ol style="list-style-type: none"> 1. Documentation Reviews – Review of CalSAWS Documentation relevant to the responsibilities to be assumed by the Contractor's Staff

SUBTASK: 1.5 TRANSITION-IN TRAINING AND KNOWLEDGE TRANSFER (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	<ol style="list-style-type: none"> 2. Q&A Sessions – Meetings to ask the incumbent Contractor clarifying questions on the Documentation to validate the understanding of CalSAWS processes and procedures 3. Walkthroughs – Discussions or meetings between the Contractor and incumbent Contractor to step through operational processes, procedures, scripts, and workflow 4. Training – Learning that takes place to prepare the Contractor's Staff to implement activities, processes, and procedures needed for a given service or function identified in the Contractor's M&E TIMP 5. Demonstrations – that the Contractor's Staff can successfully demonstrate capability to implement activities, processes, and procedures needed to provide a given service or function identified in the Contractor's M&E TIMP.
ME-1.5-02	The Contractor will confirm Consortium staff are familiar with all of the Contractor's CalSAWS Services and any of the new processes and tools used by the Contractor upon transition from the incumbent Contractor.

SUBTASK: 1.6 TRANSITION-IN READINESS REVIEWS (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.6-01	<p>The Contractor will conduct a series of M&E Transition-In Readiness Reviews with the Consortium, and other CalSAWS Contractors as applicable, for each Service or Function identified as part of the Service and Function Migration Plans and provide evidence that they are ready to assume operational control and responsibility for fulfilling the specified requirements and have coordinated cutover tasks and timing with the incumbent Contractor. M&E Transition-In Readiness Reviews apply to each of the following transition areas:</p> <ol style="list-style-type: none"> 1. Management as identified in SOW Task Area 2: Management Requirements. 2. SCRs as identified in SOW Task Area 3: SCR Requirements. 3. M&E Support Services as identified in SOW Task Area 4: M&E Support Services Requirements. 4. Application/Architecture Evolution as identified in SOW Task Area 5: Application/Architecture Evolution Requirements. 5. Innovation as identified in SOW Task Area 6: Innovation Services Requirements. 6. Production Operations as identified in SOW Task Area 7: Production Operations Requirements.

SUBTASK: 1.6 TRANSITION-IN READINESS REVIEWS (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	7. Technology Recovery as identified in SOW Task Area 8: Technology Recovery Requirements. 8. Security as identified in SOW Task Area 9: Security Requirements.
ME-1.6-02	The Contractor will provide M&E Transition-In Readiness Reviews, as identified in the M&E TIMP, that include: <ol style="list-style-type: none"> 1. Incumbent Contractor's Closeout Checklist 2. Status of Transition Component Migration Activities and Tasks 3. Training and/or Knowledge Transfer 4. Contractor's Test or Validation Results 5. Proposed Cutover Activities and Date 6. Contractor's Confirmation of Readiness 7. Consortium Go/No Go Decision
ME-1.6-03	The Contractor will show during the M&E Transition-In Readiness Reviews that they have identified and coordinated cutover tasks and timing with the incumbent Contractor.
ME-1.6-04	The Contractor will confirm that the incumbent Contractor Project Closeout Plan turnover processes and procedures conform to the M&E TIMP.
ME-1.6-05	Upon implementing cutover for a transition component, the Contractor will confirm for the Consortium that M&E Transition-In is complete and the Contractor has assumed full responsibility for providing and managing the service, function, or other transition item.

SUBTASK: 1.7 TRANSITION-IN TEST AND VALIDATION (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-1.7-01	The Contractor will develop, deliver, maintain, and execute a M&E Transition-In Test and Validation Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, that defines the test and validation activities for each of the following Service and Function Areas: <ol style="list-style-type: none"> 1. Management as identified in SOW Task Area 2: Management Requirements. 2. SCR as identified in SOW Task Area 3: SCR Requirements. 3. M&E Support Services as identified in SOW Task Area 4: M&E Support Services Requirements.

SUBTASK: 1.7 TRANSITION-IN TEST AND VALIDATION (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	<ol style="list-style-type: none"> 4. Application/Architecture Evolution as identified in SOW Task Area 5: Application/Architecture Evolution Requirements. 5. Innovation as identified in SOW Task Area 6: Innovation Services Requirements. 6. Production Operations as identified in SOW Task Area 7: Production Operations Requirements. 7. Technology Recovery as identified in SOW Task Area 8: Technology Recovery Requirements. 8. Security as identified in SOW Task Area 9: Security Requirements. <p>Deliverable: M&E Transition-In Test and Validation Plan</p>
ME-1.7-02	The Contractor will manage updates and changes to each approved M&E Transition-In Test and Validation Plan as needed.
ME-1.7-03	<p>The Contractor will conduct walkthroughs for Consortium staff during testing and validation, which will include:</p> <ol style="list-style-type: none"> 1. Demonstration of areas where Task Area performance is acceptable. 2. Demonstration of areas of unacceptable Task Area performance, problems, and issues. 3. Identification of where the problem occurred and an explanation of the differences between expected and actual results. 4. Summary analysis of the problem and the corrective action process and results for each problem or issue.

SOW Task Area: 2. Management Requirements (32 Requirements)

SUB TASK: 2.1 PROJECT MANAGEMENT (30 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-2.1-01	<p>The Contractor will provide project and technical management for all of the activities defined in this Agreement and detailed in the Maintenance and Enhancement Project Control Document and the M&E Services Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, including:</p> <ol style="list-style-type: none"> 1. Planning, controlling, and reporting on the work. 2. Leading the M&E (including transition) activities.

SUB TASK: 2.1 PROJECT MANAGEMENT (30 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-2.1-02	<p>The Contractor will be an active participant and collaborate with the Consortium and other CalSAWS Contractors to plan, develop and participate in developing and operationalizing the Delivery Integration Office, including:</p> <ol style="list-style-type: none"> 1. Participating in the creation and support of the Delivery Integration Office framework to create the governance structure and processes necessary to oversee and manage in an integrated multi-Contractor environment. 2. Incorporating delivery integration principles and best practices. 3. Working in cooperation and coordination with the Consortium and other CalSAWS Contractors to facilitate the administration, maintenance and improvement of this model.
ME-2.1-03	<p>The Contractor will perform project management activities in accordance with the CalSAWS Enterprise Project Control Document (PCD), including:</p> <ol style="list-style-type: none"> 1. Status Reporting 2. Communication Management 3. Contract Management 4. Deficiency Management 5. Deliverable Management 6. Quality Management 7. Risk and Issue Management 8. Staff Management
ME-2.1-04	<p>The Contractor will adopt, deliver, maintain and execute an M&E Project Control Document that includes the activities performed by Contractor Staff, in accordance and coherence with the CalSAWS Enterprise PCD.</p> <p>Deliverable: M&E Project Control Document</p>
ME-2.1-05	The Contractor will maintain and execute the M&E Services Plan.
ME-2.1-06	The Contractor will maintain and execute the M&E Services Operational Working Documents (OWDs) that provide the detailed procedures for the activities and processes contained in the M&E Services Plan.
ME-2.1-07	The Contractor will develop, deliver, maintain, and execute an M&E Work Schedule that includes the activities performed by Contractor Staff, in accordance with the and M&E PCD and M&E Services Plan.

SUB TASK: 2.1 PROJECT MANAGEMENT (30 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	Deliverable: M&E Work Schedule
ME-2.1-08	The Contractor will work with the Consortium, and other CalSAWS Contractors as applicable, to integrate the Work Schedule (including updates) into the Maintenance and Operations Integrated Work Plan.
ME-2.1-09	<p>The Contractor will develop, deliver, and maintain an M&E Organization Chart and Contact List that includes all Contractor Staff providing Services under this Agreement, including:</p> <ol style="list-style-type: none"> 1. A graphical representation of the Contractor's organization at summary and detailed levels (with details down to each individual), which also depicts Contractor Key Staff with their Consortium staff counterparts. 2. A Contact List that specifies the name, role, physical location, email address and telephone number for all Contractor Staff. <p>The Contractor will provide updated versions on a monthly basis to reflect changes.</p>
ME-2.1-10	The Contractor will provide Data, and supporting back-up detail, related to this Agreement, as requested by the Consortium.
ME-2.1-11	The Contractor will provide billing forecasts on a monthly basis, as determined by the Consortium, using the CalSAWS Monthly Projections template, indicating the invoicing and billing schedule for this Agreement by month and state and federal fiscal years.
ME-2.1-12	The Contractor will participate in standing management and committee meetings, in addition to meetings included in the CalSAWS Enterprise PCD, as directed by the Consortium, including the Joint Powers Authority Board of Directors, Project Steering Committee and Weekly Management meetings.
ME-2.1-13	The Contractor is responsible for scheduling, tracking, documenting, recording, and sharing agendas and minutes for any and all meetings planned and conducted as part of the overall project management Services under this Agreement.
ME-2.1-14	The Contractor will provide all information requested by the Consortium in response to audit requests and reviews in the timeframe and format prescribed by the Consortium.
ME-2.1-15	The Contractor will participate in audit activities, SOC1, SOC 2 Type 2, NIST and Financial, as required by the Consortium.

SUB TASK: 2.1 PROJECT MANAGEMENT (30 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-2.1-16	The Contractor will provide copies of specified, available work products/artifacts upon the request of and in the timeframe specified by the Consortium.
ME-2.1-17	The Contractor will utilize the tools documented as "Mandatory" for the functions specified in the Attachment G1 – CalSAWS Software Inventory.
ME-2.1-18	The Contractor may propose, for the Consortium's consideration, additional or alternate tools for those tools not designated as "Mandatory" in the Attachment G1 – CalSAWS Software Inventory. Any additional or alternate tool purchase/use is subject to Consortium review and approval.
ME-2.1-19	The Contractor will make recommendations, on an on-going basis, for improvements to the CalSAWS processes and tools to enhance service delivery and/or optimize costs; implementation of changes is subject to Consortium review and approval.
ME-2.1-20	The Contractor will supplement existing Contractor Staff assigned to this Agreement on an event-driven basis as needed, including providing short-term or specialized subject matter expertise.
ME-2.1-21	The Contractor will use the Consortium's Cloud cost monitoring tools to control and report costs for all of the Cloud-based activities defined in this Agreement.
ME-2.1-22	The Contractor will establish cost controls and recommend cost saving and optimization strategies on a semi-annual basis (at a minimum), including Cloud expenditures, for Consortium consideration.
ME-2.1-23	The Contractor will participate in and support Change Management activities led by the Consortium or other CalSAWS Contractors, as directed by the Consortium.
ME-2.1-24	The Contractor will be an active participant and collaborate with the Consortium and other CalSAWS Contractors to plan, develop, facilitate, participate, and host the Consortium's Cultural Transformation Initiatives. Examples of the Project's Cultural Transformation Initiatives are the Cultural Ambassador Initiative, Inclusion, Diversity, Equity, Advancement (IDEA), Mentor/Mentee Buddy Program, Table Talk Sessions, Feedback Friday, and the CalSAWS Connect Newsletter.
ME-2.1-25	The Contractor will provide Contractor Staff and secure leading industry experts to contribute to the Consortium's Cultural Transformation initiatives, as requested by the Consortium.
ME-2.1-26	The Contractor will provide and use a structured approach for estimating costs for potential System technology changes, proofs of concepts and System Change Requests (SCR). The solution must include supporting price details including factors such as complexity, level of effort, resource types,

SUB TASK: 2.1 PROJECT MANAGEMENT (30 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	named key Staff and required Hardware and Software. The solution must also support input of component prices from multiple vendor sources.
ME-2.1-27	The Contractor will on a monthly basis, track and report the actual hours of each SCR and the cumulative hours of all SCRs in the format specified by the Consortium.
ME-2.1-28	The Contractor will, at the request of the Consortium, provide recommendations for continuous process improvement and innovation in reporting and dashboard technologies and designs.
ME-2.1-29	The Contractor will provide System Data to State and federal agency sponsors on an “on-demand” basis, in the timeframe and format prescribed by the Consortium. This provision will include the evaluation of the required System Data for review with the Consortium.
ME-2.1-30	The Contractor will maintain and enhance the CalSAWS System in accordance with the applicable Centers for Medicare & Medicaid Services (CMS) Eligibility and Enrollment Requirements and Conditions & Standards of Enhanced Funding.

SUBTASK: 2.2 APPLICATION MAINTENANCE AND ENHANCEMENT STRATEGIC PLANNING (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-2.2-01	<p>The Contractor will develop, deliver, maintain, and execute, in consultation and collaboration with the Consortium and stakeholders, an Annual Strategic Plan. The Annual Strategic Plan reflects a “Future Vision” approach that will encompass a five (5) year planning window, including capacity planning to meet the demands of delivering future System changes.</p> <p>Deliverable: Annual Strategic Plan</p>
ME-2.2-02	The Contractor will take a lead role in coordinating and building relationships with partners, sponsors, and stakeholders to create an environment where the strategic planning methodology results in buy-in with all stakeholder groups.

SOW Task Area: 3. System Change Request Requirements (63 Requirements)

SUBTASK: 3.1 SCR PROCESS (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.1-01	The Contractor will perform SCR activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.

SUBTASK: 3.1 SCR PROCESS (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.1-02	The Contractor will recommend, to the Consortium, a Systems/Software Development Lifecycle (SDLC) Methodology or combination of methodologies, specifically a hybrid Waterfall/Agile methodology with documentation best practices and user experience best practices, that reduces the overall time and effort for the development and delivery of System changes while maintaining quality.
ME-3.1-03	The Contractor will apply User Centered Design (UCD) fundamentals throughout each phase of the SDLC and identify areas within CalSAWS that could be restructured to improve the overall User experience and delivery of services.
ME-3.1-04	The Contractor will apply User Experience (UX) principles, where applicable to improve the User Experience for both customers and County Staff.
ME-3.1-05	The Contractor will develop, implement and maintain an annual SCR Production release schedule. The Contractor will make the necessary adjustments at the Consortium's request for modifications to the Production release schedule to address specific priorities or issues.
ME-3.1-06	The Contractor will follow the Production Release Planning and Management procedures in accordance with the M&E Services Plan and the associated OWDs.
ME-3.1-07	The Contractor will develop and implement modifications to the CalSAWS application in accordance with the Consortium's Core Automation Principles.
ME-3.1-08	The Contractor will develop and implement modifications to the CalSAWS application in accordance with the ADA Standards for Accessible Design, including compliance with Section 508 of the Rehabilitation Act.
ME-3.1-09	<p>The Contractor will, in partnership with the Consortium Design Team, review and perform a System and cross functional impact analysis and provide input to draft SCRs to improve development outcomes and the accuracy of cost estimates. The elements of the SCR automated template include:</p> <ol style="list-style-type: none"> 1. Detailed description of Current Design 2. Detailed description of the Requested Change 3. Supporting design artifacts such as Functional Design Documents for Correspondence, ICDs for interfaces 4. Estimate of Change

SUBTASK: 3.1 SCR PROCESS (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	5. A list of the functional areas impacted 6. Assumptions 7. Regression test 8. Test requirements, including environments 9. Test support to Consortium and Counties 10. Training requirements 11. Target Release Schedule
ME-3.1-10	The Contractor will obtain SCR approval from the Consortium prior to initiating SCR activities.
ME-3.1-11	The Contractor will recommend and implement improvements to the existing SCR processes as discovered and/or as directed by the Consortium, with the outcome that changes are more quickly promulgated to the Production environment, maintaining a quality delivery.

SUBTASK: 3.2 SYSTEM REQUIREMENTS CAPTURE AND VALIDATION (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.2-01	The Contractor will perform requirements capture and validation activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-3.2-02	The Contractor will capture functional and technical requirements that will serve as the basis for the SCR design and development change(s).
ME-3.2-03	The Contractor will record and keep current all requirements in the requirements traceability and verification tool(s) which is part of the Project's MDM solution.
ME-3.2-04	The Contractor will update and deliver the RTM and Report that includes any unresolved traceability issues. Deliverable: Requirements Traceability Matrix (RTM) and Report

SUBTASK: 3.3 SYSTEM DESIGN AND VALIDATION (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.3-01	The Contractor will perform design specification and validation activities, in cooperation and coordination with the Consortium and other Contractors, consistent with the M&E Services Plan and the associated OWDs.

SUBTASK: 3.3 SYSTEM DESIGN AND VALIDATION (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.3-02	The Contractor will adopt, enhance, maintain, and deliver the M&E General Design Document. Deliverable: M&E General Design Document
ME-3.3-03	The Contractor will confirm updates to the M&E General Design Document trace back to the requirements and are kept current with the CalSAWS System design in the Project's MDM solution.
ME-3.3-04	The Contractor will adopt, enhance, maintain, and deliver the ICD for each external interface. Deliverable: M&E Interface Control Document (ICD)
ME-3.3-05	The Contractor will develop, deliver, maintain, and execute an Interface Agreement for each entity, including State and County partners, with which the CalSAWS System interfaces. Deliverable: M&E Interface Agreement
ME-3.3-06	The Contractor will work in partnership with the Consortium and external interface entities to plan, engage and collaborate in the design and testing of the interfaces and/or interface file changes.
ME-3.3-07	The Contractor will implement each interface between the CalSAWS System and each external System in accordance with the ICD for that interface.
ME-3.3-08	The Contractor will adopt, enhance, and maintain the M&E MDM solution(s), which provides an automated and auditable single source for all critical CalSAWS System Data.
ME-3.3-09	<p>The Contractor will deliver translation Services for the CalSAWS System correspondence in the State-approved threshold languages. Any changes to the threshold languages will be managed through the SCR process. The Contractor will perform translations for the following languages. The list of the State-approved threshold languages may change over time and changes will follow the approved SCR process.</p> <ol style="list-style-type: none"> 1. Arabic 2. Armenian 3. Khmer 4. Cantonese (Chinese) 5. English 6. Farsi 7. Hindi 8. Hmong 9. Japanese

SUBTASK: 3.3 SYSTEM DESIGN AND VALIDATION (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	10. Korean 11. Lao 12. Mandarin (Chinese) 13. Mien 14. Punjabi 15. Russian 16. Spanish 17. Tagalog, Filipino 18. Thai 19. Ukrainian 20. Vietnamese
ME-3.3-10	The Contractor will: <ul style="list-style-type: none"> ▪ Work with and support translation activities necessary during testing processes. ▪ Propose an innovative solution for efficient testing of correspondences and forms in System supported languages. ▪ Work with and support the Consortium, Counties and State during the translation review, validation, and approval process. ▪ Work with and obtain input on the development of translated materials by people who are native speakers of those languages. ▪ Execute a quality assurance/validation process of the translated materials.

SUBTASK: 3.4 TEST PLANNING, EXECUTING AND REPORTING (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.4-01	The Contractor will manage and execute the Test Planning, Executing, and Reporting activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-3.4-02	The Contractor will perform functional and non-functional testing including: <ol style="list-style-type: none"> 1. Unit 2. Integration 3. System

SUBTASK: 3.4 TEST PLANNING, EXECUTING AND REPORTING (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	4. Sanity 5. Smoke 6. Interface and API 7. Regression 8. Performance 9. Load 10. Stress 11. Volume 12. Compatibility 13. ADA 508 Compliance Act of 1973 14. Automated System and Regression
ME-3.4-03	The Contractor will manage and test Production releases, including on a Priority Release (PR) basis, which includes items tested and passed via the Release When Ready (RWR) queue, and a Major Production Release basis.
ME-3.4-04	The Contractor will align and coordinate Production release testing, in cooperation and coordination with the Consortium and other Contractors as applicable, providing the Consortium with consolidated and synchronized testing efforts at an enterprise level.
ME-3.4-05	The Contractor will define the qualification requirements a new interface(s) or Application Programming Interface (API) must meet and incorporate these requirements into an interface test procedure that exercises all aspects of the interface, including any required Data processing.
ME-3.4-06	The Contractor may propose a testing method that emulates the behavior of the external System if there is difficulty in obtaining permission for a 'live' test. The Contractor's proposed approach and design to testing any interface requires Consortium approval prior to the conduct of the actual test.
ME-3.4-07	The Contractor will mask Production Data for testing use in accordance with the CalSAWS Baseline Security Requirements and CalSAWS Privacy Security Agreement. Any use of CalSAWS Production Data in non-Production environments requires explicit, documented approval from the CalSAWS Chief Information Security Officer prior to such use.
ME-3.4-08	The Contractor will work with the Consortium to define the need for a Usability/User Experience testing and will make recommendations for the integration of Usability/User Experience testing into

SUBTASK: 3.4 TEST PLANNING, EXECUTING AND REPORTING (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	the test schedule, as appropriate. The Usability/User Experience testing activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).
ME-3.4-09	The Contractor will plan, execute, manage, and facilitate the Usability / User Experience testing.
ME-3.4-10	The Contractor will, at the request of the Consortium, make recommendations for continuous process improvement and innovation for Usability/User Experience testing.
ME-3.4-11	The Contractor will execute ongoing performance testing of the CalSAWS Software for each major Production Release and other releases if requested by the Consortium.
ME-3.4-12	<p>The Contractor will create and deliver to the Consortium the Performance Test Materials Packet (Online/Batch) for review no later than ten (10) Business Days prior to the performance test date, including:</p> <ol style="list-style-type: none"> 1. Test Schedule 2. Resourcing 3. Test Case Detail List <p>Deliverable: Performance Test Materials Packet (Online/Batch)</p>
ME-3.4-13	<p>The Contractor will create and provide to the Consortium at the completion of performance testing with the new release, the Performance Test results, including:</p> <ol style="list-style-type: none"> 1. Detailed test execution results with accompanying evidence of the performance testing outcomes 2. Performance Test Results by Test Scenario with Results Evidence 3. Automated Test Results by Test Scenario with Results Evidence
ME-3.4-14	The Contractor will, in conjunction with the Consortium and designated tester(s), plan and lead the Production Deployment Smoke Test, to validate the deployment has been successful.
ME-3.4-15	The Contractor will schedule and conduct the deployment smoke test following the completion of the code promotion to Production, in advance of the commencement of the System's End Users' next workday, as agreed upon by the Consortium.

SUBTASK: 3.5 TEST SUPPORT SERVICES (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.5-01	<p>The Contractor will provide ongoing Test Support Services to the Consortium Test Team, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs, including:</p> <ol style="list-style-type: none"> 1. A System change(s) design walkthrough, if requested.

SUBTASK: 3.5 TEST SUPPORT SERVICES (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	<ol style="list-style-type: none"> 2. A library of test cases and use cases that may be selected and modified by the user for testing. 3. A test version of all batch and on-line programs and files to be used for testing changes. 4. Search capability for the test case library that is cross-referenced to the logic/edit that the identified test case is designed to test. 5. The ability to save and reuse all test cases without the need to re-enter the Data. 6. The ability to create and edit application, enrollment, and case records for testing. 7. Selected test case Data for input into test environment. 8. A case list from the testing environment masked Production copy, with criteria as defined by the Consortium including common program information, and program and individual status.
ME-3.5-02	The Contractor will load and maintain masked Production test case Data of sufficient complexity and diversity to provide a representative sample of the Production environment Data that the Consortium Test Team may utilize to test a range of the supported programs' rules and regulations.
ME-3.5-03	The Contractor will provide to the Consortium testers case copy capabilities within test environments or from Production.
ME-3.5-04	<p>The Contractor will provide to the Consortium County Validation Test support, including:</p> <ol style="list-style-type: none"> 1. Conducting incident analysis and defect fix activities. 2. Performing corrective actions in the case of identified Deficiencies by the County Validation Test Team. 3. Administering user environment credentials, access, password maintenance. 4. Providing remote testing support, as needed. 5. Validating remote access supports browsers and platforms required to access all areas of the CalSAWS System. 6. Conducting environment Smoke Test. 7. Conducting System Change(s) Design Walkthrough, if requested. 8. Conducting batch execution, date shift and Data refresh tasks. 9. Executing build / Code drop deployment. 10. Attending meetings, as requested.
ME-3.5-05	The Contractor will provide to the Consortium recommendations for an effective and efficient process which would permit County testers to document their County scenarios and test execution results in Jira, including creating and tracking testing incidents to disposition.

SUBTASK: 3.5 TEST SUPPORT SERVICES (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.5-06	The Contractor will work with the Consortium to define the need for a UAT Phase and will make recommendations for the integration of a UAT into the testing schedule, as directed by the Consortium.
ME-3.5-07	<p>The Contractor will provide to the Consortium UAT Team support, including:</p> <ol style="list-style-type: none"> 1. Administration of user environment credentials and access, password maintenance. 2. Providing remote testing support, as needed. 3. Validating remote access supports browsers and platforms required to access all areas of the CalSAWS System. 4. Conducting environment Smoke Test. 5. Conducting System change(s) design walkthrough, if requested. 6. Conducting training on testing tools or processes, if requested. 7. Conducting incident analysis and defect fix activities 8. Reviewing and resolving outcome discrepancies 9. Performing corrective actions in the case of identified Deficiencies by the UAT Team. 10. Conducting batch execution, date shift and Data refresh 11. Executing build / Code drop deployment. 12. Developing Automated UAT regression test scripts. 13. Assisting with integration of scripts into the automated regression test tool for Consortium staff. 14. Attending meetings, as requested.

SUBTASK: 3.6 CHANGE MANAGEMENT AND TRAINING (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.6-01	The Contractor will manage and execute Change Management and Training activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-3.6-02	The Contractor will work with the Consortium to provide recommendations and define the need for Change Management activities and implement the recommendations as approved by the Consortium for the integration of the activities into the release schedule. The Change Management activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).

SUBTASK: 3.6 CHANGE MANAGEMENT AND TRAINING (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.6-03	The Contractor will work with the Consortium to provide recommendations and define the need for training and training support activities and implement the recommendations as approved by the Consortium for the integration of the activities into the release schedule. The training activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).
ME-3.6-04	The Contractor will adopt, enhance, maintain and deliver training materials, including on-line help, CalSAWS WBT, and new-release web casts in coordination and consultation with and the timeframe agreed upon with the Consortium.
ME-3.6-05	The Contractor will perform system administration of the CalSAWS Learning Management System (LMS).
ME-3.6-06	The Contractor will review and provide comments to the Consortium, of Consortium-developed training materials, including ILT modules.
ME-3.6-07	The Contractor will, at the request of the Consortium, provide recommendations for the most effective and creative training methods and mediums to align with the Consortium's expectation of excellence in training delivery.

SUBTASK: 3.7 PRODUCTION READINESS AND GREEN LIGHT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.7-01	The Contractor will manage and execute Production Readiness and Green Light activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-3.7-02	<p>The Contractor will participate in all required planning, execution, and closeout Readiness activities, including:</p> <ol style="list-style-type: none"> 1. Readiness Pre-Planning 2. Readiness Release Meetings Participation 3. Readiness Release Material Development and Maintenance 4. Readiness Tracking to Complete, including providing documented evidence to confirm that all Entrance and Exit criteria is met 5. Readiness Open Items / Action Items Identification and Management 6. Risk and Issue Identification and Management 7. Readiness Statistical Updates and Reporting

SUBTASK: 3.7 PRODUCTION READINESS AND GREEN LIGHT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	8. Readiness Mitigation and Contingency Planning and Execution
ME-3.7-03	The Contractor will participate in all required Pre-Green Light and/or Green Light planning, execution and close out activities, including: <ol style="list-style-type: none"> 1. Green Light Pre-Planning 2. Green Light Meeting Planning 3. Green Light Material Development and Maintenance 4. Green Light Meeting Participation 5. Green Light Open Items / Action Items Identification and Management 6. Risk and Issue Identification and Management
ME-3.7-04	The Contractor will work with the Consortium, Counties, and other CalSAWS Contractors as appropriate, to provide advance notification of Production Release content, in accordance with the communication protocols documented in the CalSAWS Enterprise PCD.
ME-3.7-05	The Contractor will, at the request of the Consortium, assess industry Readiness and Green Light process improvements and provide the Consortium with recommendations based upon the findings.

SUBTASK: 3.8 DEPLOYMENT (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-3.8-01	The Contractor will manage and execute Deployment activities, in cooperation and coordination with the Consortium and other Contractors , consistent with the M&E Services Plan and the associated OWDs.
ME-3.8-02	The Contractor will deliver and certify to the Consortium each Production Release, the Software was successfully promoted and installed into Production. Deliverable: Certification of Successful Production Release
ME-3.8-03	The Contractor will provide post-deployment conference calls and webinar support to End Users and stakeholders, focusing on the changes introduced with the Production Release.
ME-3.8-04	The Contractor will solicit, document, and disposition end user concerns and feedback provided during post-deployment support conference calls or webinars.

SOW Task Area: 4. M&E Support Services Requirements (11 Requirements)

SUBTASK: 4.1 SUPPORT SERVICES (11 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-4.1-01	The Contractor will manage and execute Support Services activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-4.1-02	The Contractor will determine and validate legislative regulations impacting operation of CalSAWS and present their analysis to the Consortium on an as-needed basis.
ME-4.1-03	The Contractor will track and assess proposed legislation for impacts to the operation of CalSAWS and present their analysis to the Consortium.
ME-4.1-04	The Contractor will be responsible for the integration of legislative changes into the CalSAWS platform, which will be handled through the SCR process. As part of this process, the Contractor shall refer to applicable State policy and instruction letters for guidance and requirements on implementing legislative and regulatory changes into CalSAWS.
ME-4.1-05	The Contractor will evaluate the impact and cost of implementing statutory and/or regulatory changes to the CalSAWS System, including SCERFRA or other stakeholder estimate requests. To the extent possible, this assessment will include a list of the impacted System components, assumptions and constraints, and an order of magnitude for cost and schedule.
ME-4.1-06	The Contractor will provide training in the use of the automated regression and ADA test tools to designated Consortium staff on an as-needed basis.
ME-4.1-07	The Contractor will provide training in the use of the LMS tool, including Online Help to designated Consortium staff on an as-needed basis.
ME-4.1-08	The Contractor will provide training in the use of the performance monitoring tools to designated Consortium staff on an as-needed basis.
ME-4.1-09	The Contractor will provide training in the management, administration and use of the software and tools as requested by the Consortium, to designated Consortium staff on an as-needed basis.
ME-4.1-10	The Contractor will adopt, enhance, maintain, and implement changes to custom developed CalSAWS supporting software (e.g., tools), upon Consortium approval.
ME-4.1-11	The Contractor will, as directed by the Consortium, provide support for the Project website, CalSAWS.org.

SOW Task Area: 5. Application/Architecture Evolution Requirements (9 Requirements)

SUBTASK: 5.1 APPLICATION/ARCHITECTURE EVOLUTION (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-5.1-01	The Contractor will manage and execute Application/Architecture Evolution activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-5.1-02	The Contractor will create and deliver an approach to evolve the CalSAWS application and architecture, migrating it from the current monolithic architecture to a modern, scalable, and dynamic Cloud native application architecture. The Approach to Application and Architecture Evolution will be reviewed and adjusted as needed in conjunction with the Annual Strategic Plan. Deliverable: Approach to Application and Architecture Evolution
ME-5.1-03	The Contractor will migrate CalSAWS from the existing Oracle stack to the new architecture in a phased approach, dividing up the large application into feature modules, prioritizing and decoupling the database and refactoring the application.
ME-5.1-04	The Contractor will maintain the existing architecture and application during the evolution, and keep all platforms synchronized.
ME-5.1-05	The Contractor will conduct testing and plan for the successful integration of the application and architectural changes with existing technologies and networks, as appropriate.
ME-5.1-06	The Contractor will create and deliver an approach to using, enhancing, maintaining, and deploying automation, artificial intelligence and machine learning to automate high-volume, repetitive, or error-prone manual and automated tasks to increase accuracy, reduce costs, and improve the user experience. Deliverable: Approach to Automation, Artificial Intelligence and Machine Learning
ME-5.1-07	The Contractor will be responsible for the integration of selected Automation, Artificial Intelligence and Machine Learnings enhancements into the CalSAWS platform, which will be handled through the SCR process.
ME-5.1-08	The Contractor will maintain and enhance the application as defined by approved SCR(s), in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.

SUBTASK: 5.1 APPLICATION/ARCHITECTURE EVOLUTION (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-5.1-09	The Contractor will, at the request of the Consortium, provide the Consortium the details behind their System design estimation in the areas of architecture scaling and performance requirements in advance of presenting recommendations to the Consortium.

SOW Task Area: 6. Innovation Services Requirements (7 Requirements)

SUBTASK: 6.1 INNOVATION (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-6.1-01	The Contractor will perform Innovation activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-6.1-02	The Contractor will lead the CalSAWS Innovation initiatives and will be responsible for the Consortium-approved evaluation of emerging technologies, Proof of Concept (POCs) and/or pilots, as applicable.
ME-6.1-03	The Contractor will participate as a key contributor to the CalSAWS Innovation Team to engage and prepare the Consortium and Contractor Project Team regarding Innovation presentations and Innovation Day planning.
ME-6.1-04	The Contractor will be responsible for the integration of selected technologies into the CalSAWS platform, which will be handled through the SCR process. In addition to the SCR support hours, the Contractor will provide no less than 1,500 hours per calendar quarter, in the implementation of the CalSAWS Innovation initiatives.
ME-6.1-05	The Contractor will adopt the Cloud best practices and standards.
ME-6.1-06	The Contractor will, in coordination with the Consortium, define the need and representative User population most appropriate for pilot tests of new Innovation concepts. The pilot County or Counties, scope, schedule, and activities will be based upon the scope and complexity of the Innovation initiative.
ME-6.1-07	The Contractor will provide no less than 1,500 hours per calendar quarter, in support of the CalSAWS Innovation POCs and/or pilots.

SOW Task Area: 7. Production Operations Requirements (56 Requirements)

SUBTASK: 7.1 DAILY OPERATIONS (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.1-01	The Contractor will provide Production Operations Services to support the daily operation, maintain application availability, perform scheduled System operations to meet the CalSAWS business and technical requirements and service levels, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-7.1-02	The Contractor will provide Tier 3 support to the Counties for Managed Lobby Management devices, including Document Upload Kiosks ("DUKs/Kiosks"), Facilitated Access Control Tablets ("FACTs") and Lobby Receipt Printers. Tier 3 support for Lobby Management Services will include: <ol style="list-style-type: none"> 1. Managing and administering the associated third-party manufacturer Software Production Operations support for Managed Lobby Management devices. 2. Analyzing, investigating, diagnosing, and resolving Counties' incidents relating to Managed Lobby Management devices. 3. Providing process support to the Counties for any changes or updates to the process flow on the existing DUKs and FACTs.
ME-7.1-03	The Contractor will provide ongoing central support for creating and maintaining workstation images on the CalSAWS workstations based on the Microsoft Windows operating system.
ME-7.1-04	The Contractor will configure and maintain Cloud Work Spaces, images, access control, Auto-scaling, applications, etc., in order to provide user remote access for various use cases, this configuration will be in accordance with the CalSAWS Access Control Policy, the CalSAWS Identity and Authentication Policy and any other applicable policies.
ME-7.1-05	The Contractor will coordinate with the Consortium Counties, and other CalSAWS Contractors, as applicable, to develop and test new workstation images prior to creating those images on CalSAWS-Managed workstations in Production.
ME-7.1-06	The Contractor will provide ongoing analysis of Tier 3 operations incidents and alerts, reporting the underlying causes and identifying improvement opportunities.
ME-7.1-07	The Contractor will, as directed by the Consortium, create and deliver a Root Cause Analysis (RCA), which will include: <ol style="list-style-type: none"> 1. The identification and key event descriptions explaining the incident. 2. Information necessary to distinguish between root cause and causal factors.

SUBTASK: 7.1 DAILY OPERATIONS (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	3. Corrective actions to be taken. 4. The steps required to prevent reoccurrence.
ME-7.1-08	The Contractor will transition corrective actions into the CalSAWS continuous improvement efforts, measure corrective actions for success, and establish controls.
ME-7.1-09	The Contractor will comply with the M&E Services Plan and associated OWDs.
ME-7.1-10	The Contractor will plan and coordinate shared environment access and usage with the Consortium and other CalSAWS Contractors, in compliance with the M&E Services Plan and the associated OWDs.
ME-7.1-11	The Contractor will formally request approval for scheduled maintenance periods at least 72 hours prior to the maintenance activity. Scheduled maintenance periods will be mutually agreed upon and approved by the Consortium and the Contractor, prior to any maintenance beginning.
ME-7.1-12	The Contractor will support the Consortium and the Ad Hoc Reporting County End Users and Data Analytics County End Users, including addressing data model related inquiries based on ongoing data model changes and Ad Hoc Report Request Form inquiries.
ME-7.1-13	The Contractor will provide to the Ad Hoc County End Users Release notes advising Counties of changes to the database Data elements for major releases.
ME-7.1-14	The Contractor will support the Consortium and the Data Analytics Reports End Users, including addressing queries related to metrics, understanding how the Data is derived and can be used, and compiling and running queries.
ME-7.1-15	The Contractor will make available to the Consortium all Data gathered for transactions, logs, Production Data and all other factors and resources that impact Ad Hoc and Data Analytics reporting.

SUBTASK: 7.2 BATCH AND INTERFACE OPERATIONS (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.2-01	The Contractor will perform batch and interface operations activities in cooperation and coordination with Consortium and other CalSAWS Contractors, consistent with the M&E Services Plan and the associated OWDs.

SUBTASK: 7.2 BATCH AND INTERFACE OPERATIONS (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.2-02	The Contractor will adhere to interface partner file exchange timelines as documented in the M&E Services Plan and the associated OWDs.
ME-7.2-03	The Contractor will schedule batch and interface activities to occur at times that are mutually agreed upon in advance by the Consortium and the Contractor, which shall have the least impact on the CalSAWS System performance and the least disruption to User activity.
ME-7.2-04	The Contractor will perform activities to support batch interface, and API processing, including: <ol style="list-style-type: none"> 1. Perform interface batch processing. 2. Monitor batch processing. 3. Maintain interface file layouts. 4. Maintain batch and interface schedules and dependencies. 5. Maintain reporting for batch processing, including scheduled and ad-hoc reports. 6. Coordinate with the State, Counties and other stakeholders, including interface partners, on delayed, late, or missing files. 7. Troubleshoot/resolve/escalate, as necessary, issues related to batch and interface processing.
ME-7.2-05	The Contractor will perform batch processing support, Tier 3 support, and Technical Operations support required for the CalSAWS EHIT interface to the CalHEERS System.
ME-7.2-06	The Contractor will monitor and report upon the processing of batch files and review the batch logs of all interfaces including exception/error logs.
ME-7.2-07	The Contractor will be responsible for resolving issues/defects that occur in the internal Project environment that result in failed batch/interface transactions.
ME-7.2-08	The Contractor will be responsible for working with external interface partners to resolve issues/defects that occur in the interface partner environment and result in failed batch/interface transactions.

SUBTASK: 7.3 SERVICE DESK (11 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.3-01	The Contractor will perform Tier 3 Service Desk activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors, consistent with the M&E Services Plan and the associated OWDs.

SUBTASK: 7.3 SERVICE DESK (11 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.3-02	The Contractor will provide Tier 3 Service Desk Services for the CalSAWS System for the CalSAWS Users, including the API(s) that support the CalSAWS BenefitsCal online services portal.
ME-7.3-03	The Contractor will staff the Service Desk Mondays through Saturdays 7:00 a.m. – 6:00 p.m. Pacific Standard Time, except for Consortium Holidays and scheduled System downtime. CalSAWS Holidays are documented in the M&O Services Plan.
ME-7.3-04	The Contractor Service Desk Staff will be located in the United States. (The Consortium will not provide facilities for Contractor Service Desk Staff.)
ME-7.3-05	The Contractor will intake, prioritize, manage and resolve all Tier 3 System issues reported by Service Desk or Project staff, which includes performing analysis, investigation, resolution, and closure activities for ServiceNow incidents.
ME-7.3-06	The Contractor will, in coordination with Tier 2 support Staff, manage Tier 3 ticket resolution and Deficiency and defect fix implementation schedules.
ME-7.3-07	The Contractor will track all Tier 3 Production defects and Deficiencies and will update Tier 3 Production incidents in the ServiceNow tool.
ME-7.3-08	The Contractor will be responsible to maintain appropriate and timely communications with the Consortium and affected users on all Tier 3 incidents through resolution.
ME-7.3-09	The Contractor will be responsible to correct all Tier 3 incidents within the scope of Contractor responsibility, meeting service levels and performance requirements.
ME-7.3-10	The Contractor will make recommendations, on an on-going basis, for improvements to the CalSAWS Service Desk to enhance service delivery and optimize costs; implementation of changes is subject to Consortium review and approval.
ME-7.3-11	The Contractor will coordinate, as necessary, with Local County Tier 1 Help Desks through the Tier 1 Service Desk.

SUBTASK: 7.4 CENTRAL CONTACT CENTER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.4-01	The Contractor will provide Tier 3 support for the Central Contact Center, in cooperation and coordination with the Consortium and other CalSAWS Contractors, consistent with the M&E Services Plan and the associated OWDs.

SUBTASK: 7.4 CENTRAL CONTACT CENTER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.4-02	The Contractor will provide Tier 3 Contact Center Services for the Consortium, including support of the Cloud Connect-based contact center software, centralized and County unique IVR call flows and third-party applications for reporting, work force management and quality assurance.
ME-7.4-03	The Contractor will intake, prioritize, manage, and resolve Tier 3 Contact Center System application issues reported by Contact Center Staff, including analysis, investigation, resolution, and closure activities.
ME-7.4-04	The Contractor will, in coordination with Tier 1 and Tier 2 support Staff, manage Tier 3 ticket resolution and coordinate fix implementation schedules with the Consortium, and other CalSAWS Contractors as applicable.
ME-7.4-05	The Contractor will support reporting for the Contact Center System application, including real-time performance monitoring for service level objectives, generating reports for metrics related to Medi-Cal referrals, and supporting ad-hoc reporting requests from the Consortium.

SUBTASK: 7.5 PRODUCTION OPERATIONS SUPPORT SERVICES (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.5-01	The Contractor will perform Configuration Management activities for Contractor configuration Items, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs. Contractor configuration Item Types include: <ol style="list-style-type: none"> 1. Plans, Processes and Standards 2. Requirements 3. Tool Based Documentation 4. Technical Work Products
ME-7.5-02	The Contractor will perform capacity management activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors, consistent with the M&E Services Plan and the associated OWDs.
ME-7.5-03	The Contractor will report and address all capacity issues that impact CalSAWS System performance requirements.
ME-7.5-04	The Contractor will perform database tuning and auditing, including reviewing changes to the data model for computing efficiencies.

SUBTASK: 7.5 PRODUCTION OPERATIONS SUPPORT SERVICES (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.5-05	The Contractor will perform technical Change Management activities as it applies to the deployment of CalSAWS technical changes, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the M&E Services Plan and the associated OWDs.
ME-7.5-06	The Contractor will perform configuration of middleware environments in Cloud environments and support for automated deployments in all environments.
ME-7.5-07	The Contractor will be responsible for scheduling and controlling Software builds through different stages and environments, including testing, and deploying Software releases in accordance with the CalSAWS Integrated Development Environment (IDE) Version Release Technical Practices.
ME-7.5-08	The Contractor will, between baseline releases, execute SCRs or defect fixes to CalSAWS Production as a priority release outside of scheduled Production releases.
ME-7.5-09	The Contractor will implement secure automated CI/CD pipelines for Software deployments to confirm repeatable continuous service delivery (approved pipelines and automation strategies include Cloud Code Commit and Jenkins).

SUBTASK: 7.6 PERFORMANCE MONITORING AND ALERTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.6-01	The Contractor will perform performance monitoring and alerting activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors, consistent with the M&E Services Plan and the associated OWDs.
ME-7.6-02	The Contractor will monitor availability and performance to verify CalSAWS M&E Services are meeting service levels and performance requirements detailed in the Attachment B12 – M&E Service Level Agreements.
ME-7.6-03	The Contractor will investigate, verify, record, and report application-related nonperformance or unscheduled downtime in accordance with all service levels and performance requirements.
ME-7.6-04	The Contractor will be responsible for tuning and optimizing the performance of CalSAWS within the scope of Contractor's responsibility.
ME-7.6-05	The Contractor will conduct periodic and on-request performance tests, analyze issues and take corrective actions to optimize the CalSAWS System performance.

SUBTASK: 7.6 PERFORMANCE MONITORING AND ALERTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-7.6-06	The Contractor will make available to the Consortium all Data gathered for request times and errors, User wait times, user hits, volume and bandwidth, open requests, and all other factors and resources that impact CalSAWS System performance.
ME-7.6-07	The Contractor will develop, deliver and maintain a performance dashboard used to monitor capacity and usage patterns that provides real-time Data on the health of the CalSAWS System.
ME-7.6-08	The Contractor will develop and maintain the System performance dashboard using a commercial-off-the-shelf product or open-source product, with the Consortium's preference being the use of open source.

SOW Task Area: 8. Technology Recovery Requirements (11 Requirements)

SUBTASK: 8.1 TECHNOLOGY RECOVERY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-8.1-01	The Contractor will develop, deliver, and maintain a System Application Recovery Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable. Deliverable: System Application Recovery Plan
ME-8.1-02	The Contractor will execute the System Application Recovery Plan activities applicable to the Contractor upon declaration of a disaster or emergency by the Consortium.
ME-8.1-03	The Contractor will support the CalSAWS Infrastructure Contractor, the Cloud Services provider, and other CalSAWS Contractors as necessary, to re-establish the CalSAWS System in the event the primary Cloud Region or Zone becomes unavailable, consistent with the Technology Recovery Plan, including: <ol style="list-style-type: none"> 1. Restoring and/or validating CalSAWS System application components. 2. Coordinating and assisting other CalSAWS Contractors in restoring CalSAWS Services.
ME-8.1-04	The Contractor will meet the performance and response time requirements, including Recovery Point Objective(s) and Recovery Time Objective(s), specified in the Attachment B12 – M&E Service Level Agreements.
ME-8.1-05	The Contractor will develop and deliver a detailed CalSAWS System Application Recovery Post Event Report after every declared disaster or emergency including: <ol style="list-style-type: none"> 1. An assessment of the response to the incident and improvement opportunities.

SUBTASK: 8.1 TECHNOLOGY RECOVERY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	2. An assessment and recommendations for improvements to existing System Application Recovery documentation. 3. An assessment on performance against SLAs, recovery timeframes, and downtime metrics.
ME-8.1-06	The Contractor will perform a CalSAWS System Application Recovery Test on a semi-annual basis, in conjunction with the Consortium and other CalSAWS Contractors, as applicable.
ME-8.1-07	The Contractor will deliver a CalSAWS System Application Recovery Test Report after the completion of each CalSAWS System Application Recovery Test.

SUBTASK: 8.2 BACKUP AND RESTORATION (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-8.2-01	The Contractor will perform backup and restoration activities, consistent with the M&E Services Plan and the associated OWDs, in cooperation and coordination with the Consortium and other CalSAWS Contractors.
ME-8.2-02	The Contractor will identify “in process” and “last fully processed” transactions and make the Data available to designated Consortium staff, as directed.
ME-8.2-03	The Contractor will restore all databases and transactions to the last fully processed transaction. The Contractor will support the Consortium with validating that backup transactions are complete.
ME-8.2-04	The Contractor will evaluate critical databases and files for corruption and Data integrity prior to the files being backed up.

SOW Task Area: 9. Security Requirements (65 Requirements)

SUBTASK: 9.1 RISK MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.1-01	The Contractor will perform Security activities, in cooperation and coordination with the CalSAWS Consortium and other CalSAWS Contractors, consistent with the System Security Plan and the associated OWDs.
ME-9.1-02	The Contractor will follow the CalSAWS policies and standards for all systems and work performed, including compliance with CalSAWS Privacy Security Agreements, applicable legal, statutory, and regulatory compliance obligations.

SUBTASK: 9.1 RISK MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.1-03	The Contractor will adopt, enhance, maintain, deliver and execute a System Security Plan, including security policies and procedures, and make these documents readily available for regular review with the Consortium and third-party reviewers. Deliverable: M&E System Security Plan
ME-9.1-04	The Contractor will review the System Security Plan and security policies annually, and as a result of CalSAWS System changes, update as necessary, to confirm its continuing alignment with the security strategy, effectiveness, accuracy, relevance, and applicability to CalSAWS Privacy Security Agreements, legal, statutory, or regulatory compliance obligations.
ME-9.1-05	The Contractor will demonstrate an understanding of the Consortium enterprise-wide security risk framework and must participate in Consortium managed security risk processes.
ME-9.1-06	The Contractor will provide a formal disciplinary or sanction policy for employees or Subcontractor Staff who have violated security policies and procedures. Employees and Subcontractors shall be made aware of what action might be taken in the event of a violation, and disciplinary measures must be stated in the policies and procedures. The Contractor will provide signed acknowledgement statements from its current employees and Subcontractor Staff and will provide statements continuously for the life of the contract for any new employees or Subcontractor Staff.
ME-9.1-07	All Contractor and Subcontractor employees and Staff are required to complete CalSAWS Privacy Security Awareness Training, per the CalSAWS Security Awareness and Training Policy. Newly hired Contractors and Subcontractors must complete these trainings, and all Contractors and Subcontractors will complete the training annually thereafter.

SUBTASK: 9.2 CHANGE CONTROL AND CONFIGURATION MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.2-01	The Contractor will adhere to existing CalSAWS policies and procedures supporting business processes and implemented technical measures.
ME-9.2-02	The Contractor will confirm that security requirements are followed and updated as needed for new acquisition or Data changes (new Data) for physical or virtual applications, infrastructure network, and systems components, or changes to operations and/or data center facilities that have been pre-authorized.

SUBTASK: 9.2 CHANGE CONTROL AND CONFIGURATION MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.2-03	The Contractor will confirm delegated business partners such as interface partners, adhere to the same security policies and procedures for Change Management, release, and testing as internal developers within the CalSAWS program.
ME-9.2-04	The Contractor will follow CalSAWS defined change control and security testing processes for testing and release management that focus on System availability, confidentiality, and integrity of systems and services.
ME-9.2-05	The Contractor will establish and document procedures, in the System Security Plan and/or associated OWDs, for maintaining system security and managing security-related risks when applying changes to all CalSAWS systems and services. Changes must correspond to a SCR Consortium authorization prior to deployment.

SUBTASK: 9.3 VIRTUALIZATION SECURITY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.3-01	The Contractor is responsible for protection, retention, and lifecycle management of audit logs, adhering to CalSAWS Privacy Security Agreements and applicable legal, statutory or compliance obligations and providing unique user access accountability to detect potentially suspicious network behaviors and/or file integrity anomalies, and to support forensic investigative capabilities in the event of a security breach.
ME-9.3-02	The Contractor will maintain all CalSAWS security system components while confirming they are configured to restrict and monitor traffic between trusted and untrusted connections. These configurations will be reviewed regularly by the Contractor and supported by a documented justification for use of all allowed services, protocols, ports, and by compensating controls.
ME-9.3-03	The Contractor will harden operating systems to provide only necessary ports, protocols, and services to meet CalSAWS business needs, and will implement supporting technical controls for antivirus, file integrity monitoring, and logging as part of the Contractor baseline operating build standard or template.
ME-9.3-04	The Contractor will separate environments utilizing Production Data and non-Production Data to prevent unauthorized access or changes to information assets. Separation of the environments may

SUBTASK: 9.3 VIRTUALIZATION SECURITY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	include: stateful inspection firewalls, domain/realm authentication sources, and clear segregation of duties for personnel accessing these environments as part of their job duties.
ME-9.3-05	The Contractor will design, develop, deploy, and configure Contractor-owned or managed (physical and virtual) applications, infrastructure system and network components such that CalSAWS environments are segmented from any other environments or users.
ME-9.3-06	The Contractor will prepare network architecture diagrams which clearly define and identify high-risk environments and Data flows that may have legal compliance impacts.
ME-9.3-07	Technical measures must be implemented and must apply defense-in-depth techniques (e.g., deep packet analysis, traffic throttling, and black-holing) for detection and timely response to network-based attacks associated with anomalous ingress or egress traffic patterns (e.g., MAC spoofing and ARP poisoning attacks) and/or distributed denial-of-service (DDoS) attacks.

SUBTASK: 9.4 THREAT AND VULNERABILITY MANAGEMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.4-01	The Contractor will establish procedures supporting business processes and implement technical measures to prevent the execution of malware on CalSAWS Managed Hardware (i.e., issued workstations, laptops, and mobile devices) and IT infrastructure network and systems components.
ME-9.4-02	The Contractor will confirm procedures are established, and supporting processes and technical measures implemented, for timely detection of vulnerabilities within CalSAWS-owned or managed applications, infrastructure network and system components (e.g., network vulnerability assessment, penetration testing) to confirm the efficiency of implemented security controls. A risk-based model for prioritizing remediation of identified vulnerabilities must be used. Changes must be managed through the Change Management process for all Contractor-supplied patches, configuration changes, or changes to the CalSAWS Software. Upon request, the Contractor will inform the Consortium of policies and procedures. The Contractor will notify the Consortium of any weaknesses upon identification.

SUBTASK: 9.5 SECURITY INCIDENT MANAGEMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.5-01	The Contractor will establish procedures, and implement supporting business processes and technical measures, to triage security-related events and provide timely and thorough incident management, as per established CalSAWS Privacy Security Agreements and policies and procedures.
ME-9.5-02	The Contractor will establish and implement mechanisms to monitor and quantify the types, volumes, and costs of information security incidents.

SUBTASK: 9.6 DATA SECURITY AND INFORMATION LIFECYCLE MANAGEMENT (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.6-01	The Contractor will assign a classification to Data and objects containing Data, based on CalSAWS standards, by the Data owner based on Data type, value, sensitivity, and criticality to the organization.
ME-9.6-02	The Contractor will establish and document procedures, in the System Security Plan and/or associated OWDs, that support CalSAWS business processes and technical measures implemented, to inventory, document, and maintain Data flows for Data that is resident (permanently or temporarily) within the service's geographically distributed (physical and virtual) applications and systems components and/or shared with other third parties to ascertain any regulatory, statutory, or supply chain agreement compliance impact, and to address any other business risks associated with the Data. Upon request, the Contractor will inform the Consortium of compliance impact and risk, especially if Consortium Data is used as part of the services.
ME-9.6-03	The Contractor will adhere to CalSAWS Privacy Security Agreements for electronic Data interchange, and Data that traverses public and or private networks.
ME-9.6-04	The Contractor will confirm Data is appropriately classified and protected from fraudulent activity, unauthorized disclosure, or modification to prevent a privacy security breach, contract dispute, or compromised Data.
ME-9.6-05	The Contractor will implement the necessary controls so that CalSAWS Production Data is not replicated or used in non-Production environments. Any use of CalSAWS Production Data in non-Production environments requires explicit, documented approval from the CalSAWS Chief Information Security Officer.

SUBTASK: 9.6 DATA SECURITY AND INFORMATION LIFECYCLE MANAGEMENT (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.6-06	The Contractor will comply with CalSAWS legal and regulatory requirements for de-identification of sensitive Data when Production Data is being masked for non-Production environments.
ME-9.6-07	The Contractor will protect CalSAWS Data by designated stewardship, with assigned responsibilities defined, documented, and communicated.
ME-9.6-08	The Contractor will adhere to CalSAWS policy and procedures for the secure disposal and complete removal of Data from all storage media, confirming Data is not recoverable by any computer forensic means.

SUBTASK: 9.7 IDENTITY AND ACCESS MANAGEMENT (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.7-01	The Contractor will confirm access to, and use of, audit tools that interact with the CalSAWS System and will be appropriately segregated with access restricted to prevent inappropriate disclosure and tampering of log Data.
ME-9.7-02	The Contractor will adhere to CalSAWS identity and access management policies.
ME-9.7-03	The Contractor will confirm access to the CalSAWS developed applications, program, or object source code, or any other form of intellectual property and use of proprietary software will be appropriately restricted following the rule of least privilege based on job function in accordance with established CalSAWS user access policies and procedures.
ME-9.7-04	The Contractor will establish and document procedures, in the System Security Plan and/or associated OWDs, for permissible storage and access of identities used for authentication to confirm identities are only accessible based on rules of least privilege and replication limitation only to users explicitly defined as business necessary.
ME-9.7-05	The Contractor will provision user access (e.g., employees, Contractors, Subcontractors, Consortium staff, County staff, customers, and interface partners) to Data and CalSAWS-owned or managed (physical and virtual) applications. Infrastructure systems, and network components must be authorized, or enabled, by the Consortium prior to access being granted and appropriately restricted in accordance with established CalSAWS policies and procedures. Upon request, the Contractor will provide this user access information to the Consortium.

SUBTASK: 9.7 IDENTITY AND ACCESS MANAGEMENT (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.7-06	The Contractor will authorize and revalidate users for entitlement appropriateness quarterly (in accordance with the CalSAWS Access Control Policy), to demonstrate the rule of least privilege based on job function.
ME-9.7-07	The Contractor will de-provision (revoke or modify) user access to Data and CalSAWS-owned or managed (physical and virtual) applications, infrastructure systems, and network components, and notify the Consortium in a timely manner. User access revocation must be implemented in accordance with established CalSAWS policies and procedures and based on a user's change in status (e.g., termination of employment or other business relationship, job change, or transfer). Upon request, the Contractor will provide a report of these changes to the Consortium.
ME-9.7-08	The Contractor will implement controls to restrict user account credentials, confirming appropriate identity, entitlement, and access management in accordance with established CalSAWS policies and procedures: <ol style="list-style-type: none"> 1. Account credential lifecycle management from initiation through revocation. 2. Account credential and/or identity store minimization or re-use when feasible. 3. Adherence to CalSAWS FedRAMP acceptable and/or regulatory compliant authentication, authorization, and accounting (AAA) rules (e.g., strong/multi-factor, expirable, non-shared authentication secrets).
ME-9.7-09	The Contractor will restrict utility programs capable of potentially overriding system, object, network, virtual machine, and application controls.

SUBTASK: 9.8 INTEROPERABILITY AND PORTABILITY (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.8-01	The Contractor will participate in developing procedures, and mutually agreed upon provisions and/or terms to be established to satisfy CalSAWS for service-to-service API and information processing interoperability, and portability for application development and information exchange, usage, and integrity persistence.
ME-9.8-02	The Contractor will use an industry-recognized virtualization platform and standard virtualization formats following FedRAMP and the most current NIST standards to help confirm interoperability and

SUBTASK: 9.8 INTEROPERABILITY AND PORTABILITY (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	must have documented custom changes made to any hypervisor in use and all solution-specific virtualization hooks available for Consortium review.

SUBTASK: 9.9 APPLICATION AND INTERFACE SECURITY (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.9-01	The Contractor will design, develop, deploy and test APIs in accordance with Open Web Application Security Project (OWASP) standards for web applications and the most current NIST standards and regulations for API best practices and adhere to CalSAWS Privacy Security Agreements, legal, statutory, and regulatory compliance obligations.
ME-9.9-02	The Contractor will implement identified CalSAWS Privacy Security Agreement requirements, contractual, and regulatory requirements prior to granting access to Data, assets, and information systems.
ME-9.9-03	The Contractor will adhere to all CalSAWS policies and procedures in support of Data security to include confidentiality, integrity, and availability across multiple system interfaces, geographic locations to prevent improper disclosure, alteration, or destruction.

SUBTASK: 9.10 DATACENTER SECURITY (6 REQUIREMENTS)	
Unique ID	REQUIREMENT
ME-9.10-01	The Contractor will maintain a complete inventory of business assets, classifying them, according to CalSAWS policies, in terms of business criticality, service-level expectations, and operational continuity requirements as well as documenting their assigned ownership.
ME-9.10-02	The Contractor will employ physical security perimeters (e.g., guards, electronic surveillance, physical authentication mechanisms, reception desks), at Contractor facilities where work under this Agreement is performed, to safeguard sensitive Data and information systems.
ME-9.10-03	The Contractor will obtain authorization from the Consortium prior to relocation or transfer of Hardware, Software, or Data containing CalSAWS Data to any offsite premises or alternative Cloud infrastructure.
ME-9.10-04	The Contractor will adhere to CalSAWS policies and procedures for the secure disposal of equipment, including wiping solution and destruction process that renders recovery of information

SUBTASK: 9.10 DATACENTER SECURITY (6 REQUIREMENTS)	
Unique ID	REQUIREMENT
	impossible. The erasure must consist of a full overwrite of the drive to confirm that the erased drive is securely stored until it can be destroyed.
ME-9.10-05	The Contractor will document procedures, in the System Security Plan and/or associated OWDs, that support business processes implemented, for maintaining a safe and secure working environment in offices, rooms, facilities, and secure areas storing CalSAWS sensitive information at Contractor where work under this Agreement is performed.
ME-9.10-06	The Contractor will confirm ingress and egress to secure areas must be constrained and monitored by physical access control mechanisms to confirm that only authorized personnel are allowed access at Contractor facilities where work under this Agreement is performed. Ingress and egress points such as service areas and other points where unauthorized personnel may enter the premises shall be monitored, controlled and, if possible, isolated from Data storage and processing facilities to prevent unauthorized Data corruption, compromise, and loss.

SUBTASK: 9.11 ENCRYPTION & KEY MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.11-01	The Contractor managed keys must have identifiable owners (binding keys to identities) and key management policies must be established and implemented.
ME-9.11-02	The Contractor will establish and document procedures, in the System Security Plan, for the management of cryptographic keys in the service's cryptosystem (e.g., lifecycle management from key generation to revocation and replacement, public key infrastructure, cryptographic protocol design and algorithms used, access controls in place for secure key generation, and exchange and storage including segregation of keys used for encrypted Data or sessions). Upon request, the Contractor will inform the Consortium of changes within the cryptosystem.
ME-9.11-03	The Contractor will develop and document procedures, in the System Security Plan, and implement supporting business processes and technical measures, for the use of encryption protocols for protection of sensitive Data in storage (e.g., file servers, databases, and end-user workstations), Data in use (memory), and Data in transmission (e.g., System interfaces, over public networks, and electronic messaging) in accordance with CalSAWS applicable legal, statutory, and regulatory compliance obligations.

SUBTASK: 9.11 ENCRYPTION & KEY MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.11-04	The Contractor will implement platform and Data-appropriate encryption (e.g., AES-256) in open/validated formats and standard algorithms.
ME-9.11-05	The Contractor will separate key management and key usage duties.

SUBTASK: 9.12 HUMAN RESOURCES (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-9.12-01	The Contractor will return all Consortium-owned assets within an established period upon termination of Contractor or Subcontractor personnel.
ME-9.12-02	The Contractor will confirm roles and responsibilities for performing employment termination or change in employment procedures are assigned, documented, and communicated.
ME-9.12-03	The Contractor will confirm pursuant to local laws, regulations, and contractual constraints, all employment candidates, Subcontractors, and third parties are subject to background verification in accordance with this Agreement.
ME-9.12-04	The Contractor will enforce employment agreements that incorporate provisions for adherence to established CalSAWS Privacy Security Agreements and policies and which must be signed by newly hired or on-boarded workforce personnel (e.g., full or part-time employee, Subcontractor or contingent Staff) prior to granting workforce personnel with user access to CalSAWS facilities, resources, and assets.
ME-9.12-05	The Contractor will document, in the System Security Plan, roles and responsibilities of the Consortium, Contractor and its Subcontractors, other CalSAWS Contractors, interface partners, State of California partners and other third-party users as they relate to information assets and security.
ME-9.12-06	The Contractor will confirm CalSAWS acceptable use policies and procedures for supporting business processes and technical measures implemented are reviewed and adhered to by the Consortium, the Contractor and its Subcontractors, other CalSAWS Contractors, interface partners, State of California partners and other third-party users.
ME-9.12-07	The Contractor will confirm all Contractor and Subcontractor personnel are made aware of their roles and responsibilities for:

SUBTASK: 9.12 HUMAN RESOURCES (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	<ol style="list-style-type: none"> 1. Maintaining awareness and compliance with established policies and procedures and applicable CalSAWS Privacy Security Agreements, legal, statutory, or regulatory compliance obligations. 2. Maintaining a safe and secure working environment.
ME-9.12-08	The Contractor will inform Contractor and Subcontractor personnel of their responsibilities and will consent and/or contractually agree to report all information security events per the Consortium Incident Response Policy.
ME-9.12-09	The Contractor will follow CalSAWS policies and procedures that require unattended workspaces utilized by Contractor and Subcontractor personnel providing Services under this Agreement in Project facilities to not have openly visible (e.g., on a desktop) sensitive documents and that user computing sessions are disabled after an established period of inactivity.

SOW Task Area: 10. Transition-Out Requirements (36 Requirements)

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.1-01	Transition-Out activities will begin twelve (12) months prior to the end of the Term and will conclude at the end of this Agreement.
ME-10.1-02	If the Consortium exercises its option to extend the Agreement Term, the extension will result in a delay of all Transition-Out activities for a commensurate period of time. The Consortium will work closely with the Contractor during this process and must approve all updates to the Contractor's Transition-Out approach and plans.
ME-10.1-03	Transition-Out activities of the Contractor will overlap with the Transition-In activities of the successor Contractor.
ME-10.1-04	The Contractor will provide any turnover assistance services necessary to enable the Consortium to effectively close out this Agreement and move the work to a successor Contractor or to perform the work.
ME-10.1-05	At the onset of the Transition-Out activities, the Contractor will notify the Consortium which individuals have been identified to serve on a Transition-Out Management Team and the start/stop timeframes.

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.1-06	The Transition-Out Management Team will oversee the activities, completion, and implementation of all Transition-Out tasks specified in this Agreement and the Transition-Out Master Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.
ME-10.1-07	The Contractor will develop, deliver, maintain, and execute a M&E Transition-Out Plan that will conform to the successor Contractor M&E TIMP and act as the Master Transition-Out document. Deliverable: M&E Transition-Out Master Plan
ME-10.1-08	The Contractor will align the M&E Transition-Out Plan to the Transition-In Contractor's M&E TIMP. The CalSAWS M&E Transition-Out Plan must address all the planned activities in the M&E TIMP and effectively provide the Transition-In Vendor with all required support to effectively execute the M&E TIMP and complete Transition-In.
ME-10.1-09	The Contractor will manage updates and changes to the CalSAWS M&E Transition-Out Plan (as needed) throughout the Transition-Out period.
ME-10.1-10	The Contractor will reach concurrence with both the Transition-In Contractor and Consortium as to when and how the Transition-In Contractor will assume design, development, and implementation responsibilities of new SCR releases, including releases that are not design-complete at the start of transition.
ME-10.1-11	The Contractor will plan, coordinate, and execute the Transition-Out activities of this Agreement with the Transition-In activities of the successor Contractor or the Consortium.
ME-10.1-12	The Contractor will maintain Staff throughout the Transition-Out period to satisfy and maintain compliance with all performance standards and requirements of this Agreement.
ME-10.1-13	The Contractor will maintain the necessary subject matter experts to conduct the core activities through the entire 12-month transition to support the Transition-In Contractor, including: <ol style="list-style-type: none"> 1. Knowledge Transfer 2. Service and Function Migration 3. Transition Test and Validation 4. Transition Readiness and Cutover
ME-10.1-14	The Contractor will develop, deliver, and maintain a log of all problems, issues, and action items, including responsible parties, due dates and actions taken for Transition-Out tasks.
ME-10.1-15	The Contractor will reach concurrence with both the Transition-In Contractor and the Consortium and define a plan for closeout of all existing Production defects and deliver code fixes to remediate

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	recurring Data fixes. All fixes must be delivered to Production by the last release delivered by the Transition-Out Contractor.
ME-10.1-16	At the onset of the Transition-Out period, the Contractor will include Transition-Out weekly status reporting in accordance with the M&E PCD.
ME-10.1-17	Throughout the Transition-Out period, the Contractor's activities will include: <ol style="list-style-type: none"> 1. Implementing role and responsibility changes for the M&E support from the Contractor and the successor Contractor. These changes may occur throughout the course of the Transition-Out period. 2. Making CalSAWS System configuration changes necessary to accomplish the Transition-Out.
ME-10.1-18	The Transition-Out period will conclude upon Consortium Acceptance of the Final Closeout Report and Transition-Out Review.
ME-10.1-19	The Contractor will cooperate with and assist the Consortium and the successor Contractor(s) in end of Agreement changeover planning, preparation, testing, and transfer of CalSAWS Services and CalSAWS Data (as needed) to the successor Contractor or the Consortium.
ME-10.1-20	The Contractor will provide all CalSAWS Data files in accordance with the approved M&E Transition-Out Plan.
ME-10.1-21	The Contractor will work with the Consortium and the successor Contractor to define the format and layout of CalSAWS Data files to be transferred to the successor Contractor and/or the Consortium.
ME-10.1-22	The Contractor will manage the transfer of ownership, or return of, all equipment owned by the Consortium or purchased by the Contractor on behalf of the Consortium.
ME-10.1-23	The Contractor will provide all Transition-Out media or transmissions in a secure and encrypted format.
ME-10.1-24	The Contractor will provide the Transition-Out media in a readable and acceptable industry standard format approved by the Consortium.
ME-10.1-25	The Contractor will implement knowledge transfer consistent with the M&E Transition-Out Plan, which will include providing Documentation, conducting formal training or walkthroughs/demonstrations of operational processes and procedures, Q&A sessions, and job shadowing.

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.1-26	The Contractor will participate in Transition Readiness Reviews and provide information on the actions taken to prepare the successor Contractor or the Consortium to assume responsibility for M&E support including Services, functions, or other items identified in the Transition-Out Plan.

SUBTASK: 10.2 TRANSITION-OUT WORK SCHEDULE (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.2-01	The Contractor will develop, deliver, maintain, and execute a M&E Transition-Out Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, in accordance with the M&E Transition-Out Plan. Deliverable: M&E Transition-Out Work Schedule
ME-10.2-02	The Contractor will maintain and update the M&E Transition-Out Work Schedule through the completion of Transition-Out in accordance with the schedule management process in the CalSAWS Enterprise PCD.

SUBTASK: 10.3 TRANSITION-OUT TRAINING AND KNOWLEDGE TRANSFER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.3-01	The Contractor will conduct knowledge transfer and training activities as identified in the Transition-Out Master Plan and the Transition-Out Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.
ME-10.3-02	The Contractor will update all Documentation and Deliverables identified in the M&E Transition-Out Documentation and Deliverables Assessment prior to beginning Transition-Out Training and Knowledge Transfer.
ME-10.3-03	The Contractor will provide training materials to be used in the walkthroughs, demonstrations, and systems training for prior written Acceptance by the Consortium.
ME-10.3-04	The Contractor will provide formal training sessions for the successor Contractor and/or Consortium staff. The training will be centralized around hands-on training, as determined by the Consortium.
ME-10.3-05	Prior to the start of Transition-Out Training, the Contractor will provide for Consortium approval with the following:

SUBTASK: 10.3 TRANSITION-OUT TRAINING AND KNOWLEDGE TRANSFER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	<ol style="list-style-type: none"> 1. A schedule of planned training sessions, including length of sessions and locations. 2. Number of Contractor and/or Consortium staff to be trained per area. 3. Training methodology (include description of training material handouts and media format of this material).

SUBTASK: 10.4 PROJECT CLOSE OUT (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-10.4-01	<p>The Contractor will develop, deliver, and execute a M&E Agreement Closeout Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.</p> <p>Deliverable: M&E Agreement Closeout Plan</p>
ME-10.4-02	<p>The Contractor will certify and provide evidence that all Agreement terms and conditions have been fulfilled, including:</p> <ol style="list-style-type: none"> 1. The resolution of all documented Contractor-responsible CalSAWS System and Deliverable deficiencies associated with the present and any prior Deliverables in accordance with the Agreement terms. 2. The successful completion of all tasks and Deliverables for this milestone as specified in the Agreement Closeout Plan. 3. The successful completion of all other contractual obligations that were identified in the Agreement Closeout Plan.
ME-10.4-03	<p>The Contractor will prepare and deliver a M&E Final Project Closeout Report.</p> <p>Deliverable: M&E Final Project Closeout Report</p>

SOW Task Area: 11. Additional Support Requirements (2 Requirements)

SUBTASK: 11.1 ADDITIONAL SUPPORT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
ME-11.1-01	Contractor will provide up to 10,080 hours per year effective August 2025 to provide level 3 help desk support, production support, reporting, environment support, technology patching and updates, analysis and refinements for virtual assistants, welcome bots, and authentication bots.
ME-11.1-02	Contractor will provide up to 11,226 hours per year effective August 2025 to support ongoing operations associated with the Welfare Data Tracking Implementation Project (WDTIP) Replacement Solution (WRS) expected to be complete by July 2025. Contractor will conduct database support for builds, code deployment for ongoing releases, environment support, incident support, security activities, data refreshes, patching, and change management. Contractor will provide additional level 3 help desk support to accommodate tickets coming in from new Employment Development Department (EDD) users (primary users outside of the counties), and out of state callers (other states call to confirm TOA in CA).