



California Statewide Automated Welfare System



Replace IAM solution from ForgeRock with Okta

Statement of Work

Attachment 07 to Change Order Number 11,
Inclusive of
Attachment 08 Change Order Eleven_Replace IAM solution from ForgeRock with
Okta_Pricing Schedule.xlsx
August 14, 2026

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1 INTRODUCTION AND OVERVIEW

For the purposes of this Attachment 07 ("Statement of Work" or "SOW") to Change Order Number Eleven to the Maintenance & Enhancements (M&E) Services Agreement ("Agreement") for the California Statewide Automated Welfare System ("CalSAWS") Consortium ("Consortium"), the meaning of all terms used in this SOW shall have those meanings as set forth in the Agreement, unless otherwise specified therein. Furthermore, all Work performed pursuant to this SOW shall be subject to the terms and conditions of the Agreement, unless otherwise expressly stated in this SOW.

The CalSAWS Consortium, in coordination with Gainwell, has requested Deloitte provide Maintenance & Enhancement (M&E) support to replace the current ForgeRock Identity and Access Management (IAM) solution with Okta during SFY 26-27, as further described below in this SOW. The effort includes application remediation, integration updates, testing, deployment support, and post-implementation stabilization activities necessary to support the migration across impacted CalSAWS applications and integration partners. Delivery will be executed through a phased three-wave implementation approach.

1.1 Schedule

The term of this SOW shall commence from June 2026 to January 2027. The Parties acknowledge and agree that even in the event Deloitte is not able to complete the Work under this SOW prior to the expiration of the Agreement due to the delays in the release of Third-Party Software, the Consortium will be entitled to terminate any remaining Work. Deloitte will be entitled to receive payment by Consortium for full or partial Work accepted by the Consortium before such termination.

2 STATEMENT OF WORK

This section describes the work that Deloitte will perform under this SOW. Deloitte will provide resources including Architecture, Development (Dev), Design, Testing, PMO, Security, as applicable during the term of this SOW to support the IAM ForgeRock to Okta Replacement. Deloitte has validated the migration path and organized delivery into a three-wave plan as mentioned in Table 1 below to support consortium review and implementation readiness.

Deloitte resources will support the following activities between June 2026 to January 2027.

- Deloitte team will work on Impact analysis, identification of affected URLs and mapping to their Okta equivalents, finalizing the design, implementing the code

changes, testing plan development and execution, cross-vendor coordination, scope discussions across waves, production cut-over and hypercare support.

- Wave 3 Activities include transition from ForgeRock to Okta for impacted internal partners.
- Wave 4 Activities include Core CalSAWS and all supporting applications as part of M&E Scope. BenefitsCal integration will continue using the existing ForgeRock solution.
- Wave 5 Activities include BenefitsCal integration, which will be the final step for transitioning from ForgeRock to Okta.

Table 1: Milestone Description

NUMBER	MILESTONE DESCRIPTION
1	<u>Planning Activities</u> including environment readiness support, impact analysis, design, project plan, testing plan, scope confirmation for waves, and support cross-vendor discussion.
2	<u>Wave 3:</u> Support internal partner transition from ForgeRock to Okta.
3	<u>Wave 4:</u> Migrate the CalSAWS Core and supporting applications, including all integration points. Activities include application remediation, endpoint updates, authentication and session management updates, integration testing, performance testing, regression testing, deployment activities, and stabilization support. BenefitsCal will continue operating on ForgeRock during this phase. This phase represents the primary implementation effort and includes most of the application and integration remediation activities required for the IAM replacement.
4	<u>Wave 5:</u> Complete BenefitsCal integration migration to Okta, including updates to application integrations, authorizer components, and applicable batch processing functionality.
5	<u>Support Post Migration Activities</u> including issue tracking, system monitoring, user assistance, etc.

2.1 Scope of work

Deloitte will provide support for the following activities:

- IAM impact analysis and technical solution design.
- ForgeRock-to-Okta authentication error remediation.
- Application code updates across impacted CalSAWS applications.
- API Gateway authorizer enhancements and configuration updates.
- Integration updates for impacted partner applications and services.
- System testing, regression testing, performance testing, and security testing.
- Release planning support, deployment support, and environment coordination.

- Post-deployment stabilization and defect remediation support.
- Project management and delivery governance activities.

2.2 Impacted Applications and Integrations

The IAM replacement effort includes updates to the following applications and integrations:

- CalSAWS Core Application
- SCATL
- OCAT
- Child Care Portal
- API Gateway Authorizers
- Analytics solutions
- Virtual Assistant integrations
- Adobe AEM
- Qlik
- BenefitsCal integration
- CalHEERS
- CARES
- Other impacted integration partners identified during implementation activities

3 ASSUMPTIONS

The SOW is based upon the following assumptions:

Table 2: Assumptions

NUMBER	ASSUMPTION
1	This change will be one solution for all applicable counties.
2	Gainwell owns data migration and cross-environment validation (DEV/AT/SIT/PROD). No Deloitte effort is included for migration/validation
3	Gainwell will provide timely access to required environments, endpoints, certificates, keys, and test data necessary to support implementation activities.
4	Gainwell will establish and provide Okta performance benchmarks to support performance testing activities conducted by Deloitte.
5	Any functionality requiring redesign due to the absence of a direct ForgeRock-to-Okta equivalent will be evaluated through the established change control process and may require re-estimation.
6	Work performed under this SOW shall be billed on monthly basis as set forth in Attachment 08 Change Order Eleven_Replace IAM solution from ForgeRock with Okta_Pricing Schedule.
7	Any change of scope will be mutually agreed to in writing via future Change Order.

4 PRICING

Pricing details for the scope of this Statement of Work are defined in Attachment 08 Change Order Eleven_Replace IAM solution from ForgeRock with Okta_Pricing Schedule.