

6.3.3.3 Section 1 – **Executive Summary**

“Quality is not Optional.
It is Mission-Critical!”



Quality, Innovation, and Trust

At the heart of CalSAWS lies a shared purpose – delivering a unified, reliable, and modern benefits platform for all Californians.

As the system scales to serve millions across counties, ensuring quality, security, and performance becomes more than a technical goal – it's a social responsibility.

Quadrant Technologies' QA and IV&V partnership model aligns with CalSAWS' mission by combining intelligent automation, AI-based validation, and collaborative governance. Our approach transforms traditional QA into a proactive, data-driven capability that continually strengthens the integrity and trust of the CalSAWS ecosystem.

This partnership is not about oversight; it's about co-creation: working hand in hand with the Consortium, counties, and partner vendors to deliver a resilient system that Californians can depend on every day.

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Introduction

Why Quality Matters for CalSAWS

The California Statewide Automated Welfare System (CalSAWS) Consortium is the digital backbone of California's public assistance delivery. Every day, it serves:

- Serves **58 counties** and over **14 million** Californians.
- Processes **millions** of eligibility determinations annually.
- Supports over **90,000** county case workers and staff.
- Powers BenefitsCal, the online portal used by **3.5 million** residents.



When CalSAWS works well, families get benefits on time, trust in the system grows, and counties can focus on service delivery. When quality lapses occur, the stakes are high: delays, compliance violations, and loss of public trust.

Through RFP #01-2025, the Consortium seeks a qualified partner to transition and deliver Quality Assurance (QA) services for CalSAWS and BenefitsCal Maintenance and Operations (M&O). QA services are not just compliance activities; they are the cornerstone of system trust, stability, and innovation.

Quadrant Framework

Quadrant Technologies brings a modern QA framework designed around four guiding principles:

Collaboration

Engaging all stakeholders – from development partners to county users – through unified dashboards, feedback loops, and shared accountability. Ensure a seamless transition from the incumbent contractor.

Transformation

Using data-driven insights to improve release readiness, optimize testing cycles, and enhance system reliability for the long term. Strengthen governance and transparency through clear, evidence-based reporting.



Intelligence

Leveraging AI-powered analytics, automation, and predictive testing to identify risks early and accelerate defect resolution.

Compliance

Embedding federal, state, and CalSAWS-specific quality controls within every validation phase to ensure consistency and audit readiness. Provide rigorous independent validation of deliverables and processes.

Through this partnership, Quadrant will establish a Quality Intelligence Hub – a collaborative platform that integrates test results, automation data, and performance metrics to provide real-time visibility into system health. The result is faster decision-making, lower maintenance costs, and a measurable uplift in operational efficiency.

By aligning technology outcomes with human impact, Quadrant's QA model ensures that every enhancement made to CalSAWS directly translates to improved service experiences for residents, counties, and caseworkers alike.

Current Challenge

As one of the largest and most complex social services technology systems in the nation, CalSAWS faces several pressing challenges:

- 01 Scale and Complexity** – Supporting 58 counties, 90,000+ staff, and 14M+ residents means even small errors have statewide impact.
- 02 Multi-Vendor Environment** – With separate contractors for M&O, BenefitsCal, and infrastructure, QA must serve as the neutral referee to ensure quality across all players.
- 03 Evolving Security and Compliance Needs** – Systems must continually align with NIST, FedRAMP, and state-specific standards while protecting sensitive citizen data.
- 04 Modernization Pressure** – New releases, enhancements, and integrations are on tight timelines. Errors can delay benefits or affect compliance.

The challenge is clear: CalSAWS requires a QA partner capable of combining independence with innovation, automation with accuracy, and collaboration with accountability.

Quadrant: Partner in Accountability

Quadrant itself positions not merely as a QA vendor, but as a partner in accountability, innovation, and progress:



Guardian of Quality

Independent validation of every deliverable, from code to communication.



Champion of Confidence

Transparent reporting for leadership, counties, and the State.



Driver of Innovation

Leveraging AI, automation, and intelligent analytics to enhance testing efficiency.



Catalyst of Collaboration

Coordinating seamlessly with multiple vendors, counties, and state agencies without compromising objectivity.

Quality you can TRUST. Confidence you can MEASURE.

Quadrant's Solution

Intelligent QA for a Modern CalSAWS

1 AI-Based Quality Intelligence Framework

Quadrant introduces an AI-augmented QA model for CalSAWS that automates validation, enhances accuracy, and enables predictive quality insights.

Key capabilities include:

- Automated Data Validation: Intelligent parsing and field-level verification across environments.
- Confidence-Based Review: AI identifies low-confidence outputs for targeted human verification.
- Predictive Quality Analytics: Machine learning models predict defect-prone modules and release risks before they occur.

2 Test Automation and Continuous Delivery Integration

Quadrant's automation framework accelerates validation cycles by up to 60%, using modular test scripts integrated with Azure DevOps.

Features include:

- End-to-end automation across UI, API, and database layers.
- Parallel execution reducing regression from three weeks to one.
- Test orchestration pipelines that deliver continuous readiness reporting.

3 QA Governance and Metrics Framework

Our QA Governance Model ensures structured quality checkpoints, standardized reporting, and independent oversight.

We will establish Quality Gates at each milestone and define KPIs mapped to CalSAWS SLAs –covering defect density, test coverage, and release readiness.

4 Security, Compliance, and Accessibility

All QA activities adhere to California State IT policies, NIST, and FedRAMP frameworks.

- Secure handling of PII through encrypted QA environments.
- Automated accessibility testing ensuring full ADA and Section 508 compliance.
- Regular audits and traceability for all validation processes.

Why Quadrant

1 Transition and Stabilization Strategy

Quadrant will lead a structured **two-month Transition-In period**. During this time, our Key Staff will spend a minimum of **75% of their time on-site** to ensure effective knowledge transfer and process documentation. Transition activities will include:

- Shadowing the incumbent contractor.
- Documenting existing QA processes and deliverables.
- Conducting readiness assessments.
- Running parallel QA operations to validate service continuity.

This approach ensures the Consortium experiences no disruption in QA coverage while new processes are established.

2 Independent QA and Testing

Our QA team will provide independent oversight of all contractor deliverables, change requests (SCRs), and infrastructure updates. A dedicated **Independent Test Plan** will guide testing efforts, including:

- Unit, integration, regression, performance, and user acceptance testing.
- Pre-production release validation to detect risks early.
- Documentation of defects with clear reporting back to governance bodies.
- Defect leakage reduced by 30–40% in comparable government projects.

3 Collaboration without Compromise

The CalSAWS ecosystem operates within a complex network of interconnected contractors. Our team brings extensive experience working in similar multi-vendor environments, consistently balancing collaboration with independent oversight. We will:

- Navigate 5–10 parallel contractor engagements with a proven track record of success.
- Collaborate effectively to support seamless delivery while maintaining impartial validation.
- Objectively assess deliverables and share findings with full transparency.
- Recommend corrective actions that drive improvement without disrupting ongoing operations.

Why Quadrant (cont.)

4 Continuous Improvement and Innovation

Beyond meeting baseline requirements, our QA services will emphasize continuous improvement. We will recommend and help implement:

- Introduce test automation → reducing regression cycles from 3 weeks to 1 week.
- Build QA dashboards → reduce reporting turnaround from 5 days to near real-time.
- Adoption of user-centered design (UCD) principles in QA processes.
- Post-release lessons learned workshops → decrease recurring issues by 20% annually.

Alignment with CalSAWS Vision



Evolution of Applications, Architecture, and Security: As CalSAWS evolves, our QA team will support modernization efforts by validating new architectures, security enhancements, and data management strategies. This includes ensuring compliance with NIST standards, FedRAMP guidelines, and state-specific security requirements.

Enhancing Communication and Outreach: QA will extend beyond system validation to include review of communication materials, training content, and stakeholder engagement processes. By validating these deliverables, we ensure that counties and end-users receive accurate, accessible, and timely information.

Integrated Organization and Governance Support: We will fully align our QA services with the CalSAWS integrated governance model, supporting transparent decision-making and escalation protocols. Our QA team will actively participate in JPA, PSC, and county-level meetings, contributing independent insights to strengthen governance.

Commitment to Partnership

*CalSAWS is not just a Project.
It is a lifeline for millions of Californians.*



Delivering independent and rigorous QA services for every deliverable.



Seamless collaboration across a multi-vendor environment.



Continuous improvement and innovation in QA processes driving efficiency and reliability.



Providing transparent reporting strengthens leadership and governance.