



***AMENDED, RESTATED AND REVISED  
LEADER REPLACEMENT SYSTEM  
AGREEMENT***

***Exhibit X Schedule 1 (Statement of Work for  
CalSAWS Maintenance and Operations (“M&O”)  
Project) inclusive of***

***Attachment 1 (CalSAWS M&O Contractor  
Assumptions),***

***Attachment 2 (CalSAWS M&O Pricing Schedules),***

***Attachment 4 (CalSAWS M&O Production  
Operations Specifications),***

***Attachment 5 (CalSAWS M&O Compute Resource  
Specifications)***

**CalSAWS Consortium,  
a California Joint Powers Authority**

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## **1. INTRODUCTION AND OVERVIEW:**

For the purposes of this Schedule 1 to Exhibit X to the Amended, Restated and Revised Leader Replacement System Agreement, the meaning of all terms used in this Schedule 1 to Exhibit X shall have those meanings as set forth in the CalSAWS Maintenance and Operations Extension, unless otherwise specified herein. Section 1 (Introduction and Overview) describes the general scope of Work that CONTRACTOR shall perform for Maintenance and Operations (“M&O”) associated with the CalSAWS Software that will be implemented as part of the CalSAWS DD&I Project.

This Statement of Work ("SOW") for CalSAWS M&O includes Work associated with Modifications and Enhancements Services, Technical Infrastructure Services, Production Operations, and Innovation Lab Services for the CalSAWS System.

### **1.1 CALSAWS M&O TERM:**

The term for the CalSAWS M&O Project will begin the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software (“CIV Cutover”) (the “CalSAWS M&O Start Date”) and continue through July 31, 2025.

## **2. GENERAL REQUIREMENTS:**

This Section 2 provides background on the CalSAWS M&O Project, CONTRACTOR and CONSORTIUM furnished items, place of performance, and the specified methods for managing and delivering the goods and services described in this SOW.

### **2.1 PLACE OF PERFORMANCE:**

All Work for the CalSAWS M&O Project shall be performed at CONTRACTOR and Consortium supplied locations. The Roseville Location, the Central Repair Depot, and the Service Desk Facility (the “Project Locations”) are hereby approved by CONSORTIUM Executive Director.

Additionally, CONTRACTOR may be requested by CONSORTIUM Executive Director to perform certain Work at CONSORTIUM, or CONSORTIUM County specified facilities from time-to-time during the term of the CalSAWS Maintenance and Operations Extension, and CONTRACTOR shall perform such Work in accordance with CONSORTIUM Executive Director's request, as appropriate. In all cases, CONTRACTOR shall comply with all applicable CONSORTIUM requirements, and any applicable CONSORTIUM County requirements, including physical security requirements, for each specified facility that is used during the term of this SOW.

## **2.2 CALSAWS M&O PROJECT CONSORTIUM-SUPPLIED ITEMS:**

All CONSORTIUM-supplied items are provided by CONSORTIUM only for the term of this SOW and solely for the performance of the Work required by this SOW.

CONSORTIUM will provide, or cause to be provided, at no cost to CONTRACTOR, the following:

1. Technical support and maintenance for the Los Angeles County LANet/EN, including related network hardware;
2. Technical support and maintenance for external networks used by the 18 CalWIN Counties, including related network hardware;
3. Technical support and maintenance for external County-managed networks used by the 39 C-IV Consortium Counties, including the related network hardware;
4. Any information technology (IT) resources as determined necessary by CONSORTIUM Executive Director, and
5. Staffing for work to be performed by CONSORTIUM as provided elsewhere in Exhibit X.

## **2.3 CONTRACTOR FURNISHED ITEMS:**

Unless expressly stated otherwise, CONTRACTOR shall provide goods and services reasonably required to perform and complete the Work as set forth in Exhibit X and this SOW.

## **3. SCOPE OF WORK:**

This Section 3 describes the Work CONTRACTOR will perform under this SOW. During the CalSAWS M&O Project, CONTRACTOR will provide Modifications and Enhancements Services, Technical Infrastructure Services, Production Operations, Innovation Lab Services, and support processes, tools, and procedures required to maintain and operate the CalSAWS System.

1. **Task 1 – Modifications and Enhancements**
2. **Task 2 – Technical Infrastructure**
3. **Task 3 – Production Operations**
4. **Task 4 – Innovation Lab**
5. **Task 5 – Facilities**
6. **Task 6 – Additional Projects services**
7. **Task 7 – Application Support**

### **3.1 TASK 1: MODIFICATIONS AND ENHANCEMENTS**

CONTRACTOR will begin Work for CalSAWS Software Modifications and Enhancements (“M&E”) services on the CalSAWS M&O Start Date. CONTRACTOR will provide M&E services pursuant to tab ‘2. App Maint’ of Attachment 2, the CalSAWS M&O Pricing Schedules, attached to this Schedule 1.

During the period from January 2023 through October 2023 CONTRACTOR will provide 20,000 hours of M&E services at no additional cost to CONSORTIUM. It is anticipated that the average number of hours over each month of the referenced 10-month period will approximate 2,000 hours. Additionally, during the period of November 2023 through July 2025, CONTRACTOR will provide 63,000 hours of M&E services at no additional cost to CONSORTIUM. For this 21-month period, it is anticipated that the average number of hours over each month will be approximately 3,000 hours. These M&E services are reflected in Attachment 2, the CalSAWS M&O Pricing Schedules.

The M&E function is responsible for overall ongoing management of Work for System Change Requests (“SCRs”) for the CalSAWS Software and the CalSAWS Software’s interface to the CalHEERS System as SCRs are designed, built, tested, and deployed into non-production environments in the CalSAWS Software. The M&E activities performed during the CalSAWS Maintenance and Operations Project will include:

- Plan, document, and report the status of requests for modifications to the CalSAWS Software via SCRs;
- Deploy SCRs for the CalSAWS Software to non-production environments using the standard release management process documented in the CalSAWS M&E Services Plan Deliverable.

### **3.2 TASK 2: TECHNICAL INFRASTRUCTURE:**

This Task describes the technology support and administration required for M&O of the CalSAWS System through the term of this SOW. Activities include Roseville Location support, database administration, administration of the imaging solution, network administration, performance tuning, purchasing support, application architecture maintenance, environment support, business support, service center reporting support, systems administration, service desk support, central repair, remote hardware maintenance, security, and ongoing project management. Note that Work associated with enabling the LRS Application Software in the AWS Cloud is included in Exhibits T, V, and W. In the event either party seeks to amend the Tasks in this Schedule 1 based on the outcomes of the Work that will be completed under Exhibits T, V, and W to the Base Agreement, such amendment shall be governed by Section 5 of the Base Agreement.

Furthermore, this Task includes Project Management activities required to support the CalSAWS M&O Project.;

#### **3.2.1 Subtask 2.1: Roseville Location Support.**

Through January 31, 2025, the CONTRACTOR will perform technical support for Roseville Location. Roseville Location house project staff involved primarily in project management, application development, and technical support.

CONTRACTOR will perform:

- Technology support, equipment and server administration for CalSAWS procured infrastructure in the Roseville Location;
- Roseville Location software license administration and confirm compliance with software licenses;
- Roseville Location asset management and tracking of CalSAWS Equipment;
- Roseville Location environment support;
  - The following environments will be supported:
    - CalSAWS Innovation Environment (through January 31, 2025)
    - CalSAWS Dev (Through January 31, 2025)
    - CalSAWS AT2 (Through January 31, 2025)
    - CalSAWS AT1 (Through January 31, 2025)
    - CalSAWS PAT (Through January 31, 2025)
    - CalSAWS Batch Regression 1 (Through January 31, 2025)
    - CalSAWS System Test 1 (Through January 31, 2025)
    - CalSAWS System Test 2 (Through January 31, 2025)
    - CalSAWS System Test 3 (Through January 31, 2025)
    - CalSAWS System Test 4 (Through January 31, 2025)
    - CalSAWS System Test 6 (Through January 31, 2025)
    - CalHEERs2 (Through January 31, 2025)
    - CalHEERs3 (Through January 31, 2025)
    - CalSAWS Dev Training 1 (Through January 31, 2025)
    - CalSAWS Dev Training 2 (Through January 31, 2025)
    - CalSAWS Perf Test (Through January 31, 2025)
    - CalSAWS Batch Perf Test (Through January 31, 2025)
    - CalSAWS UAT (through November 30, 2021)
    - CalSAWS Staging (Through January 31, 2025)



- CalSAWS Staging2 (Through January 31, 2025)
- Production (Through January 31, 2025)
- Training Production (Through January 31, 2025)
- PRT (Through January 31, 2025)
- CalSAWS Sand Box (through October 31, 2023)
- Demo (Through January 31, 2025)
- CalSAWS SIT (Through January 31, 2025)
- CalSAWS Regression Automated Test (Through January 31, 2025)
- CalSAWS STG4 - Release When Ready (Through January 31, 2025)
- CalSAWS STG5 - Release When Ready (Through January 31, 2025)
- CalSAWS AT3 - Release When Ready (Through January 31, 2025)
- CalSAWS AT4 - Release When Ready (Through January 31, 2025)
- Prod - Disaster Recovery (Through January 31, 2025)
- Conversion (CalWIN) (through November 30, 2023)
- Conversion (CalWIN) (through November 30, 2023)
- Conversion Sync (C-IV) (through March 31, 2022)
- Conversion Sync (CalWIN) (through November 30, 2023)
- Conversion Sync (CalWIN) (through November 30, 2023)
- Conversion Mock (C-IV) (through June 30, 2023)
- Conversion Mock (CalWIN) (through August 31, 2023)

- Conversion Data County Review (through October 31, 2023)
- Unit Test DB Priority (Database Only) (Through January 31, 2025)
- CalSAWS CC1 - Contact Center (Through January 31, 2025)
- Technical support services for Roseville Location users while onsite and remote
- Upgrade CalSAWS software used at the Roseville Location
- Any new locations will require an amendment for the build out and on-going support

### **3.2.2 Subtask 2.2: Database Management.**

Through January 31, 2025, the CONTRACTOR will perform the following activities:

- Provide Database management support for development and test environments
- Develop scripts and processes – creation and ongoing maintenance of automated database refresh and backup scripts
- Capacity planning to support development and test activities
- Database and application performance tuning
- Provide data model support
- Provide support for Production database

### **3.2.3 Subtask 2.3: Performance and Stress Test**

Through January 31, 2025, the CONTRACTOR will execute ongoing performance testing of the CalSAWS Software. The activities in performance testing are:

- Develop scripts and processes – The creation of automated performance test scripts as new functionality is added as part of application releases.
- Configure environment scheduling – planning and scheduling available hardware services capacity to execute performance test
- Create test data – create and load sufficient test data to execute testing. This will be conducted for each release.
- Execute testing – carry out performance testing for each application release.
- Evaluate testing results and coordinate changes – recommend system changes based on testing results. This will be conducted for each release.

- Analyze ongoing performance of the CalSAWS Software and design and implement necessary changes to continue meeting performance requirements.

#### **3.2.4 Subtask 2.4: Application Architecture Maintenance.**

Through January 31, 2025, the CONTRACTOR will design and implement architecture updates to address ongoing CalSAWS System requirements. The CONTRACTOR will:

- Identify system architecture enhancement opportunities
- Research new technologies and new products
- Coordinate technology direction with external organizations
- Support ongoing hardware and software analysis and selection
- Maintain system architecture documentation

#### **3.2.5 Subtask 2.5: System Administration.**

Through January 31, 2025, the CONTRACTOR will perform the following activities:

- Plan and coordinate environment usage – work with development, test, and conversion team leads to coordinate the usage of shared development environments.
- Build and Deploy application – maintain the CalSAWS Software build and deploy it to the development and test environments. This includes customization of deployment scripts based on environment needs.
- Monitor availability and performance – verify components are working correctly and meeting service levels and performance requirements needed to support ongoing development and test activities.
- Test and deploy software upgrades and patches – upgrade and patch software products for all components.
- Deploy Operations and Execution Changes – implement changes to the Execution or Operational Architecture for the CalSAWS Software.
- Operating System patching, including creation and maintenance of scripts.
- Support ad-hoc reporting environments for the 58 CalSAWS Counties and Enhanced Data Reporting (EDR) counties. The EDR counties are Kern, Humboldt, Monterey, San Bernardino, San Joaquin, Stanislaus, and Riverside. Ongoing CalSAWS Software data model changes will impact ad-hoc users and they will require support for data model related inquiries. The effort was based on the support provided historically for C-IV and would need to be increased if there is an increase in demand for assistance (either due to additional counties using EDR or more assistance from existing counties). Although not presently provided for herein, the parties anticipate that the CONTRACTOR may ultimately provide EDR to all 58 CalSAWS Counties.

Any expansion of EDR services shall require a contract amendment pursuant to Section 5 of the CalSAWS Maintenance and Operations Extension.

- Configuration of middleware environments in AWS Cloud-based environments.
- Support for system releases, automated deployments, and training environments.
- Network Operations: In addition to automated fault management, which should text appropriate personnel to resolve problems, 4.2 FTEs are allocated to provide 24x7 monitoring of the CalSAWS System to (1) obtain the appropriate personnel to respond a notification and (2) contact appropriate personnel for events that do not trigger automated notifications, but might require investigation. Having 4.2 FTEs allows for a single person to provide 24x7 support, but without fault tolerance. For instance, the Network Operator would not leave for meals without coverage, but would take short necessary breaks leaving only the automated fault management system providing coverage.

### **3.2.6 Subtask 2.6: Technical Management.**

Through January 31, 2025, the CONTRACTOR will manage the technical resources and planning efforts, and perform the following activities:

- Communicate status to the CONSORTIUM on the progress of technical team activities.
- Project planning of the Tasks required from the technical team.
- Ongoing maintenance of the documentation required by the CONSORTIUM.
- Management of incidents that may occur in development, test, and Production.

### **3.2.7 Subtask 2.7: Hardware and Software Purchasing Support**

Through January 31, 2025, Contractor will perform the following activities to support the CONSORTIUM's purchase of Hardware, Software, and the accompanying third-party manufacturer Hardware and Software support agreements required for the CalSAWS System during the CalSAWS Maintenance and Operations Project.

- Develop strategies for the CONSORTIUM's purchase of local and central Hardware and Software for technology refreshes required to support the CalSAWS System, including:
  - Determination of Hardware and Software requirements/specifications for the CalSAWS System

- Analysis of Hardware and Software technologies available in the market with the needs for the CalSAWS System
- Develop and manage the requirements and plan for technology refreshes, Hardware Support, and Software Support for the CalSAWS System. CONTRACTOR will review this plan with CONSORTIUM management monthly
- Coordinate the execution of orders for Hardware and Software purchases with third-party vendors
- Tracking of Hardware assets in a central inventory system and maintaining and updating asset information through the asset's lifetime. Contractor will periodically audit the information in the inventory system for correctness, completeness, and currency, and archive historic asset information for reference and to enable historical asset management effectiveness reporting
- Manage Software licenses to track quantity and type and assess license agreement compliance. Software license usage will be tracked and Consortium will be notified if license limits are close to being reached

### **3.2.8 Subtask 2.8: Imaging System Support**

Through January 31, 2025, the CONTRACTOR will perform the following activities to support the central imaging system and accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project:

- Provide Level 3 support for the central imaging system:
  - Troubleshoot and resolve tickets
  - Work with Level 1 support staff to coordinate the resolution of tickets
- Perform regular maintenance tasks and upgrades within the central imaging system:
  - Install and configure software updates and patches
  - Monitor production and development infrastructure
  - Monitor the imaging system application
- Monitor batch jobs related to the imaging system

### **3.2.9 Subtask 2.9: Contact Center Reporting**

Through January 31, 2025, Contractor will support reporting for the CalSAWS System's central contact center system, including real-time performance monitoring for service level objectives, generating reports for metrics related to Medical referrals, and supporting ad-hoc reporting requests from the Consortium. Contractor's support during the CalSAWS M&O Project is based on the C-IV

System's central contact center solution being leveraged as-is for the CalSAWS System.

**3.2.10 Subtask 2.10: Network Administration.**

Through January 31, 2025, the CONTRACTOR will perform network monitoring, configuration, maintenance, and reporting to support network components and telecommunications circuits used to enable communication to the CalSAWS Software. This includes CONSORTIUM owned WAN and LAN devices in central sites as well as POP/managed locations.

Following the LRS Cutover and prior to the C-IV Cutover, LA County shall have access to the network monitoring dashboard and support in the same manner as provided prior to LRS Cutover.

**3.2.11 Subtask 2.11: Remote Hardware Maintenance**

Through January 31, 2025, the CONTRACTOR will perform field service calls and provide remote hardware maintenance services for CalSAWS Managed equipment deployed in production in the 39 C-IV Consortium Counties. "CalSAWS Managed" equipment is equipment managed by the CONTRACTOR that is used in connection with the CalSAWS System's infrastructure and is located at the Project Locations or located within one of the 39 C-IV Consortium Counties. Equipment located within Los Angeles County and the 18 CalWIN Counties is not managed by the CONTRACTOR.

CalSAWS Managed equipment is typically located in CalSAWS Managed Counties which are Counties that use authorized CalSAWS Managed workstations to access the CalSAWS Software across the private WAN and LAN provided by CalSAWS and managed jointly by the CONTRACTOR and the Counties. The scope of M&O services that the CONTRACTOR will perform is based on only the following Counties being CalSAWS Managed Counties: Alpine, Amador, Butte, Colusa, Imperial, Kern, Mariposa, Merced, Modoc, Mono, Plumas, Riverside, San Benito, San Bernardino, Sierra, Siskiyou, Stanislaus.

**3.2.12 Subtask 2.12: Central Repair**

Through January 31, 2025, the CONTRACTOR will perform maintenance for centrally located CalSAWS Managed equipment and/or and local equipment components that have been brought to the Central Repair Depot.

"Centrally located" equipment refers to CalSAWS Managed equipment and/or components that may be located at the Project Locations. Central equipment may also include CalSAWS Managed routers, switches, servers, etc. that may be located within one of the 39 C-IV Consortium Counties.

**3.2.13 Subtask 2.13: Central Print Operations Support**

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### **3.2.14 Subtask 2.14: Service Desk**

Through January 31, 2025, the CONTRACTOR will provide Level 1 Service Desk resources to perform the following activities for the CalSAWS System's central service desk. Level 1 is the first level of the CalSAWS System's support organization that handles the initial request from the User.

- Level 1 Phone and Voicemail Support: Answer the initial call regarding a problem with the CalSAWS System or respond to voice messages left by callers not able to get through to a Service Desk resource
- Level 1 Email Support: Respond to emails regarding deficiency with the CalSAWS System

The Service Desk hours for the CalSAWS System are Monday – Friday 8:00 a.m. – 5:00 p.m. Pacific Standard Time, excluding CalSAWS Holidays. CalSAWS Holidays are documented in the CalSAWS M&O Services Plan Deliverable.

### **3.2.15 Subtask 2.15: Batch Support**

Through January 31, 2025, CONTRACTOR will perform the following activities to support interface and batch processing for the CalSAWS System during the CalSAWS Maintenance and Operations Project including:

- Perform interface and batch processing
- Monitor batch processing
- Maintain interface file layouts
- Maintain batch and interface schedules and dependencies
- Maintain reporting for batch processing, including scheduled and ad-hoc reports
- Coordinate with the State and Counties on delayed, late, or missing files
- Deploy and troubleshoot/resolve issues related to interface and batch processing

### **3.2.16 Subtask 2.16: Level 3 Support**

Through January 31, 2025, CONTRACTOR will provide resources for Level 3 to triage application related tickets for the CalSAWS Software. The CONTRACTOR will perform the following activities associated with Level 3 Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage application-related tickets to the appropriate CalSAWS M&O Project teams, as needed
- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk
- Perform resolution and closure activities for application-related tickets
- Prepare and document SIRs and SCRs for the CalSAWS Software that may result from tickets

### **3.2.17 Subtask 2.17: Production Support**

Through January 31, 2025, CONTRACTOR will provide resources to perform analysis, investigation, resolution, and closure activities for CalSAWS System Investigation Requests or “SIRs” that are required to support the production CalSAWS Software during the CalSAWS Maintenance and Operations Project.

A SIR is a written form used to analyze a suspected Deficiency in the CalSAWS Software and to manage the correction of the verified Deficiency. SIRs are classified in accordance with the criteria defined in the CalSAWS M&O Services Plan Deliverable. The release management process for SIRs for the CalSAWS Software will be documented in the CalSAWS M&O Services Plan Deliverable.

### **3.2.18 Subtask 2.18: Enhanced Level 3 and Production Support**

Through January 31, 2025, the CONTRACTOR will provide additional resources to perform Level 3 and Production support activities for temporary enhanced support of the CalSAWS Software immediately following cutover of the 39 C-IV Consortium Counties and during the 18 CalWIN Counties’ cutover to CalSAWS Software:

- Additional resources to perform Level 3 support activities described in Subparagraph 3.2.16 (Subtask 2.16: Level 3 Support) for the CalSAWS Software beginning the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software and continuing through January 31, 2025.
- Additional resources to perform production support activities described in Subparagraph 3.2.17 (Subtask 2.17: Production Support) for the CalSAWS Software beginning the month following the 39 C-IV Consortium Counties’ cutover to the CalSAWS Software and continuing through January 31, 2025.

Changes to the CalSAWS DD&I Project’s timeline or assignment of CalWIN counties to go-live waves may result in changes in staffing needed for these activities.

### **3.2.19 Subtask 2.19: Technical Infrastructure Services for CalHEERS Interface**

Through January 31, 2025, the CONTRACTOR will provide resources to perform Batch processing support, Level 3 support, and Technical Operations support required for the CalSAWS System’s interface (the EHit interface) to Covered California’s CalHEERS System.

### **3.2.20 Subtask 2.20: Technical Infrastructure Services for CalSAWS Cloud Reports/Analytics**

Through January 31, 2025, the CONTRACTOR will provide one resource to perform Level 3 support activities for the analytics solution deployed under the CalSAWS Cloud Enablement Project. Any changes to the scope of the CalSAWS Cloud Enablement Project documented within Exhibit V (Statement of Work for CalSAWS Cloud Enablement – Bridge) and Exhibit W (Statement of Work for



the CalSAWS Cloud Enablement Project and Interim M&O) of the Base Agreement may require revisions to the Technical Infrastructure Services performed for the CalSAWS System during the CalSAWS M&O Project. Such revisions will be added to the CalSAWS Maintenance and Operations Extension with a future amendment. The activities performed for Subtask 2.20 is a continuation of the activities performed under Section 2.6.5 (Production Operations for Analytics) of Exhibit W (Statement of Work for CalSAWS Cloud Enablement Project and Interim M&O).

### **3.2.21 Subtask 2.21: Project Management**

Through January 31, 2025, CONTRACTOR will provide project management for M&O activities required to support the CalSAWS System, which will provide the overall methodology for defining, managing and controlling the M&O activities.

Project management is an ongoing Task that will take place throughout the duration of the CalSAWS Maintenance and Operations Project. The project management Task includes: planning, controlling and reporting the work, identifying, tracking, and resolving scope and other issues, and leading the M&O activities in cooperation with the CONSORTIUM's Executive Director and CONSORTIUM Staff.

The CONTRACTOR will perform bi-weekly status reporting, communications management, facilitating status meetings, risk and issue management, quality management, staff management, contract management, financial management, and SharePoint web portal management for project documentation. The processes for managing the CalSAWS M&O Project will be documented in the CalSAWS Migration Project Control Document ("CalSAWS PCD") that is provided and updated as part of the CalSAWS DD&I Project.

#### **3.2.21.1 Subtask 2.21.1: Project Management.**

The CalSAWS Project Director is responsible for the day-to-day operations of the CalSAWS M&O Project. The CalSAWS Delivery Advisor is responsible for providing strategic leadership, guidance and oversight for the delivery of M&O services for the CalSAWS System. The CalSAWS M&O Project Management Office (PMO) Manager is responsible for monitoring the processes described in the CalSAWS PCD. Because the CalSAWS M&O Project will be delivered in parallel with the CalSAWS DD&I Project, the CalSAWS PCD will serve as the basis for management of both the CalSAWS M&O Project and the CalSAWS DD&I Project. As the CalSAWS DD&I Project progresses, the CalSAWS Migration PCD will evolve to incorporate processes for managing the activities for the CalSAWS M&O Project. The CalSAWS M&O PMO Manager is also responsible for the creation and maintenance of work plans for M&O services throughout the CalSAWS M&O Project.

#### **3.2.21.2 Subtask 2.21.2 CalSAWS M&E Services Plan.**

The CONTRACTOR will provide and maintain the CalSAWS Modifications and Enhancements (M&E) Services Plan Deliverable that will serve as the basis for management of M&E services for designing, developing, testing, and deployment of System Change Requests for the CalSAWS Software during the CalSAWS Maintenance and Operations Project. The CalSAWS M&E Services Plan Deliverable will be updated annually throughout the CalSAWS Maintenance and Operations Project, or as mutually agreed by the parties.

The CalSAWS M&E Services Plan Deliverable will replace and supersede both the C-IV System Operations and Support Plan and the LRS M&E Services Plan.

#### **3.2.21.3 Subtask 2.21.3 CalSAWS M&O Services Plan.**

The CONTRACTOR will provide and maintain the CalSAWS M&O Services Plan Deliverable that will serve as the basis for management of Work for the CalSAWS System during the CalSAWS Maintenance and Operations Project. The CalSAWS M&O Services Plan Deliverable will be updated annually throughout the CalSAWS Maintenance and Operations Project, or as mutually agreed by the parties.

The CalSAWS M&O Services Plan Deliverable will replace and supersede both the C-IV System Operations and Support Plan and the LRS M&O Services Plan.

#### **3.2.21.4 Subtask 2.21.4 Staff Management.**

Contractor will manage the roll-on/roll-off processes of CONTRACTOR and CONSORTIUM project staff during the CalSAWS Maintenance and Operations Project.

Existing Staff roll-on/roll-off processes will be used along with procedures for managing staff rosters, updating the organization charts, and provisioning of appropriate equipment and software.

#### **3.2.21.5 Subtask 2.21.5: Work Plan Management.**

The CONTRACTOR will document the M&O activities performed by CONTRACTOR Staff throughout the CalSAWS M&O Project in work plans. Work plans will include Tasks, planned durations, budgets, and resources assignments. Work plans will be updated monthly to support monthly billings of M&O services performed for the CalSAWS System. Updates may include modifications to Tasks, budgets, time frames, and expected due dates.

The CalSAWS Maintenance and Operations work plans will be updated with actual hours worked by CONTRACTOR Staff. Audits

and reports will be generated by the PMO on a weekly and monthly basis to allow the project management teams to calculate progress against the budgets and schedules. CONSORTIUM time will be tracked in separate work plans; the administration and management of those work plans will be performed by CONSORTIUM.

#### **3.2.21.6 Subtask 2.21.6: Financial Management.**

The CONTRACTOR will perform the following activities for the CalSAWS M&O Project: accounts payable; accounts receivable; budget execution; cost management; purchasing; and standard general ledger. Some of the daily Tasks will involve planning and budgeting, project accounting and reporting, staff accounting, and others.

Contractor will perform the required client billing for payments for CalSAWS M&O services based on Exhibit X of the CalSAWS Maintenance and Operations Extension. CONTRACTOR staff will also be involved in providing data for appropriate contractor budget lines in the annual budgeting process.

The CONTRACTOR will provide billing forecasts in a spreadsheet indicating invoicing and billing schedule for the scope documented in this SOW by month and fiscal year.

#### **3.2.22 Subtask 2.22: Security**

Through January 31, 2025, the CONTRACTOR will perform the following activities during the CalSAWS Maintenance and Operations Project:

- Security Monitoring – The CONTRACTOR will monitor the system for security events and anomalies
- Incident Response – The CONTRACTOR will identify security events within the scope of the system that meet the contracted definition of a security incident and report them to the CONSORTIUM
- Threat and Vulnerability Management – The CONTRACTOR will provide ongoing detection capabilities for known vulnerabilities in the infrastructure and deployed software used in support of the CalSAWS System
- Application Vulnerability Management – The CONTRACTOR will provide ongoing evaluation of the CalSAWS application for security risks and vulnerabilities
- Regulatory Compliance – The CONTRACTOR will provide compliance analysis and documentation for the services, infrastructure, software, and applications delivered by the CONTRACTOR, aligned with the CalSAWS M&O regulatory requirements

### **3.2.23 Subtask 2.23: Application Programming Interfaces (API) Support**

Through January 31, 2025, CONTRACTOR will provide one (1) FTE to provide support to counties that use the APIs. The CONTRACTOR will perform the following activities associated with API Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage API related tickets to the appropriate CalSAWS M&O Project teams, as needed
- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk
- Address questions from counties that are looking to utilize a published API

### **Subtask 2.24: ForgeRock IAM Solution Support**

Through January 31, 2025, CONTRACTOR will provide five (5) FTEs during State Fiscal Year 2022/2023 and through October 31, 2023 of State Fiscal Year 2023/2024, and seven (7) FTEs starting November 2023 to perform technology support and administration for the ForgeRock IAM solution that was implemented under Schedule 4 to Change Notice Number 7 (Statement of Work for ForgeRock IAM Enterprise Enablement Project). The CONTRACTOR will perform the following activities associated with the ForgeRock IAM solution:

- Monitoring and Incident Resolution: Monitor and support production and non-production ForgeRock environments;
- Provide Tier 3 support pursuant to the CalSAWS Project's ServiceNow tool to support the ForgeRock IAM solution;
- Perform regular patching and upgrades to same version Patch Sets (as defined by ForgeRock) of the ForgeRock IAM platform;
- Data Load and Remediation: Provide bulk data load and export support for identity data requests. The CONTRACTOR will identify and correct identity data inconsistencies present in existing and newly loaded data to prevent end user impact;
- Perform release activities related to the ForgeRock service;
- Perform disaster recovery activities related to the ForgeRock service;
- The CONTRACTOR resources performing the activities described in subtask 2.24 will be available during business hours of 8:00 a.m to 5:00 p.m. Monday through Friday except for CONTRACTOR holidays.

## **3.3 TASK 3: PRODUCTION OPERATIONS**

The CONTRACTOR will provide Production Operations services required for maintaining and operating the CalSAWS System. Production Operations for the CalSAWS System include ongoing Wide Area Network Administration, Production Operations Support.

### 3.3.1 Subtask 3.1: Wide Area Network (WAN) Administration

Through January 31, 2025, Contractor will provide administration of the Wide Area Network, which is comprised of telecommunications services and co-location facilities, required for the CalSAWS System during the Maintenance and Operations Project. Co-location facilities or “exchanges” provide a dedicated network connection between the CalSAWS SD-WAN network and the CalSAWS production and development environments hosted in the AWS Cloud. WAN Administration includes the following:

- Management of the telecommunications circuits that provide connectivity between:
  - The CalSAWS SD-WAN network and the exchanges to connect to the AWS Cloud.
  - The CalSAWS County Sites (e.g. point of presence locations and managed sites) and the CalSAWS SD-WAN network.
  - The CalSAWS central site (Roseville Location) and the CalSAWS SD-WAN network.
- Management of the connections between the exchanges and:
  - The CalSAWS production and development environments.
  - Each of the County Sites.
  - The CalSAWS central site.
- Management of production operations for the Electronic Signature solution for capturing and tracking applicants’ electronic signatures for verifying intent to apply for benefits. Production operations related to the Electronic Signature solution includes management of:
  - SIP lines, toll-free minutes, and long-distance minutes for usage of the Interactive Voice Response (IVR) system.

### 3.3.2 Subtask 3.2: Production Operations Support

Through January 31, 2025, the CONTRACTOR will provide Production Operations support required for the CalSAWS System during the CalSAWS Maintenance and Operations Project, including support for the CalSAWS Cloud Exchange, central service desk, Managed workstations, Managed workstation images, scanner maintenance, the central contact center solution, and the Managed lobby management solution.

- **Service Desk Operations Support.** The CONTRACTOR will provide central support for the central service desk solution for 58 Counties. Production Operations include support of the AWS Connect-based Service Desk system

and management and administration of the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project.

- Production Operations are based on supporting a maximum of twenty-five (25) Service Desk staff from October 1, 2021 through January 31, 2025.
- CONTRACTOR will provide Level 3 support for the central service desk system:
  - Analyze, investigate, diagnose, and resolve tickets reported by Service Desk staff
  - Work with Level 1 support staff to coordinate the resolution of tickets
- CONTRACTOR will perform regular maintenance tasks and upgrades for the central service desk system:
  - Install and configure software updates and patches
  - Monitor production and development infrastructure
  - Monitor the contact center system application
  - Process roll-on/off requests for Service Desk staff
  - Support centralized CalSAWS Service Desk call flows
  - Support third-party applications for reporting, work force management, and quality assurance
- **Central Contact Center System Support.** The CONTRACTOR will provide central support for the central contact center system for the 39 C-IV Consortium Counties. Production Operations charges include support of the AWS Connect-based contact center system and management and administration of the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project.
  - Production Operations are based on supporting:
    - a maximum of 1,214 workers/agents across thirteen (13) regional contact centers that support calls related to Medi-Cal referrals from Covered California and twelve (12) contact centers that support calls related to continuing cases.
    - a maximum of 5 workers/agents to support the BenefitsCal Technical Help Desk IVR/Telephony solution for 58 Counties. Additional details on scope and assumptions for this effort are detailed in the Statement of Work for BenefitsCal Technical Help Desk.
  - CONTRACTOR will provide Level 3 support for the central contact center system:
    - Analyze, investigate, diagnose, and resolve tickets reported by Service Desk staff

- Work with Level 1 support staff to coordinate the investigation and resolution of tickets
  - CONTRACTOR will perform regular maintenance tasks and upgrades for the central contact center system:
    - Install and configure software updates and patches
    - Monitor production and development infrastructure
    - Monitor the contact center system application
    - Support centralized and County-unique IVR call flows
    - Support third-party applications for reporting, work force management, and quality assurance
- **Managed Workstations.** The CONTRACTOR will provide ongoing central support for remote maintenance of Managed CalSAWS workstations deployed in production across the 39 C-IV Consortium Counties. Production Operations for CalSAWS-Managed workstations are based on a maximum of 10,444 workstations during the CalSAWS Maintenance and Operations Project. Workstations that access the CalSAWS network and are located in Los Angeles County and the 18 CalWIN Counties will continue to be managed by the respective Counties and are not in scope for this SOW.
- **Managed Windows 10 Workstation Images.** The CONTRACTOR will provide ongoing central support for creating and maintaining workstation images based on the Microsoft Windows 10 operating system and deployed on CalSAWS-Managed workstations deployed in production across the 39 C-IV Consortium Counties. The CONTRACTOR will work with the 39 C-IV Consortium Counties to develop and test new workstation images prior to deploying those images in on CalSAWS-Managed workstations in production.
- **Managed Scanner Maintenance.** The CONTRACTOR will provide scanner maintenance kits for replacing brake rollers and pick rollers for CalSAWS-Managed scanners deployed in production in the Counties of Merced, Riverside, and Stanislaus for the central imaging solution. Ongoing production operations support are based replacing an average of one maintenance kit per scanner annually, for up to a maximum of 2,864 CalSAWS-Managed Fujitsu FI-6130 scanners deployed in production in the Counties of Merced, Riverside, and Stanislaus only.

The remaining 36 Counties on the central imaging solution will be responsible for the providing scanner maintenance kits for any scanners deployed in those Counties. It is assumed that Los Angeles County and the 18 CalWIN Counties will continue to other separate imaging solutions following their cutover to the CalSAWS System.

- **Managed Lobby Management Device Support.** The CONTRACTOR will provide central support to the 39 C-IV Consortium Counties for Managed C-IV Lobby Management devices and 18 CalWIN Consortium Counties for

Managed CalWIN Lobby Management devices – including kiosks and Facilitated Access Control Tablets (“FACTs”)– and manage and administer the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project. Production operations support for Managed C-IV and CalWIN Lobby Management devices includes:

- Ongoing central support for up to 184 devices purchased and deployed by the 39 former C-IV Consortium Counties.
- Ongoing central support for up to 15
- 7 devices purchased and deployed by the 18 CalWIN Consortium Counties.
- Level 3 support to analyze, investigate, diagnose, resolve tickets submitted by the Counties relating to Managed C-IV and CalWIN Lobby Management devices.
- Working with Level 1 support staff to coordinate the resolution of tickets.
- Regular maintenance activities and upgrades for the Managed C-IV and Managed CalWIN Lobby Management devices:
  - Install and configure software updates and patches
  - Monitor production devices, including monitoring servers, applications, and webservice
  - Troubleshoot problems and incidents with the Lobby client and server infrastructure
  - Provide and maintain application availability
- Provide process support to the Counties for any changes or updates to the process flow on the existing kiosks and FACTs.

### **3.3.3 Subtask 3.3: Central Print.**

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## **3.4 TASK 4: INNOVATION LAB**

The innovation lab will be responsible for the evaluation of emerging technologies and integration of selected technologies into the CalSAWS platform. The CONTRACTOR will provide staffing to support the innovation lab. Staffing levels, hours, and rates for services related to the innovation lab are defined in Attachment 2 (CalSAWS M&O Pricing Schedules).

Services to support the innovation lab are included in this SOW for October 1, 2021 through May 31, 2022.

## **3.5 TASK 5: FACILITIES**

Through January 31, 2025, the CONTRACTOR will provide the following facilities for the CalSAWS M&O Project:



- A Central Repair Depot for central repair activities (such as troubleshooting and repairing Managed local and central Hardware for the CalSAWS System, preparation activities such asset-tagging, inventory registration, imaging, configuration, and setup) for the period of October 1, 2021 through January 31, 2025;
- A Service Desk Facility for Service Desk staff who will provide Level 1 and Level 2 Service Desk support required for the CalSAWS M&O Project for the period of October 1, 2021 through May 31, 2023;

### **3.6 TASK 6: ADDITIONAL PROJECTS**

The CONTRACTOR will provide Regulatory and Administrative (“R&A”) Change Budget Services for additional projects for the CalSAWS M&O Project as further described below.

#### **3.6.1 Subtask 6.1: Robotic Process Automation**

This subtask includes the design, build, test, and deployment of enhancements related to a robotic process automation solution that supports EBT card replacement. The effort, scope, and assumptions for such enhancements will be documented in SCRs. Furthermore, this subtask includes production operations of the solution through July 31, 2025. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3C of Attachment 2 (CalSAWS M&O Pricing Schedules).

#### **3.6.2 Subtask 6.2: Virtual Assistants**

This subtask includes the design, build, test, and deployment of enhancements related to a virtual assistants solution. The effort, scope, and assumptions for such enhancements will be documented in SCRs and in the Statement of Work for Virtual Assistants. Furthermore, this subtask includes production operations of the solution through July 31, 2025. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3D of Attachment 2 (CalSAWS M&O Pricing Schedules).

#### **3.6.3 Subtask 6.3: Welcome and Authentication Bots Scaling**

This subtask includes the design, build, test, and deployment of enhancements related to a virtual assistance robots “bots” solution. The effort, scope, and assumptions for such enhancements will be documented in SCRs. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3E of Attachment 2 (CalSAWS M&O Pricing Schedules).

#### **3.6.4 Subtask 6.4: Correspondence**

This subtask includes the design, build, test, and deployment of enhancements related to correspondence for the CalSAWS System. The effort, scope, and assumptions for such enhancements will be documented in SCRs. Hours and rates

for R&A Change Budget Services related to this subtask are defined in schedule 3F of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.5 Subtask 6.5: CDSS Report Support**

This subtask includes additional report support for the California Department of Social Services (“CDSS”) during State Fiscal Year 2022/23 through State Fiscal Year 2024/25. The scope and assumptions for this effort are detailed in the Statement of Work for CDSS Report Support. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3G of Attachment 2 (CalSAWS M&O Pricing Schedules) and Schedule 1 to Attachment 1 of Change Notice Thirty-Eight (CDSS Reports Support Phase II Pricing Schedule).

### **3.6.6 Subtask 6.6: DHCS Report Support**

This subtask includes additional report support for the California Department of Health Care Services (“DHCS”) during State Fiscal Year 2022/23 through State Fiscal Year 2024/25. The scope and assumptions for this effort are detailed in the Statement of Work for DHCS Report Support. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3H of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.7 Subtask 6.7: County Task Management Enhancements (formerly County Data API Enhancements)**

This subtask includes the design, build, test, and deployment of enhancements related to CalSAWS Task Management Dashboards and Reports. The effort, scope, and assumptions for such enhancements will be documented in SCRs. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3I of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.8 Subtask 6.8: BenefitsCal AT5 and STG3 Environments**

This subtask includes the resources to support the existing AT5 and STG3 environments that solely support BenefitsCal. The scope and assumptions for this effort are detailed in the Statement of Work for BenefitsCal AT5 and STG3 Environments. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3J of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.9 Subtask 6.9: Correspondence Additional Application Maintenance**

This subtask includes the design, build, test, and deployment of enhancements related to correspondence for the CalSAWS System. Assumptions, hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3K of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.10 Subtask 6.10: CalWIN Functional Support**

This subtask includes the resources to support County preparation and post implementation support for migrating CalWIN Counties. The scope and assumptions for this effort for the period from June 1, 2023 through December 31, 2023 are detailed under the county preparation and post implementation support task description in the Statement of Work for CalWIN Functional Support. Hours and rates for R&A Change Budget Services related to this subtask are defined in schedule 3L of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.11 Subtask 6.11: Endpoint Detection Response (EDR), Tech Arch, and NIST Rev5 Uplift**

#### **3.6.11.1 Endpoint Detection Response (EDR)**

This subtask includes the resources for providing Qualys Multi-Vector Endpoint Detection and Response (EDR) to meet cyber insurance requirements. The scope and assumptions for this effort are detailed in the Statement of Work for Endpoint Detection and Response. The estimated effort, prices, and assumptions for R&A Change Budget Services related to this subtask are defined in schedule 3M of Attachment 2 (CalSAWS M&O Pricing Schedules).

#### **3.6.11.2 NIST Rev5 Uplift**

This subtask includes resources for reviewing and updating the Accenture System Security Plan (SSP) to reflect security control changes chosen by the Consortium to NIST Special Publication Revision 5. The scope and assumptions for this effort are detailed in the Statement of Work for NIST Rev5 Uplift. The estimated effort, prices, and assumptions for R&A Change Budget Services related to this subtask are defined in schedule 3M of Attachment 2 (CalSAWS M&O Pricing Schedules).

#### **3.6.11.3 Tech Arch**

This subtask includes the design, build, test, and deployment for Upgrading the CalSAWS application from JDK 11 to the latest JDK version, upgrading the spring framework and other libraries to support N-1, and phase 1 implementation for ODM/EDBC as a service. The scope and assumptions for this effort are detailed in the SCRs. The estimated effort, prices, and assumptions for R&A Change Budget Services related to this subtask are defined in schedule 3M of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.12 Subtask 6.12: CalSAWS HA and DR API Gateway to DR East**

This subtask includes the design, build, and test of evaluating the automatic or efficient switch over options from Primary database to Standby database. The scope and assumptions for this effort are detailed in the SCRs. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3N of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.13 Subtask 6.13: Data Growth – Archiving Phase 1 & 2**

This subtask includes the design, build, test, and deployment for enabling CalSAWS to archive data older than three years to a separate cloud native database (including correspondence) for Archiving Phase 1. Additionally, for Archiving Phase 2 this subtask includes the design, build, test, and deployment of moving the data within specific CalSAWS functionality (Journal and MEDS Alerts) to a separate cloud native database, which is accessible by CalSAWS application components through the Microservices implementation. This Microservices implementation will be used as a pilot version to upgrade CalSAWS to the Microservices framework. The scope and assumptions for this effort are detailed in the Statement of Work for Data Growth – Archiving Phase 1 & 2. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3O of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.14 Subtask 6.14: Data Growth – Task Management**

This subtask includes the design and build of the task management feature which will be decoupled from the CalSAWS Monolith application and deployed as a MicroService. The scope and assumptions for this effort are detailed in the SCRs. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3P of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.15 Subtask 6.15: Data Growth – Test Data Slicer/Scrubber Capability**

This subtask includes the design, build, test, and deployment of enabling CalSAWS online pages for users to identify programs to copy for the release testing purpose, which will serve as instructions. Based on the instructions, the new component will identify the specific cases in the CalSAWS production database and copy those cases into a lower environment as masked data. The scope and assumptions for this effort are detailed in the SCRs with additional detail included in the Statement of Work for Test Data Slicer/Scrubber Capability. The estimated effort, prices, and assumptions for R&A Change Budget Services related to this subtask are defined in schedule 3Q of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.16 Subtask 6.16: CalSAWS Imaging Hyland Enhancements**

This subtask includes the deployment of updating session timeouts and evaluating automatic or efficient switch over options from Primary database to Standby database. The scope and assumptions for this effort are detailed in the SCRs. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3R of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.17 Subtask 6.17: BIC Scheduler Version Upgrade**

This subtask includes the resources for upgrading the BIC Batch Scheduler from version 2.9 to version 2.1x in production and non-production environments. The technical upgrade will be tested by running three different calendars (regular, main payroll, and 10-day) twice, once pre-upgrade and once post-upgrade, to validate and compare the results. The scope and assumptions for this effort are detailed in the SCRs. The estimated effort, prices, and assumptions, for R&A Change Budget Services related to this subtask are defined in schedule 3S of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.18 Subtask 6.18: New Production Monthly Second Cut Database Only Environment**

This subtask includes the resources for implementing and supporting a new Monthly Second Cut Database Environment. The scope and assumptions for this effort are detailed in the Statement of Work for New Production Monthly Second Cut Database Only Environment. The estimated effort, prices, and assumptions related to this subtask are defined in schedule 3T of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.19 Subtask 6.19: Enablement Effort and Procurement for DHCS/CDSS via CDT**

This subtask includes the resources for the enablement effort and procurement for DHCS/CDSS via CDT. The scope and assumptions for this effort are detailed in the Statement of Work for the Enablement Effort and Procurement for DHCS/CDSS via CDT. The estimated effort, prices, and assumptions related to this subtask are defined in schedule 3U of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.20 Subtask 6.20: Redesign of CalSAWS Purge Components**

This subtask includes the resources for implementing and supporting several new security and upgrade work efforts. The scope and assumptions for this effort are detailed in the Statement of Work for the Redesign of CalSAWS Purge Components. The estimated effort, prices, and assumptions related to this subtask are defined in schedule 3V of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.6.21 Subtask 6.21: Security and Upgrades**

This subtask includes the resources for implementing and supporting several new security and upgrade work efforts. The scope and assumptions for this effort are detailed in the Statement of Work for Security and Upgrades. The estimated effort, prices, and assumptions related to this subtask are defined in schedule 3W of Attachment 2 (CalSAWS M&O Pricing Schedules).

### **3.7 TASK 7: APPLICATION SUPPORT**

The CONTRACTOR will provide Application Support services required for maintaining and operating the CalSAWS Application. Application Support for the CalSAWS Application includes database management, performance tuning, application architecture maintenance, dev ops, imaging system support, service center reporting support, batch support, Level 3 support, production support, technical infrastructure services for CalSAWS cloud reports/analytics, ongoing project management, application security, API support, ForgeRock IAM solution support, and production operations support for central contact center solution.

#### **3.7.1 Subtask 7.1: Database Management**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will perform the following activities:

- Database application performance tuning
- Provide data architecture and data model support
- Provide application specific configuration and builds
- Provide Data masking and Test Data management, inclusive of database refreshes

#### **3.7.2 Subtask 7.2: Performance and Stress Test**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will execute ongoing performance testing of the CalSAWS Software. The activities in performance testing are:

- Develop scripts and processes – The creation of automated performance test scripts as new functionality is added as part of application releases.
- Configure environment scheduling – planning and scheduling available hardware services capacity to execute performance test
- Create test data – create and load sufficient test data to execute testing. This will be conducted for each release.
- Execute testing – carry out performance testing for each application release.
- Evaluate testing results and coordinate changes – recommend system changes based on testing results. This will be conducted for each release.
- Analyze ongoing performance of the CalSAWS Software and design and implement necessary changes to continue meeting performance requirements.

### **3.7.3 Subtask 7.3: Application Architecture Maintenance**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will design and implement architecture updates to address ongoing CalSAWS System requirements. The CONTRACTOR will:

- Identify system architecture enhancement opportunities
- Research new technologies and new products
- Coordinate technology direction with external organizations
- Support ongoing software analysis and selection
- Maintain application system architecture documentation

### **3.7.4 Subtask 7.4: Dev Ops**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will perform the following activities:

- Build and Deploy application, inclusive of the database build, into the following non-production environments:

Analytics and Qlik (Dev and Test)

Priority Assembly Test

Assembly Test 1 (AT1)

Assembly Test 2 (AT2)

Assembly Test 3 (AT3)

Assembly Test 4 (AT4)

Assembly Test 5 (AT5)

Regression Automated Test (RAT)

System Test 1 (SYS1)

System Test 2 (SYS2)

System Test 3 (SYS3)

System Test 4 (SYS4)

System Test 6 (SYS6)

SIT

CalSAWS Batch Regression 1 (BR1)

Contact Center (CC1)

Online Enhancement (ONE)

Unit Test DB 1 (UTDB1)

Unit Test DB 2 (UTDB2)

Staging (STG3)  
Staging (STG4)  
Staging (STG5)  
Training Dev 1 (TR1)  
CalHEERs2  
CalHEERs3  
CalSAWS Perf Test  
CalSAWS Batch Perf Test (BatPerf2)

- Maintain the customized CalSAWS deployment scripts for these environments based on environment needs.
- Support merge conflict resolutions and repo creation and maintenance for the above environments and the following environments:

County Preview  
DR  
Production  
PRT  
STG1  
STG2  
Training Staging (TR2)  
Training Prod  
Unit Test DB Priority  
Analytics -Production

### **3.7.5 Subtask 7.5: Imaging System Support**

From February 1, 2025, through June 30, 2025, the CONTRACTOR will perform the following activities to support the central imaging system and accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project:

- Provide Level 3 support for the central imaging system:
  - Troubleshoot and resolve tickets
  - Work with Level 1 support staff to coordinate the resolution of tickets
- Perform regular maintenance tasks and upgrades within the central imaging system:



- Install and configure software updates and patches
- Monitor production and development infrastructure
- Monitor the imaging system application
- Monitor batch jobs related to the imaging system

### **3.7.6 Subtask 7.6: Contact Center Reporting**

From February 1, 2025, through July 31, 2025, Contractor will support reporting for the CalSAWS System’s central contact center system, 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. Contractor’s support during the CalSAWS M&O Project is based on the C-IV System’s central contact center solution being leveraged as-is for the CalSAWS System.

### **3.7.7 Subtask 7.7: Batch Support**

From February 1, 2025, through the term of this SOW, CONTRACTOR will perform the following activities to support interface and batch processing for the CalSAWS System during the CalSAWS Maintenance and Operations Project including:

- Perform interface and batch processing
- Monitor batch processing
- Maintain interface file layouts
- Maintain batch and interface schedules and dependencies
- Maintain reporting for batch processing, including scheduled and ad-hoc reports
- Coordinate with the State and Counties on delayed, late, or missing files
- Deploy and troubleshoot/resolve issues related to interface and batch processing

### **3.7.8 Subtask 7.8: Level 3 Support**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide resources for Level 3 to triage application related tickets for the CalSAWS Software. The CONTRACTOR will perform the following activities associated with Level 3 Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage application-related tickets to the appropriate CalSAWS M&O Project teams, as needed

- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk
- Perform resolution and closure activities for application-related tickets
- Prepare and document SIRs and SCRs for the CalSAWS Software that may result from tickets

### **3.7.9 Subtask 7.9: Production Support**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide resources to perform analysis, investigation, resolution, and closure activities for CalSAWS System Investigation Requests or “SIRs” that are required to support the production CalSAWS Software during the CalSAWS Maintenance and Operations Project.

A SIR is a written form used to analyze a suspected Deficiency in the CalSAWS Software and to manage the correction of the verified Deficiency. SIRs are classified in accordance with the criteria defined in the CalSAWS M&O Services Plan Deliverable. The release management process for SIRs for the CalSAWS Software will be documented in the CalSAWS M&O Services Plan Deliverable.

### **3.7.10 Subtask 7.10: Technical Infrastructure Services for CalSAWS Cloud Reports/Analytics**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide one resource to perform Level 3 support activities for the analytics solution deployed under the CalSAWS Cloud Enablement Project. Any changes to the scope of the CalSAWS Cloud Enablement Project documented within Exhibit V (Statement of Work for CalSAWS Cloud Enablement – Bridge), Exhibit W (Statement of Work for the CalSAWS Cloud Enablement Project and Interim M&O) of the Base Agreement, and Schedule 14 (Statement of Work for CalSAWS Analytics Cloud Enablement Project) to Exhibit X (CalSAWS M&O Extensions) of the Base Agreement, may require revisions to the Technical Infrastructure Services performed for the CalSAWS System during the CalSAWS M&O Project. Such revisions will be added to the CalSAWS Maintenance and Operations Extension with a future amendment. The activities performed for Subtask 7.10 is a continuation of the activities performed under Section 3.2.20 (Subtask 2.20: Technical Infrastructure Services for CalSAWS Cloud Reports/Analytics) of this SOW and Section 2.6.5 (Production Operations for Analytics) of Exhibit W (Statement of Work for CalSAWS Cloud Enablement Project and Interim M&O).

### **3.7.11 Subtask 7.11: Project Management**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide project management for M&O activities required to support the CalSAWS

System, which will provide the overall methodology for defining, managing and controlling the M&O activities.

Project management is an ongoing Task that will take place throughout the duration of the CalSAWS Maintenance and Operations Project. The project management Task includes: planning, controlling and reporting the work, identifying, tracking, and resolving scope and other issues, and leading the M&O activities in cooperation with the CONSORTIUM's Executive Director and CONSORTIUM Staff.

The CONTRACTOR will perform bi-weekly status reporting, communications management, supporting status meetings, risk and issue management, quality management, staff management, contract management, financial management, and SharePoint web portal management for project documentation. The processes for managing the CalSAWS M&O Project will be documented in the CalSAWS Migration Project Control Document ("CalSAWS PCD") that was provided and updated as part of the CalSAWS DD&I Project.

#### **3.7.11.2 Subtask 7.11.1: Project Management.**

The CalSAWS Project Executive is responsible for the day-to-day operations of the CalSAWS M&O Project. The CalSAWS Delivery Advisor is responsible for providing strategic leadership, guidance and oversight for the delivery of M&O services for the CalSAWS System. The CalSAWS M&O Project Management Office (PMO) Manager is responsible for monitoring the processes described in the CalSAWS PCD. The CalSAWS M&O PMO Manager is also responsible for the creation and maintenance of work plans for M&O services throughout the CalSAWS M&O Project.

#### **3.7.11.3 Subtask 7.11.2 Staff Management.**

Contractor will manage the roll-on/roll-off processes of CONTRACTOR and CONSORTIUM project staff during the CalSAWS Maintenance and Operations Project.

Existing Staff roll-on/roll-off processes will be used along with procedures for managing staff rosters, updating the organization charts, and provisioning of appropriate equipment and software.

#### **3.7.11.4 Subtask 7.11.3: Work Plan Management.**

The CONTRACTOR will document the M&O activities performed by CONTRACTOR Staff throughout the CalSAWS M&O Project in work plans. Work plans will include Tasks, planned durations, budgets, and resources assignments. Work plans will be updated monthly to support monthly billings of M&O services performed for the CalSAWS System. Updates may include modifications to Tasks, budgets, time frames, and expected due dates.

The CalSAWS Maintenance and Operations work plans will be updated with actual hours worked by CONTRACTOR Staff. Audits and reports will be generated by the PMO on a weekly and monthly basis to allow the project management teams to calculate progress against the budgets and schedules. CONSORTIUM time will be tracked in separate work plans; the administration and management of those work plans will be performed by CONSORTIUM.

#### **3.7.11.5 Subtask 7.11.4: Financial Management.**

The CONTRACTOR will perform the following activities for the CalSAWS M&O Project: accounts payable; accounts receivable; budget execution; cost management; purchasing; and standard general ledger. Some of the daily Tasks will involve planning and budgeting, project accounting and reporting, staff accounting, and others.

Contractor will perform the required client billing for payments for CalSAWS M&O services based on Exhibit X of the CalSAWS Maintenance and Operations Extension. CONTRACTOR staff will also be involved in providing data for appropriate contractor budget lines in the annual budgeting process.

The CONTRACTOR will provide billing forecasts in a spreadsheet indicating invoicing and billing schedule for the scope documented in this SOW by month and fiscal year.

#### **3.7.12 Subtask 7.12: Application Security**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will perform the following activities during the CalSAWS Maintenance and Operations Project:

- Application Vulnerability Management – The CONTRACTOR will provide ongoing evaluation of the CalSAWS application for security risks and vulnerabilities

#### **3.7.13 Subtask 7.13: Application Programming Interfaces (API) Support**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide one (1) FTE to provide support to counties that use the APIs. The CONTRACTOR will perform the following activities associated with API Support required for the CalSAWS Software during the CalSAWS Maintenance and Operations Project:

- Monitor ticket queues and triage API related tickets to the appropriate CalSAWS M&O Project teams, as needed
- Analyze, investigate, diagnose tickets submitted by the Level 1 Service Desk

- Address questions from counties that are looking to utilize a published API

#### **3.7.14 Subtask 7.14: ForgeRock IAM Solution Support**

From February 1, 2025, through the term of this SOW, CONTRACTOR will provide seven (7) FTEs to perform technology support and administration for the ForgeRock IAM solution that was implemented under Schedule 4 to Change Notice Number 7 (Statement of Work for ForgeRock IAM Enterprise Enablement Project). The CONTRACTOR will perform the following activities associated with the ForgeRock IAM solution:

- Monitoring and Incident Resolution: Monitor and support production and non-production ForgeRock environments;
- Provide Tier 3 support pursuant to the CalSAWS Project's ServiceNow tool to support the ForgeRock IAM solution;
- Perform regular patching and upgrades to same version Patch Sets (as defined by ForgeRock) of the ForgeRock IAM platform;
- Data Load and Remediation: Provide bulk data load and export support for identity data requests. The CONTRACTOR will identify and correct identity data inconsistencies present in existing and newly loaded data to prevent end user impact;
- Perform release activities related to the ForgeRock service;
- Perform disaster recovery activities related to the ForgeRock service;

The CONTRACTOR resources performing the activities described in subtask 7.14 will be available during business hours of 8:00 a.m to 5:00 p.m. Monday through Friday except for CONTRACTOR holidays.

#### **3.7.15 Subtask 7.15: Production Operations Support for Central Contact Center Solution**

From February 1, 2025, through the term of this SOW, the CONTRACTOR will provide Production Operations support required for the CalSAWS Application during the CalSAWS Maintenance and Operations Project, including support for the central contact center solution.

- **Central Contact Center System Support.** From February 1, 2025, through July 31, 2025, the CONTRACTOR will provide central support for the central contact center system for the 39 C-IV Consortium Counties. Production Operations charges include support of the AWS Connect-based contact center system and management and administration of the accompanying third-party manufacturer Hardware and Software during the CalSAWS Maintenance and Operations Project.

- Production Operations are based on supporting:
  - a maximum of 1,214 workers/agents across thirteen (13) regional contact centers that support calls related to Medi-Cal referrals from Covered California and twelve (12) contact centers that support calls related to continuing cases.
  - a maximum of 5 workers/agents to support the BenefitsCal Technical Help Desk IVR/Telephony solution for 58 Counties. Additional details on scope and assumptions for this effort are detailed in the Statement of Work for BenefitsCal Technical Help Desk.
- CONTRACTOR will provide Level 3 support for the central contact center system:
  - Analyze, investigate, diagnose, and resolve tickets reported by Service Desk staff
  - Work with Level 1 support staff to coordinate the investigation and resolution of tickets
- CONTRACTOR will perform regular maintenance tasks and upgrades for the central contact center system:
  - Install and configure software updates and patches
  - Monitor production and development infrastructure
  - Monitor the contact center system application
  - Support centralized and County-unique IVR call flows
  - Support third-party applications for reporting, work force management, and quality assurance

#### **4. ATTACHMENT 1 CALSAWS M&O CONTRACTOR ASSUMPTIONS**

Attachment 1 includes CONTRACTOR assumptions associated with providing M&O services for the CalSAWS System. CONTRACTOR's performance of the Work for the CalSAWS M&O Project, at the pricing included in Attachment 2 (CalSAWS M&O Pricing Schedules), is dependent on the assumptions in this Attachment 1, this SOW and Exhibit X. In the event the assumptions are incomplete or inaccurate, the Parties will enter into an appropriate Amendment to the CalSAWS Maintenance and Operations Extension for such Work to address any incremental prices or timeline changes incurred by CONTRACTOR or in connection with such Work.

#### **5. ATTACHMENT 2 CALSAWS M&O PRICING SCHEDULES**

Attachment 2, CalSAWS M&O Pricing Schedules, includes the total price for the CalSAWS M&O Project, including Modifications and Enhancements services,

Technical Infrastructure services, Additional Projects services, WAN Administration, Production Operations Support, Innovation Lab Services, Hardware and Software, and Facilities. The charges for the CalSAWS M&O Project are calculated to begin October 1, 2021 (State Fiscal Year 2021/22) and continue through July 31, 2025 (State Fiscal Year 2025/26).

CONTRACTOR will invoice Work for Modifications and Enhancements services, Technical Infrastructure services, Innovation Lab services, and Additional Projects services on a time and materials basis. Actual hours worked for such services will be invoiced at contracted rates up to the maximum for each State Fiscal Year for each type of service, as calculated in the CalSAWS M&O Pricing Schedules. The hourly rates for Modifications and Enhancements services and Technical Infrastructure services and rates per printed impression and envelope are included in the CalSAWS M&O Pricing Schedules.

CONTRACTOR will invoice its Innovation Lab Services (Task 4) on a time-and-materials basis and invoices will be issued on the first of the month after which such Services were performed. CONTRACTOR's rates for the Innovation Lab Services are set in Schedule 3b (Innovation Lab) of Attachment 2 (CalSAWS M&O Pricing Schedules). Based on the assumptions in Task 4 and Attachment 1 (CalSAWS M&O Contractor Assumptions), fees are estimated to be One Million Three Hundred Seventy-One Thousand Eight Hundred Eighty-Five US Dollars (\$1,371,885.00) (the "Total Innovation Lab Services Fee Amount"). The Total Innovation Lab Services Fee Amount is inclusive of taxes and out-of-pocket expenses.

CONTRACTOR will notify CONSORTIUM in writing (email is acceptable) when the amount of fees expended to date reach Seventy-five percent (75%) of the Total Innovation Lab Services Fee Amount and provide an estimate for the additional amount, if any, of Innovation Lab Services Fee Service Fees needed to complete the Innovation Lab Task (Task 4) (the "75% Expended Notice"). Within five (5) business days of receipt of the 75% Expended Notice, CONSORTIUM will notify CONTRACTOR whether CONSORTIUM wishes to proceed with the Innovation Lab (Task 4) services.

If CONSORTIUM determines it wishes CONTRACTOR to continue to provide the Innovation Lab Service (Task 4) and incur fees in excess of the Total Innovation Lab Services Fee Amount, the Parties will in good faith negotiate the amount of any adjustment to the Total Innovation Lab Services Fee Amount and document same in an Amendment to the CalSAWS Maintenance and Operations Extension and this SOW. CONTRACTOR has no obligation to continue to perform Services under Innovation Lab (Task 4) once the Total Innovation Lab Services Fee Amount is expended without a mutually executed Amendment increasing the Total Innovation Lab Services Fee Amount.

Additionally, CONTRACTOR will provide M&E services during the period from January 2023 through July 2025 at no additional cost to CONSORTIUM. It is anticipated that the average amount of hours over each month will approximate 2,000

hours during January 2023 through October 2023, and 3,000 hours during November 2023 through July 2025.

**6. ATTACHMENT 3 CALSAWS M&O HARDWARE AND SOFTWARE SPECIFICATIONS**

Attachment 3, CalSAWS M&O Hardware and Software Specifications, included the Hardware, Software, Hardware Support, and Software Support items that was planned for technology refreshes and support renewals for the CalSAWS System through October 31, 2023. Attachment 3 was replaced by Amendment Thirty-One and the detailed information regarding CalSAWS Hardware and Software is captured in the living document "CalSAWS M&O Schedule Baseline" maintained on the CalSAWS SharePoint. The budget for Hardware and Software required for delivering scope of CalSAWS M&O Project is reflected in Schedule 5 of the Attachment 2 (CalSAWS M&O Pricing Schedules) to Schedule 1 (Statement of Work for CalSAWS Maintenance and Operations ("M&O") Project) to Exhibit X.

**7. ATTACHMENT 4 CALSAWS M&O PRODUCTION OPERATIONS SPECIFICATIONS**

Attachment 4 outlines the specifications for Production Operations services for WAN Administration and production operations support services required for the CalSAWS System for the CalSAWS M&O Project. Such specifications include a listing of county sites, central sites for the CONSORTIUM, addresses for the county and central sites, quantities, unit prices, service specifications (e.g. type of service, bandwidth, etc.), and schedule for each service. These specifications serve as the basis for the Wide Area Network solution and production operations support services that CONTRACTOR will provide under this SOW.

**8. ATTACHMENT 5 CALSAWS M&O COMPUTE RESOURCE SPECIFICATIONS**

Attachment 5 attached hereto provides a list of estimated compute resources required in the CONSORTIUM's AWS Cloud for execution of the Services under CalSAWS M&O Project and CalSAWS Customer Service Center Project. As changes become necessary or refinements are developed, these will be discussed with the CONSORTIUM. The CONSORTIUM must make the resources identified in Attachment 5 available to support the delivery of the Services. Delays in making such resources available will delay the delivery of Services and, in turn, push out the projected completion date for the Services.