

Change Order No. 9 Work Order No.8: QA Services for BenefitsCal Transition

The purpose of this Work Order is to outline the scope, timeframe, staffing, and costs to perform Quality Assurance (QA) Services for the BenefitsCal Transition efforts.

Scope

ClearBest will provide QA Services to the Consortium throughout Transition-In and Transition-Out periods as defined in each Agreement between the Consortium, Deloitte, Accenture, and Gainwell. Services will cover initial planning/preparation and support for a 6-month Contractor transition period for BenefitsCal transition activities scheduled to occur after February 1, 2026. 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. BenefitsCal Transition-In Master Plan (BC TIMP)
 - B. BenefitsCal Services Plan and Operational Working Documents
 - C. BenefitsCal Transition-In Work Schedule
 - D. BenefitsCal Transition-In Test and Validation Plan
 - E. BenefitsCal Project Control Document
 - F. BenefitsCal Work Schedule
 - G. BenefitsCal User Centered Design Plan and Customer Experience Report Plan
 - H. BenefitsCal Requirements Traceability Matrix (RTM) and Report
 - I. BenefitsCal General Design Document (GDD)
 - J. BenefitsCal Performance Test Materials Packet
 - K. BenefitsCal Marketing and Public Communications Plan
 - L. BenefitsCal Approach to Automation, Artificial Intelligence and Machine Learning
 - M. BenefitsCal Monthly Service Level Agreement Performance Report
 - N. BenefitsCal Technology Recovery Plan
 - O. BenefitsCal System Security Plan
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	896	\$114	\$102,144
QA Specialist II	752	\$134	\$100,768
QA Technical Analyst	356	\$124	\$44,144
QA Technical Lead	336	\$139	\$46,704
Total	2,340		\$293,760

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 8 is not to exceed \$293,760. The following provides the estimated costs by deliverable and SFY:

SERVICE	SFY 25/26	SFY 26/27	TOTAL
Benefits Cal Monthly Status Report	\$37,911	\$37,912	\$75,823
BenefitsCal Transition-In Master Plan (BC TIMP)	\$23,032		\$23,032
BenefitsCal Transition-In Work Schedule	\$15,348		\$15,348
BenefitsCal Transition-In Test and Validation Plan		\$17,108	\$17,108
BenefitsCal Services Plan and Operational Working Documents		\$40,265	\$40,265
BenefitsCal Project Control Document		\$18,152	\$18,152
BenefitsCal Work Schedule		\$16,112	\$16,112
BenefitsCal User Centered Design Plan		\$12,122	\$12,122
BenefitsCal Marketing and Public Communications Plan		\$12,146	\$12,146
BenefitsCal Approach to Automation, AI and Machine Learning		\$6,150	\$6,150
BenefitsCal Monthly Service Level Agreement Performance Report		\$12,942	\$12,942
BenefitsCal System Application Recovery Plan		\$18,064	\$18,064
BenefitsCal System Security Plan		\$26,496	\$26,496
TOTAL	\$76,291	\$217,469	\$293,760



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: _____