



Change Order No. 9 Work Order No. 1: QA Services for Ongoing Transition

The purpose of this Work Order is to outline the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) Services for the Maintenance and Enhancement (M&E) and remaining Infrastructure Transition efforts during the M&E Contractor transition period.

Scope

ClearBest will provide QA Services to the Consortium throughout Transition-In and Transition-Out periods as defined in each Agreement between the Consortium and Deloitte, Accenture, and Gainwell. Services will cover initial planning/preparation support for a 12-month Contractor transition period for M&E and the Infrastructure transition activities scheduled to occur after January 31, 2025. QA Services include monitoring, guiding, and confirming that the complex transition(s) are completed without disrupting the stability of normal business operations and system availability. In general, QA Transition Services will include:

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

- A. Transition-In requirements are being met and tracked.
 - B. The incoming Contractor has provided evidence and is ready to assume operational control of CalSAWS.
 - C. Readiness checklists are thorough and have been completed.
 - D. Turnover processes and procedures are being followed, and risks/issues are escalated timely.
7. Review of Testing and Validation activities and outcomes to integrate QA testing plans with the incoming Contractor and other CalSAWS Contractors to validate that:
- A. Testing and validation requirements are being met and tracked.
 - B. Outcomes are accurate and reported as planned and communication for problems and corrective actions is timely and meets the needs of the target audience.

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

8. Assessment of the Contractor transition deliverables, including:
- A. M&E Monthly Status Report, which will include reporting on findings and recommendations for the ongoing work associated with the:
 - I. M&E General Design Document (GDD)
 - II. M&E Interface Control Document (ICD)
 - III. M&E Interface Agreement
 - IV. M&E Performance Test Materials Packet (Online/Batch)
 - V. M&E Certification of Successful Production Release
 - B. M&E Project Control Document
 - C. M&E Work Schedule - October 2024
 - D. M&E CalSAWS Annual Strategic Plan
 - E. M&E Transition-In Master Plan (M&E TIMP)
 - F. M&E Services Plan and Operational Working Documents (Incoming Contractor) (Semi-Annual)
 - G. M&E Transition-In Work Schedule
 - H. M&E Transition-In Test and Validation Plan
 - I. M&E Requirements Traceability Matrix (RTM) and Report
 - J. M&E Approach to Application and Architecture Evolution
 - K. M&E Approach to Automation, Artificial Intelligence and Machine Learning
 - L. M&E Core System Application Recovery Plan
 - M. M&E System Security Plan
 - N. M&E Transition-Out Master Plan (M&E TOMP) - Accenture
 - O. M&E Transition-Out Work Schedule - Accenture
 - P. M&E Agreement Closeout Plan (Outgoing Contractor) - Accenture
 - Q. M&E Final Project Closeout Report (Outgoing Contractor) – Accenture
 - R. Infrastructure Work Schedule
 - S. Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update
 - T. Infrastructure Monthly Operations Report
9. Reporting of QA activities, findings, recommendations, issues, risks, mitigation strategies, and outcomes from the assessment of services being transitioned in

Deliverable #114 – QA Transition Services Status Report. The contents of Deliverable #114 will be incorporated into Deliverable #65 – QA Status Report.

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

Staffing and Cost

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

QA Staff Role	Hours	Rate	Cost
QA Business Analyst/Tester	1,162.5	\$114.00	\$132,524.00
QA Specialist I	1,265.5	\$124.00	\$156,922.00
QA Specialist II	5,864.0	\$134.00	\$785,776.00
QA Technical Analyst	480.0	\$124.00	\$59,520.00
QA Technical Lead	2,942.0	\$139.00	\$408,938.00
Total	11,714.0		\$1,543,680.00

Costs by Deliverable and SFY

The cost schedules to support the QA Services associated with the M&E Transition have been incorporated into the attached Quality Assurance Project Cost Schedules. The total cost of Change Order 9 Work Order 1 is not to exceed \$1,543,680.00. The following provides the estimated costs by deliverable and SFY:

SERVICE	SFY 24/25	SFY 25/26	TOTAL
CO9-WO1 - DEL #114 QA M&E Monthly Status Report	\$300,171.95	\$600,344.05	\$900,516.00
CO9-WO1 - DEL #89 - QA Assessment of Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning (Annual)		\$10,008.00	\$10,008.00
CO9-WO1 - DEL #93 - QA Assessment of Infrastructure Penetration Test Report (Semi-Annual)		\$6,672.00	\$6,672.00
CO9-WO1 - DEL #94 - QA Assessment of M&E Project Control Document	-	\$47,440.00	\$47,440.00
CO9-WO1 - DEL #95 - QA Assessment of M&E Work Schedule - October 2024	\$5,290.68	\$10,581.32	\$15,872.00
CO9-WO1 - DEL #96 - QA Assessment of M&E CalSAWS Annual Strategic Plan		\$24,480.00	\$24,480.00
CO9-WO1 - DEL #97 - QA Assessment of M&E Transition-In Master Plan (M&E TIMP)	\$14,688.00	-	\$14,688.00
CO9-WO1 - DEL #98 - QA Assessment of M&E Services Plan and Operational Working	\$81,139.32	\$162,278.68	\$243,418.00

SERVICE	SFY 24/25	SFY 25/26	TOTAL
Documents (Incoming Contractor) (Semi-Annual)			
CO9-WO1 - DEL #99 - QA Assessment of M&E Transition-In Work Schedule	\$13,888.00	-	\$13,888.00
CO9-WO1 - DEL #100 - QA Assessment of M&E Transition-In Test and Validation Plan	\$22,224.00	-	\$22,224.00
CO9-WO1 - DEL #102 - QA Assessment of M&E Approach to Application and Architecture Evolution	-	\$22,240.00	\$22,240.00
CO9-WO1 - DEL #103 - QA Assessment of M&E Approach to Automation, Artificial Intelligence and Machine Learning	-	\$22,240.00	\$22,240.00
CO9-WO1 - DEL #104 - QA Assessment of M&E Core System Application Recovery Plan		\$26,688.00	\$26,688.00
CO9-WO1 - DEL #105 - QA Assessment of M&E System Security Plan	-	\$86,208.00	\$86,208.00
CO9-WO1 - DEL #110 - QA Assessment of M&E Transition-Out Master Plan (M&E TOMP) - Accenture	\$11,904.00	-	\$11,904.00
CO9-WO1 - DEL #111 - QA Assessment of M&E Transition-Out Work Schedule - Accenture	-	\$11,904.00	\$11,904.00
CO9-WO1 - DEL #112 - QA Assessment of M&E Agreement Closeout Plan (Outgoing Contractor) - Accenture	-	\$12,864.00	\$12,864.00
CO9-WO1 - DEL #113 - QA Assessment of M&E Final Project Closeout Report (Outgoing Contractor) - Accenture		\$12,864.00	\$12,864.00
CO9-WO1 - DEL #115 - QA Assessment of Infrastructure Work Schedule	\$11,697.36	\$5,848.64	\$17,546.00
CO9-WO1 - DEL #116 - QA Assessment of Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update	\$7,969.33	\$3,984.67	\$11,954.00
CO9-WO1 - DEL #117 - QA Assessment of Infrastructure Monthly Operations Report	\$5,374.68	\$2,687.32	\$8,062.00
TOTAL	\$474,347.32	1,069,332.68	\$1,543,680.00



Work Order Approval

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

CalSAWS Consortium

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

ClearBest, Incorporation

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

CalSAWS Consortium

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

APPROVED AS TO FORM:

By: _____
Jeff Mitchell
Consortium Legal Counsel
Date: _____