



# **GAGR Exstream County Purchase**

San Bernardino County  
SB – 2024-12

GAGR ExStream Development

October 21, 2024

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/17/2023	1.0	Created Document	Michael Johnson
02/08/2024	2.0	Updated per internal review	Gian Franco Curiel
02/19/2024	3.0	Reviewed and updated per County meeting on 2/12/2024	Gian Franco Curiel
04/12/2024	4.0	Consortium pre-review	Michael Johnson
05/01/2024	5.0	Updated with feedback from CPMO	Michael Johnson
05/08/2024	6.0	Updated with feedback from CPMO	Michael Johnson
05/15/2024	7.0	Updated with feedback from CPMO	Michael Johnson
07/22/2024	8.0	Realigned with delivery timelines, creating 2 phases: Requirements/Design and Development/Implementation	Michael Johnson
10/16/2024	9.0	Combined Phase 1 and 2 due to timing	Michael Johnson
10/21/2024	10.0	Reviewed by CPMO	
10/21/2024	11.0	Delivered to County	Michael Johnson

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#### REQUESTED SERVICES

## 1. OVERVIEW

Per the current CalSAWS Infrastructure Agreement between the CalSAWS Consortium and Gainwell Technologies LLC (Gainwell) effective October 01, 2024:

Pursuant to section 8.7, Consortium shall also have the right to order and purchase Work that is in connection with the CalSAWS System and which will be used by Consortium Members, by executing and delivering an order form that is agreed to in writing by Contractor and Consortium and executed by the applicable Consortium Member. In the event of a conflict or inconsistency between the terms and conditions of an order and this Agreement, the terms and conditions of this Agreement shall control to the extent of the conflict or inconsistency.

The request for Gainwell to develop and transform existing San Bernardino Forms and Notices of Action (NOA) for initial implementation into CalSAWS at the time of Go-Live. Forms and NOAs will be provided in English and Spanish where specified.

## 2. SCOPE OF WORK: REQUIREMENTS AND DESIGN

This project will contain requirements gathering, design documentation, development, and deployment of the Notices listed below.

### 1. GR1 Application and Repayment Agreement for General Relief (EN/SP)

- a. Template Overview: This template is currently used by the county for GR Applications and for GR Repayment Agreements.
- b. Document Type (NOA/Form): Form
- c. Languages: English, Spanish
- d. Template Number of pages: 1
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 2
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000001\_es.docx

### 2. GR7 ELIGIBILITY STATUS REPORT FOR GENERAL RELIEF (EN)

- a. Template Overview: This form is generated and sent to the client quarterly in the data month, the second month of the quarter. The form is for English-speaking customers.
- b. Document Type (NOA/Form): Form
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 1

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- f. Number of Manual Triggered Reason Codes: 0
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000007.docx

#### 3. GR7 ELIGIBILITY STATUS REPORT FOR GENERAL RELIEF (SP)

- a. Template Overview: This form is generated and sent to client quarterly in the data month, the second month of the quarter. For Spanish Speaking customers.
- b. Document Type (NOA/Form): Form
- c. Languages: Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 1
- f. Number of Manual Triggered Reason Codes: 0
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000007\_sp.docx

#### 4. GR7 Incomplete (EN)

- a. Template Overview: NOA Template is used to inform the client that their GR benefits are stopping due to an incomplete GR 7 Report form.
- b. Document Type (NOA/Form): NOA
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 3
- i. Based on County Template: gr000007incomplete.docx
- j. **Option:** To automate a new variable list for the following:
  - i. The variable associated with this reason code will be an Automated Variable for the incomplete reason(s) the case worker selects in the CalSAWS "Incomplete Reasons" section within the Customer Report page. This includes Reference Table (RT), new list variable, coding, and array elements for "Incomplete Reasons".

You must send or bring in the following information:

Complete the following questions on the enclosed report:

Return the following verifications:

- ii. Assumption: Pulls the latest GR7 and latest incomplete status reason(s). No historical data.
- iii. Incomplete reasons will be populated based on the latest GR 7 in incomplete status.

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- iv. **On 4/2/2024**, San Bernardino County approved the cost of this option.

#### 5. GR7 Incomplete (SP)

- a. Template Overview: NOA Template is used to inform the client that their GR benefits are stopping due to an incomplete GR 7 Report form.
- b. Document Type (NOA/Form): NOA
- c. Languages: Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 3
- i. Based on County Template: gr000007incomplete\_sp.docx
- j. **Option:** Same applies as described in the "GR7 Incomplete (EN)" in Item 4.

#### 6. GR7 Reminder Form (EN)

- a. Template Overview: This template is used to remind the client that their GR7 is due by the 5th of the month. This form is used for informing the client that either (1) they have not submitted their GR7 or (2) the GR7 that was submitted is incomplete.
- b. Document Type (NOA/Form): Form (OCC)
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 1
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 5
- i. Based on County Template: gr000007reminder.docx

#### 7. GR7 Reminder Form (SP)

- a. Template Overview: This template is used to remind the client that their GR7 is due by the 5th of the month. This form is used for informing the client that either (1) they have not submitted their GR7 or (2) the GR7 that was submitted is incomplete.
- b. Document Type (NOA/Form): Form (OCC)
- c. Languages: Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 1
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 5
- i. Based on County Template: gr000007reminder\_sp.docx

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#### 8. GR61 Medical Release Report Form (EN/SP)

- a. Template Overview: This template is used for acquiring Applicant/Patient Release of medical information.
- b. Document Type (NOA/Form): Form
- c. Languages: English, Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000061\_es.docx

#### 9. GR250 NOA for Approval / Denial / Discontinuance (EN)

- a. Template Overview: This template is used for informing the client of benefit Approvals, Denials, and Discontinuances NOA actions.
- b. Document Type (NOA/Form): NOA
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 38
- f. Number of Manual Triggered Reason Codes: 2
- g. New Exstream Automated variable count: 5
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000250.docx
- j. Optional functionality – Automating new checkbox for “You submitted an incomplete GR7 for the following reasons: \_”
  - i. Additional number of System Triggered Reason Code(s): 1

#### 10. GR250 NOA for Approval / Denial / Discontinuance (SP)

- a. Template Overview: This template is used for informing the client of benefit Approvals, Denials, and Discontinuances NOA actions.
- b. Document Type (NOA/Form): NOA
- c. Languages: Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 38
- f. Number of Manual Triggered Reason Codes: 2
- g. New Exstream Automated variable count: 5
- h. New Exstream Manual variable count: 0
- i. Based on County Template: gr000250\_sp.docx
- j. Optional functionality – Automating new checkbox for “You submitted an incomplete GR7 for the following reasons: \_”
  - i. Additional number of System Triggered Reason Code(s): 1

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#### 11. GR251 NOA for Supplemental Benefit (EN)

- a. Template Overview: This template is used for informing the client of supplemental (current month) benefits.
- b. Document Type (NOA/Form): NOA
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 1
- h. New Exstream Manual variable count: 1
- i. Based on County Template: gr000251.docx

#### 12. GR251 NOA for Supplemental Benefit (SP)

- a. Template Overview: This template is used for informing the client of supplemental (current month) benefits.
- b. Document Type (NOA/Form): NOA
- c. Languages: Spanish
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 1
- h. New Exstream Manual variable count: 1
- i. Based on County Template: gr000251\_sp.docx

#### 13. GR252 NOA for Change in Benefits (EN)

- a. Template Overview: This template is used for informing the client of change in future month benefits.
- b. Document Type (NOA/Form): NOA
- c. Languages: English
- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 1
- i. Based on County Template: gr000252.docx
- j. Optional functionality – Automation
  - i. Additional number of System Triggered Reason Code(s): 39
  - ii. Additional new Exstream Automated variable count: 1

#### 14. GR252 NOA for Change in Benefits (SP)

- a. Template Overview: This template is used for informing the client of change in future month benefits.
- b. Document Type (NOA/Form): NOA
- c. Languages: Spanish



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- d. Template Number of pages: 2
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 1
- i. Based on County Template: gr000252\_sp.docx
- j. Optional functionality – Automation
  - i. Additional number of System Triggered Reason Code(s): 39
  - ii. Additional new Exstream Automated variable count: 0

#### 15. GRTL3 General Relief Time Limit Form (EN/SP)

- a. Template Overview: This template is used for informing the client of their Time Limit for the General Relief program.
- b. Document Type (NOA/Form): Form
- c. Languages: English, Spanish
- d. Template Number of pages: 1
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 1
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 3
- i. Based on County Template: grtl00000\_es.docx

#### 16. GRNOABAC -- NOA Back Page (EN)

- a. Template Overview: This page template is the Back Page associated with all General Relief Notice of Action (NOA) documents.
- b. Document Type (NOA/Form): NOA Back Page
- c. Languages: English
- d. Template Number of pages: 1
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 0
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0
- i. Based on County Template: grnoabac.docx

#### 17. GRNOABAC -- NOA Back Page (SP)

- a. Template Overview: This page template is the Back Page associated with all General Relief Notice of Action (NOA) documents.
- b. Document Type (NOA/Form): NOA Back Page
- c. Languages: Spanish
- d. Template Number of pages: 1
- e. Number of System Triggered Reason Codes: 0
- f. Number of Manual Triggered Reason Codes: 0
- g. New Exstream Automated variable count: 0
- h. New Exstream Manual variable count: 0

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- i. Based on County Template: grnoabac\_sp.docx

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

#### **3.1. EXSTREAM DEVELOPMENT**

1. Create 17 Exstream templates for San Bernardino documents which includes 2 NOA Back Pages.
2. Conduct Client Correspondence (CC) Maintenance for each Exstream template via the GAGR CC Administration Pages. This involves defining each document template and associating the following to each template:
  - a. Reason Codes (Automated and Manual)
  - b. Variables (Automated and Manual)
  - c. Language layers for each Reason Code
3. Configure Exstream Configuration files (.csv files) for each Reason Code and Master IDs combination for each new document.
4. Implementation Plan (IP) updates to push CC Maintenance updates to non-production and production environments. This is required for each English document template.

#### **3.2. JAVA DEVELOPMENT**

1. Update Java code to determine values and populate new variables (5-10 new variables).
2. Conduct CC Maintenance on 5-10 new variables and functions.
3. Unit test 15 new San Bernardino CC documents to validate the data is populating in variables appropriately.

#### **3.3. TRANSLATION SERVICES**

Gainwell works with a third-party vendor for translation services. In the event San Bernardino County has interest in using these services to translate from English to a non-English language, the estimated translation cost is included in Section 5, Total Estimated Charges, below as an optional cost to the County. For this change, San Bernardino has agreed to provide the language translations and the need for a third-party vendor is not applicable.

### **4. ASSUMPTIONS**

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#### 1. General Assumptions:

- a. The charges in Section 5 below, "Total Estimated Charges," are estimates and are subject to change. The estimates include taxes as appropriate.
- b. The Total Charges below reflect the scope of work outlined within this County Purchase. Any changes in scope must be mutually agreed upon by the parties involved and may result in additional charges. The additional charges will be executed as a revision/amendment to this County Purchase.
- c. The scope of work defined within this County Purchase will be executed under System Change Requests (SCRs). SCRs will be reviewed and approved by the CalSAWS Change Control Board.
- d. SCRs will move through the System Development Lifecycle (SDLC) and will follow the CalSAWS release management process as documented in the CalSAWS Modifications and Enhancements (M&E) Services Plan. SCRs will be signed and approved by the County's CalSAWS Regional Manager(s) in a timely manner to meet documented target release dates.
- e. Implementation may require County business process transformation efforts. This County Purchase does not include services for Gainwell Technologies to assist with the business process transformation effort.
- f. The county purchase contains approximate values of variables and reason codes understood by the project at the time of review with the county. These values may change during development and will be discussed with the county during design. Value changes may result in a scope change as described in Item b.
- g. Invoicing will occur through the consortium through standard procedures as time and materials not to exceed the total cost of this county purchase.

To begin this project, the County must:

Approve this County Purchase and Provide the corresponding approved Advance Planning Document (APD) from the Office of Technology and Solutions Integration (OTSI) that supports this purchase to proceed with this County Purchase by December 15, 2024. Otherwise, the estimates provided in this County Purchase will not be valid and a new County Purchase will be required.

Services are assumed to begin when the following are completed:

- County approves this County Purchase
- Consortium approves this County Purchase

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Project timelines will be collaboratively developed to meet the following:

- CalSAWS release planning schedule
- County target implementation month

## 5. TOTAL ESTIMATED CHARGES

Total estimated charges are shown below. These are estimates based on information available as of the date of submission of this County Purchase document.

The total amount of this county purchase for is **\$184,953**, which can be found in the table below.

Phase	Hours	Activities/Changes
<b>Design</b>	326	<p>Documents:            GR1 ES, GR7, GR7 SP, GR7 Incomplete, GR7 Incomplete SP, GR7 Reminder, GR7 Reminder SP, GR61 ES, GR250, GR250 SP, GR251, GR251 SP, GR252, GR252 SP, GRTL3 ES, GRNOABAC, and GRNOABAC SP.</p> <p>Document the specifications for each document as it relates to:            1) Page Template layout            2) Auto/Manual Variables            3) Auto/Manual Reason Codes            4) Auto/Manual New Variables</p>
<b>Development</b>	682	<p>1) Create the new Auto/Manual CC Variables for the County documents.            2) Using the GAGR CC Admin pages, create the new documents and associate the Reason Codes and related variables.            3) Using the Exstream software:                3.a.) create the page layout for forms in English and non-English layer                3.b.) create the text snippets for NOAs in English and non-English layer            4) Unit Test each Form and NOA.            5) QA Review for each Form and NOA.</p>

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<b>Phase</b>	<b>Hours</b>	<b>Activities/Changes</b>
<b>System Test &amp; UAT</b>	388	1) Develop the test plan for each NOA/Form. 2) Execute the Test Plan for each: 2.a) Auto/Manual Reason Code triggering condition(s) for each Form/NOA 2.b) Test each English and non-English language layer. 3) Certify each Form/NOA has passed validation. 4) Create test artifacts and load them to Jira .
<b>Deployment</b>	117.5	Efforts and collaboration with Accenture to deploy and implement the program changes per the CalSAWS release process.
<b>Project Management</b>	232	Manage and facilitate stakeholder communications, planning, project oversight and consultation, and risk management.
<b>Total Hours</b>	1745.5	
<b>Total Cost</b>	\$184,953	

As stated above, Section 4, assumption g, invoicing will occur to the County through the Consortium. Based on signature of this agreement, the costs are estimated below in the respective State Fiscal Year (SFY).

<b>SFY 24/25</b>	<b>Total</b>
<b>\$184,953</b>	<b>\$184,953</b>

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#### COUNTY PURCHASE APPROVAL

**Subject:** County Purchase – SB-2024-12

The subject document is accepted as allowing Gainwell Technologies to proceed with the subject County Purchase.

#### San Bernardino County

By: Leo Gomez

Printed Name: Leo Gomez

Title: Purchasing Manager

Date: 12/18/2024

#### **Notice Address:**

County of <County Department or Agency Name>

xxx

xx, CA xxxx

#### San Bernardino County Counsel

By: Adam Ebright

Printed Name: Adam Ebright

Title: Deputy County Counsel

Date: 12/18/24

#### **Notice Address:**

< Department or Agency Name>

xxx

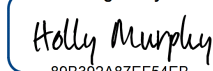
xx, CA xxxx

## CalSAWS – GAGR

### County Purchase – San Bernardino GAGR Exstream Development

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#### CalSAWS Consortium

By:   
80B392A87EF54EB...

Printed Name: Holly Murphy

Title: CalSAWS PMO Director

Date: 12/18/2024

#### Notice Address:

CalSAWS Consortium  
620 Roseville Parkway  
Roseville, CA 95747

#### Gainwell Technologies

By:   
5E564890E06C491...

Printed Name: Dawn wilder

Title: Account General Manager

Date: 12/18/2024

#### Notice Address:

Gainwell Technologies  
620 Roseville Parkway  
Roseville, CA 95747



California Health and Human Services Agency  
Office of Technology & Solutions Integration  
Statewide Automated Welfare System (SAWS) Project  
2495 Natomas Park Drive, Suite 515  
Sacramento, California 95833  
(916) 263-3900



GAVIN NEWSOM  
GOVERNOR

December 12, 2024

Ruben Hermosillo  
Business Applications Manager  
Information Technology and Support Division  
834 Hardt Street  
San Bernardino, CA 92415-0087

**RE: SB-2024-12 GAGR ExStream APD FY 2024-25**

Mr. Hermosillo:

This approves your Fiscal Year (FY) 2024-25 request received December 11, 2024 to purchase hardware, software and IT Services for the San Bernardino County. I understand that this acquisition will be competitively procured in accordance with state and federal guidelines.

Estimated one-time maintenance and operations costs in the amount of **\$184,953.00** are approved.

This approval is contingent upon the availability of state and federal funds. For claiming purposes, *this approval is for development costs only. **These costs are not eligible to be claimed as maintenance and operations costs.*** Account # (APD Project #) **36-24-13373** has been assigned as a project identification number for your claiming within the County Expense Claim Reporting Information System (CECRIS), internal tracking, and audit purposes. Please now utilize this project number when claiming development costs in CECRIS. If you have questions regarding the claiming of costs, please e-mail them to [fiscal.systems@dss.ca.gov](mailto:fiscal.systems@dss.ca.gov)

If you have other questions or concerns, please contact Sudakshina Biswas at (916) 263-0478 or email at [Sudakshina.Biswas@otsi.ca.gov](mailto:Sudakshina.Biswas@otsi.ca.gov)

Sincerely,

DocuSigned by:  
Patrice Yang  
8CC6804B02F141C2

PATRICE YANG  
SAWS Project

cc: Analyst, Fiscal Policy Bureau, CDSS  
Analyst, County Expense Claim, CDSS

