

Contact Information

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1. Section 1 – Executive Summary

Infosys Public Services, Inc. (Infosys) is pleased to present this comprehensive proposal for **Quality Assurance (QA) Services** for the **CalSAWS Project**, combining the firm's extensive qualifications, proven staffing approach, and forward-looking methodology to ensure quality, compliance, and innovation across California's statewide eligibility system.

As a wholly owned subsidiary of Infosys Limited, Infosys Public Services leverages the resources, experience, and reputation of a global technology leader to deliver robust, scalable, and cost-efficient QA solutions. Drawing upon extensive experiences in the public sector, Infosys offers CalSAWS a partner capable of managing complexity, enabling collaboration, and driving continuous improvement across all program dimensions.

Firm Qualifications

Founded in 1981, Infosys has grown into a global technology and consulting leader with annual revenues exceeding \$19 billion and a workforce of more than 323,000 professionals across 110 delivery centers worldwide. The company is publicly traded and known for its consistent financial performance, transparency, and operational excellence.

Infosys Public Services (IPS) focuses exclusively on the U.S. public sector, federal, state, and local, bringing specialized knowledge in areas such as citizen engagement, benefits eligibility, regulatory compliance, and technology modernization. As a trusted partner to multiple state health and human services agencies, IPS delivers innovative, outcome-driven solutions that improve operational efficiency and policy responsiveness.

Expertise and Experience in QA Services

Infosys' **Quality Engineering (QE)** and **Quality Assurance (QA)** practices are core to its global service portfolio. The firm's QA capabilities span digital assurance, automation, and performance testing, reinforced by a CMMI Level 5 quality framework and ISO-certified processes.

Key Differentiators:

- **Assured Ecosystem:** Generative AI-powered test environment management accelerates setup and improves reliability across QA operations.
- **Accelerated Digital Transformation:** automate test case creation and execution, supporting shift-left testing and faster validation.
- **Superior Test Efficiencies:** AI-driven regression testing, predictive quality analytics, and self-healing test suites improve coverage, precision, and turnaround time.

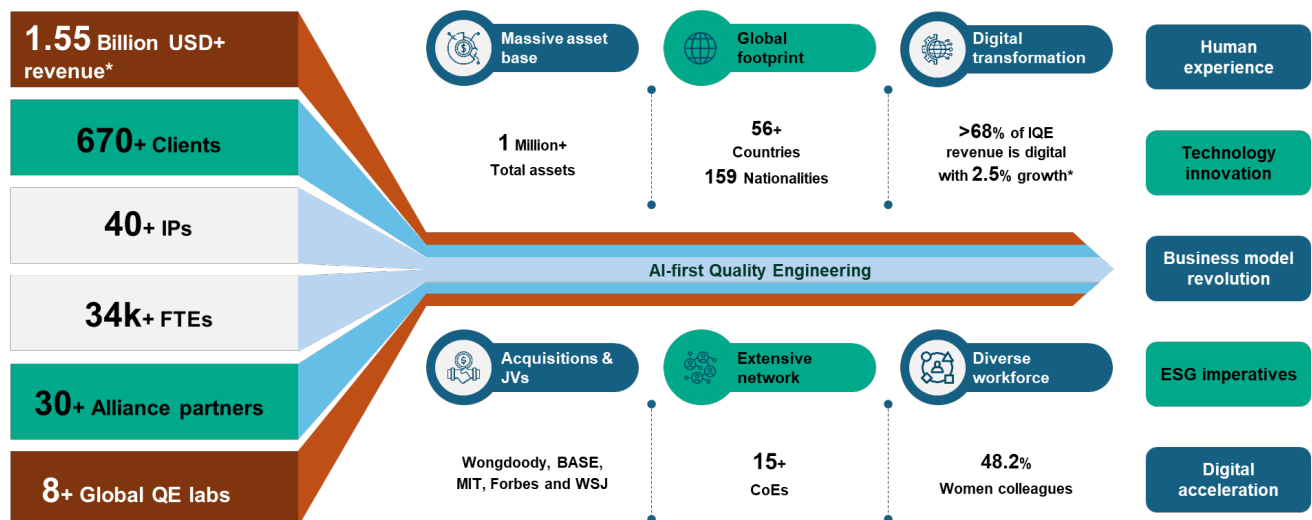


Figure 1. The Infosys Quality Engineering Practice At-a-Glance

Infosys' integrated QA and testing services have been successfully deployed across multiple government projects, including the **CalWIN**, **DCAS (District of Columbia Access System)**, and **Connecticut IES** programs delivering measurable improvements in accuracy, automation, and compliance.

Financial Strength and Organizational Stability

Infosys' financial position ensures confidence and sustainability for long-term engagements like CalSAWS. The company maintains:

- Strong credit ratings and liquidity, with no debt concerns.
- Transparent financial disclosures as a publicly traded entity.
- Sustained double-digit growth supported by strategic investments in innovation.

Infosys' financial resilience ensures uninterrupted delivery capability and risk-free execution of mission-critical government contracts.

Infosys Public Services, Inc. (Infosys) understands that the California Statewide Automated Welfare System (CalSAWS) Consortium, acting for the benefit of the 58 California Counties, is seeking Quality Assurance (QA) services from a vendor who can consistently provide high quality services and proactively provide those services to help reduce risk and address issues that may impact Counties. We further understand that CalSAWS Consortium seeks to achieve a seamless transition from the current QA contract to the new QA contract, for the new QA partner to work collaboratively within the integrated multi-contractor environment, and for the new vendor to proactively explore and recommend process, documentation and system improvements to enhance overall quality. The CalSAWS system along with BenefitsCal Portal is a complex system that aims to support the delivery of services to applicants and beneficiaries of public assistance programs. The system automates the program enrollment, eligibility determination, benefits calculation, benefits distribution, correspondences, reporting. CalSAWS is a dynamic, statewide system supporting multiple welfare and assistance programs under continuous regulatory, technological, and policy evolution. Infosys understands the need for a QA partner that not only assures system quality but also enables operational efficiency, compliance, and readiness for future changes.

Infosys proposes a comprehensive Quality Assurance (QA) solution for the CalSAWS Consortium, purpose-built to ensure quality, compliance, and innovation across the state's integrated eligibility system. Our approach combines deep domain expertise, proven delivery experience, advanced quality methodologies, and a highly skilled workforce to ensure reliability, compliance, and innovation across the statewide eligibility system. Drawing on our proven experience supporting CalWIN and other large-scale HHS programs in Connecticut, South Carolina, Washington DC, and executing multiple large-scale QA engagements across varied industry verticals, Team Infosys brings a mature, adaptive QA model designed for collaboration within a complex multi-vendor ecosystem. This insight positions Infosys to provide the **CalSAWS Consortium** with a robust, scalable, and future-ready QA capability designed to strengthen quality, accelerate delivery, and maintain program resilience.

Infosys' approach aligns with the Consortium's strategic goals to ensure that CalSAWS continues to operate as a secure, compliant, and citizen-centric system, enabling effective service delivery across all California counties.

Strategic Understanding of CalSAWS and QA Objectives

CalSAWS represents a statewide transformation integrating multiple county welfare systems into a unified platform supporting programs such as **CalWORKs, CalFresh, Medi-Cal, CMSP, Refugee Assistance, and other Public Assistance programs**. This environment is characterized by frequent policy updates, technological modernization, cybersecurity demands, and multi-vendor collaboration.

Infosys fully recognizes that Quality Assurance in this context extends far beyond testing; it is about ensuring **trust, compliance, and continuous improvement**. The QA function must anticipate change, manage risk, and deliver quality that is consistent across all vendors and service layers.

Our understanding of the CalSAWS environment is grounded in the following principles:

1. **Complex, Multi-Contractor Ecosystem:** QA must enable coordination and transparency across vendors delivering infrastructure, M&O, and BenefitsCal services.
2. **Regulatory Volatility:** Frequent updates from federal and state mandates require agile QA planning, rapid testing cycles, and strong change governance.
3. **Citizen-Centric Operations:** Quality must directly translate to improved county operations, faster case processing, and enhanced member experiences.
4. **Security and Compliance:** As CalSAWS handles highly sensitive personal and financial data, QA must embed security assurance across every stage of the lifecycle.

Infosys' understanding translates into an assurance model that integrates **technical rigor, domain awareness, and collaborative execution**.

Infosys QA Approach

Our approach is founded on five strategic pillars designed to meet CalSAWS' needs today and prepare for tomorrow's evolution.

1. Future-Ready QA Staffing

Infosys deploys a **T-shaped staffing model**, professionals that have deep technical expertise with broad domain understanding, ensuring adaptability and resilience. This ensures flexibility, rapid adaptation, and end-to-end understanding of system quality.

Key Benefits:

- Cross-trained QA staff capable of handling both business and technical validation.
- Improved collaboration with multiple vendors and county stakeholders.
- Built-in redundancy and knowledge sharing to mitigate key-person risks.
- Continuous upskilling through Infosys' learning platforms (Lex, Wingspan) in Agile, DevSecOps, and emerging technologies.

This model strengthens both agility and institutional knowledge ensuring seamless continuity of services even during system or personnel transitions.

2. Scalable and Adaptive Staffing Framework

Recognizing CalSAWS' cyclical workloads and policy-driven demands, Infosys proposes a **dual-layer staffing model**:

- **Core QA Team:** A dedicated, cross-trained team providing continuous support and maintaining institutional knowledge.
- **Flexible Capacity Pool:** A surge-ready group of pre-vetted resources that can be deployed rapidly for high-demand periods such as new releases, system upgrades, or legislative mandates.

Proactive Talent Management is a core differentiator. Using AI-based tools, Infosys continuously maps skills, certifications, and domain expertise across its workforce to ensure that the right talent can be mobilized within days. This enables cost efficiency, eliminates recruitment delays, and ensures operational resilience.

3. Security-Embedded QA

Security is integral to QA not an afterthought. Infosys' approach embeds **security assurance and validation** into every phase of the QA lifecycle.

- QA engineers trained in **OWASP, NIST, and HIPAA** standards.
- Security testing incorporated into **DevSecOps pipelines** via "Shift-Left" and Continuous Integration Security Testing (CIST).
- Automated regression packs with embedded security checks for encryption, access control, and data integrity.
- Dedicated **Security QA Governance Board** aligned with CalSAWS leadership to monitor threats, compliance, and vulnerability trends.

This ensures continuous protection of personally identifiable information (PII) and alignment with federal and state cybersecurity frameworks.

4. AI-Driven and Automation-Led Quality Management

Infosys redefines QA as a business enabler through **AI, analytics, and automation**.

Highlights of the Next-Gen QA Framework:

- **Automation Coverage >50%** across independent and regression testing, accelerating delivery timelines.
- **AI-Powered Document Reviews** using tools such as Microsoft Copilot, Verifi AI, and Veza to analyze deliverables, flag inconsistencies, and ensure compliance.
- **Predictive Analytics** to identify defect-prone modules and optimize test prioritization.
- **Generative AI Test Design** to automate test case generation and impact analysis.
- **Continuous Testing Integration** with CI/CD pipelines for early defect detection and faster deployments.

These innovations help CalSAWS achieve faster release cycles, higher test accuracy, and lower QA costs.

5. Collaborative Governance and Multi-Vendor Integration

Infosys has extensive experience operating within complex multi-contractor environments. Our governance model ensures transparency, coordination, and accountability across all entities.

Key Features:

- **Scope Management and Documentation:** Thorough review and maintenance of Project Control Documents (PCDs), QA Service Plans, and Operational Working Documents (OWDs) to ensure alignment with Consortium expectations.
- **Defined RACI Matrices:** Clear delineation of responsibilities among vendors, avoiding duplication or overlap.
- **Structured Coordination:** Participation in weekly/biweekly governance forums, change control meetings, and cross-vendor collaboration sessions.
- **Transparent Communication Channels:** Regular status reporting, escalation protocols, and leadership briefings to maintain visibility.

Infosys functions as a collaborative partner, not just a vendor ensuring QA acts as the integrative layer across all delivery streams.

Staffing Model and Key Roles

The QA organization is anchored by four key leadership positions supported by specialized analysts, testers, and automation engineers.

- **QA Project Manager** - Overall leadership, stakeholder engagement, project planning, and delivery oversight. In this role, Infosys proposes Chinna Shankar Nakka who possesses a current PMP and over 17 years of IT experience with over 12 years managing and leading QA within the Health and Human Services domain.
- **QA Test Manager** - Independent testing, defect management, and results reporting. For this position, Infosys proposes Adlin Linda who has over 16 years of experience and currently supports the State of Connecticut Integrated Eligibility System as the Test Manager.
- **QA Functional Manager** - Business process validation, requirements review, and SCR (System Change Request) coordination. Our proposed Functional Manager is Kelly

Kennedy. As a prior employee of the State of North Carolina, she has direct customer experience and understanding of the business requirements required by the State.

- **QA Technical Manager** - Architecture reviews, API validation, and technical compliance assessments. For this technical manger role, Infosys proposes Narendran Alagudesikan, a certified Scrum Master with over 17 years IT experience and almost 3 years of direct HHS domain experience working in complex AWS cloud environments.

Each leader possesses extensive Public Assistance Program experience, proven multi-vendor collaboration skills, and strong proficiency in Agile and hybrid delivery models. Together, they ensure full accountability for quality, communication, and performance metrics.

Knowledge Management, Performance, and Retention

Infosys integrates structured **knowledge continuity frameworks** and **performance governance** to sustain excellence.

- Regular mentoring, career progression, and recognition programs reduce turnover.
- Knowledge repositories, peer training, and documentation ensure smooth staff transitions.
- Clear escalation and issue-resolution processes maintain operational consistency.

This disciplined framework ensures that Infosys' QA teams deliver consistent value throughout the engagement lifecycle.

Continuous Improvement and Innovation

Infosys' **QA Center of Excellence (CoE)** drives continuous learning, process maturity, and innovation across all engagements.

- Regular process audits and retrospectives refine QA practices.
- Lessons learned are institutionalized and shared across teams.
- New techniques such as **Shift-Right Testing** and **AI-based anomaly detection** are introduced to strengthen proactive assurance.

This continuous improvement cycle ensures CalSAWS benefits from the latest global best practices in QA delivery.

Conclusion

Infosys Public Services combines **global expertise, local experience, and QA leadership** to deliver unparalleled value to the CalSAWS Consortium. Our integrated approach, encompassing firm qualifications, adaptive staffing, and intelligent QA methodology, ensures that CalSAWS maintains its reputation as a secure, efficient, and citizen-centric system serving millions of Californians; today and into the future.

With strong financial stability, proven governance, and next-generation QA capabilities, Infosys is uniquely positioned to be the Consortium's **trusted Quality Assurance partner**, delivering excellence, transparency, and continuous improvement throughout the program lifecycle.