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SOW Task Area: 1. Transition-In Requirements (29 Requirements)

SUBTASK: 1.1 TRANSITION-IN PLANNING (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.1-01	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Transition-In Master Plan (BenefitsCal TIMP), in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, that serves as the Master Transition-In document by which the other transition documents are referred and traceable. Deliverable: BenefitsCal Transition-In Master Plan (BenefitsCal TIMP)
BC-1.1-02	The Contractor will complete transition and assume responsibility for all CalSAWS BenefitsCal Services and functions included in this Agreement within six (6) months of the Agreement Effective Date.
BC-1.1-03	The Contractor will perform a gap analysis, working in conjunction with the Consortium and State partners, between the following existing documents, industry best practices and the Services contained in this Agreement to identify changes (additions and deletions) and enhancements to the following documents: 1. M&O Services Plan 2. M&O Services Plan Operational Working Documents (OWD) The changes to the documents will be identified through Deliverable Expectation Documents (DEDs) in accordance with the CalSAWS Enterprise PCD.
BC-1.1-04	The Contractor will develop and deliver updated plans and documents based on the approved DEDs as identified in the Transition-In Work Plan: 1. BenefitsCal Services Plan (based on the M&O Services Plan) 2. BenefitsCal Services OWDs (based on the M&O Services Plan OWDs) Deliverable: BenefitsCal Services Plan and Operational Working Documents

SUBTASK: 1.2 TRANSITION-IN WORK SCHEDULE (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.2-01	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Transition-In Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, in accordance with the BenefitsCal Services Plan. Deliverable: BenefitsCal Transition-In Work Schedule
BC-1.2-02	The Contractor will maintain and update the BenefitsCal Transition-In Work Schedule through the completion of Transition-In tasks and deliverables, in accordance with the CalSAWS Enterprise PCD.
BC-1.2-03	The Contractor will continue to submit the updated Transition-In Work Schedule to the Consortium until all Transition-In activities are completed and approved.

SUBTASK: 1.3 TRANSITION-IN MEETINGS AND REPORTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.3-01	The Contractor is responsible for scheduling, tracking, documenting, recording, and sharing agendas and minutes for any and all meetings planned and conducted as part of the transition of Services under this Agreement in cooperation and coordination with the Consortium, State partners and other CalSAWS Contractors as applicable.
BC-1.3-02	The Contractor will organize and facilitate at a minimum, the following meetings with the Consortium to report on the progress of the Transition-In effort: 1. Plan, prepare and lead the weekly Transition-In Work Plan Meeting to review the status, activities and details of the Transition-In Work Plan with the Consortium. 2. Plan, prepare and lead the Monthly Transition-In Management Plan Meeting.
BC-1.3-03	The Contractor will prepare and present a written report at the Transition-In Work Plan Meeting that contains direct outputs from the Transition-In Work Plan. Materials provided must be easy to understand, and include: 1. Tasks completed from the prior week 2. Tasks due for the coming week 3. Areas in the work plan which require attention (behind schedule) 4. Critical Path analysis 5. Suggested changes to maintain the schedule timelines 6. Schedule Issues 7. Schedule Risks 8. Other areas requiring discussion
BC-1.3-04	The Contractor will create and maintain a Transition-In Dashboard. The Dashboard will be available for State partners for tracking and monitoring transition activities.
BC-1.3-05	The Contractor will include the Transition Dashboard as a part of the transition meeting reports. The Contractor will maintain the Transition Dashboard as a separate file for easy access and updates by both Contractor and Consortium staff.
BC-1.3-06	The Contractor will prepare and present a written report at the Transition-In Management Meeting in a presentation format. The materials provided must be easy to understand, and include: 1. Transition Progress Update Summary 2. Transition-In Work Schedule with variances 3. Transition Dashboard including: a. Overall status of Transition Components

SUBTASK: 1.3 TRANSITION-IN MEETINGS AND REPORTING (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	b. Status by Gates (Plan, Execute, Verify, Cutover, Initial Operations, Final Review) c. Transition Component Timeliness – On Schedule, Behind < 5 Days, Behind > 5 Days d. Transition Work Schedule Completion Chart – Represents the work that has been done versus the planned transition work forecast e. Total Transition Components that have reached any one (1) gate f. Overall Transition Area Status g. Top three (3) risks, issues, and milestones 4. Changes 5. Issues 6. Risks 7. Communication activities 8. QA status and results: a. Migration Plan reviews - Checklists required and completed b. Test and Validation reviews - Checklists required and completed c. Findings
BC-1.3-07	Prior to completing the Transition-In period, the Contractor will conduct and facilitate one or more Transition-In Final Review meetings for executive level audiences, including State partner executives and others as directed by the Consortium to show that Transition-In activities are complete and provide information that demonstrates all transition components are transitioned, scheduled activities are complete, and the Contractor is now responsible for all support specified in this Agreement. Note: The Transition-In Final Review meetings will be conducted at or near the end of the Transition-In period. The Consortium must approve completion of Transition-In.
BC-1.3-08	The Contractor will present information at the Transition-In Final Review Meeting(s) in a PowerPoint presentation format which must be easy to understand, and includes: 1. Final Dashboard 2. Final Schedule 3. Issues Pertaining to Ongoing activities 4. Lessons Learned 5. Request to Close Transition

SUBTASK: 1.4 TRANSITION-IN SERVICE AND FUNCTION MIGRATION (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.4-01	The Contractor will provide leadership in working with the Consortium and the incumbent Contractor to integrate the incumbent Contractor's Closeout Plan and Closeout Work Schedule with the Contractor's BenefitsCal Service and Function Migration Plan.
BC-1.4-02	The Contractor will assume responsibility for enhancements that are in-progress as of the completion of the Transition-In Period and will adhere to the approved SCR development and implementation schedule and budget.
BC-1.4-03	The Contractor will manage updates and changes to the approved SCR Requirements Service and Function Migration as needed throughout the Transition-In period.
BC-1.4-04	The Contractor will participate in the transfer of Data and files including e-mails, historical transmission files, historical System logs, analytics, including survey and sentiment data, Documentation, tools, and any other CalSAWS BenefitsCal related components that would be mandatory or beneficial to the continuance of BenefitsCal.

SUBTASK: 1.5 TRANSITION-IN TRAINING AND KNOWLEDGE TRANSFER (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.5-01	The Contractor will specify the methods to be used for knowledge transfer and internal training activities; examples include: 1. Documentation Reviews – Review of BenefitsCal Documentation relevant to the responsibilities to be assumed by the Contractor's Staff 2. Q&A Sessions – Meetings to ask the incumbent Contractor clarifying questions on the Documentation to validate the understanding of BenefitsCal processes and procedures 3. Walkthroughs – Discussions or meetings between the Contractor and incumbent Contractor to step through operational processes, procedures, scripts, and workflow 4. Training – Learning that takes place to prepare the Contractor's Staff to implement activities, processes, and procedures needed for a given service or function identified in the Contractor's BenefitsCal TIMP 5. Demonstrations – The Contractor's Staff can successfully demonstrate capability to implement activities, processes, and procedures needed to provide a given service or function identified in the Contractor's BenefitsCal TIMP.
BC-1.5-02	The Contractor will confirm Consortium staff are familiar with all of the Contractor's BenefitsCal Services and any of the new processes and tools used by the Contractor upon transition from the incumbent Contractor.

SUBTASK: 1.6 TRANSITION-IN READINESS REVIEWS (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.6-01	The Contractor will conduct a series of BenefitsCal Transition-In Readiness Reviews with the Consortium, and other CalSAWS Contractors as applicable, for each Service or Function identified as part of the Service and Function Migration Plans and provide evidence that they are ready to assume operational control and responsibility for fulfilling the specified requirements and have coordinated cutover tasks and timing with the incumbent Contractor. BenefitsCal Transition-In Readiness Reviews apply to each of the following transition areas: 1. Management as identified in SOW Task Area 2: Management Requirements. 2. SCRs as identified in SOW Task Area 3: SCR Requirements. 3. Marketing and Public Communications as identified in SOW Task Area 4: Marketing and Public Communications Requirements. 4. Support Services as identified in SOW Task Area 5: Support Services Requirements. 5. Enhancement and Innovation as identified in SOW Task Area 6: Enhancement and Innovation Requirements. 6. Production Operations as identified in SOW Task Area 7: Production Operations Requirements. 7. Technology Recovery as identified in SOW Task Area 8: Technology Recovery Requirements. 8. Security as identified in SOW Task Area 9: Security Requirements.
BC-1.6-02	The Contractor will provide BenefitsCal Transition-In Readiness Reviews, as identified in the BenefitsCal TIMP, which include: 1. Incumbent Contractor's Closeout Checklist 2. Status of Transition Component Migration Activities and Tasks 3. Training and/or Knowledge Transfer 4. Contractor's Test or Validation Results 5. Proposed Cutover Activities and Date 6. Contractor's Confirmation of Readiness 7. Consortium Go/No Go Decision
BC-1.6-03	The Contractor will show during the BenefitsCal Transition-In Readiness Reviews that they have identified and coordinated cutover tasks and timing with the incumbent Contractor.
BC-1.6-04	The Contractor will confirm that the incumbent Contractor Project Closeout Plan turnover processes and procedures conform to the BenefitsCal TIMP.
BC-1.6-05	Upon implementing cutover for a transition component, the Contractor will confirm for the Consortium that BenefitsCal Transition-In is complete and the Contractor has assumed full responsibility for providing and managing the service, function, or other transition item.

SUBTASK: 1.7 TRANSITION-IN TEST AND VALIDATION (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-1.7-01	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Transition-In Test and Validation Plan, in cooperation and coordination with the Consortium, State partners and other CalSAWS Contractors as applicable, that defines the test and validation activities, including Pass/Fail criteria, for each of the following Service and Function Areas: 1. Management as identified in SOW Task Area 2: Management Requirements. 2. SCRs as identified in SOW Task Area 3: SCR Requirements. 3. Marketing and Public Communications as identified in SOW Task Area 4: Marketing and Public Communications Requirements. 4. Support Services as identified in SOW Task Area 5: Support Services Requirements. 5. Enhancement and Innovation as identified in SOW Task Area 6: Enhancement and Innovation Requirements. 6. Production Operations as identified in SOW Task Area 7: Production Operations Requirements. 7. Technology Recovery as identified in SOW Task Area 8: Technology Recovery Requirements. 8. Security as identified in SOW Task Area 9: Security Requirements. Deliverable: BenefitsCal Transition-In Test and Validation Plan
BC-1.7-02	The Contractor will manage updates and changes to each approved BenefitsCal Transition-In Test and Validation Plan as needed.
BC-1.7-03	The Contractor will conduct walkthroughs for Consortium staff, and Stakeholders, including State partners during testing and validation, which will include: 1. Demonstration of areas where Task Area performance is acceptable. 2. Demonstration of areas of unacceptable Task Area performance, problems, and issues. 3. Identification of where the problem occurred and an explanation of the differences between expected and actual results. 4. Summary analysis of the problem and the corrective action process and results for each problem or issue.

SOW Task Area: 2. Management Requirements (35 Requirements)

SUB TASK: 2.1 PROJECT MANAGEMENT (31 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-2.1-01	The Contractor will provide project and technical management for all of the activities defined in this Agreement and detailed in the CalSAWS Enterprise Project Control Document and the BenefitsCal Services Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, including: 1. Planning, controlling, and reporting on the work. 2. Leading the BenefitsCal (including transition) activities.
BC-2.1-02	The Contractor will be an active participant and collaborate with the Consortium and other CalSAWS Contractors in the operations of the Delivery Integration Office (DIO), including: 1. Participating in and supporting of the DIO, its governance structure and processes necessary to oversee and manage in an integrated multi-Contractor environment. 2. Incorporating delivery integration principles and best practices. 3. Working in cooperation and coordination with the Consortium, State partners and other CalSAWS Contractors to facilitate continued maintenance and improvement of this model and to measure corrective actions for success.
BC-2.1-03	The Contractor will perform project management activities in accordance with the CalSAWS Enterprise Project Control Document (PCD), including: 1. Status Reporting 2. Communication Management 3. Contract Management 4. Deficiency Management 5. Deliverable Management 6. Quality Management 7. Risk and Issue Management 8. Staff Management 9. System Performance Management
BC-2.1-04	The Contractor will adopt, deliver, maintain and execute a BenefitsCal Project Control Document that includes the activities performed by Contractor Staff, in accordance and coherence with the CalSAWS Enterprise PCD. Deliverable: BenefitsCal Project Control Document
BC-2.1-05	The Contractor will maintain and execute the BenefitsCal Services Plan.

SUB TASK: 2.1 PROJECT MANAGEMENT (31 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-2.1-06	The Contractor will maintain and execute the BenefitsCal Services OWDs that provide the detailed procedures for the activities and processes contained in the BenefitsCal Services Plan.
BC-2.1-07	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Work Schedule in accordance with the BenefitsCal PCD and BenefitsCal Services Plan. Deliverable: BenefitsCal Work Schedule
BC-2.1-08	The Contractor will work with the Consortium, and other CalSAWS Contractors as applicable, to integrate the Work Schedule (including updates) into the Maintenance and Operations Integrated Work Plan.
BC-2.1-09	The Contractor will develop, deliver, and maintain a BenefitsCal Organization Chart and Contact List that includes all Contractor Staff providing Services under this Agreement, including: 1. A graphical representation of the Contractor's organization at summary and detailed levels (with details down to each individual), which also depicts Contractor Key Staff with their Consortium staff counterparts. 2. A Contact List that specifies the name, role, physical location, email address and telephone number for all Contractor Staff. 3. The Contractor will provide updated versions on a monthly basis to reflect changes.
BC-2.1-10	The Contractor will provide Data, and supporting back-up detail, related to this Agreement, including metrics used to gauge the success of the user experience, performance indicators and outcomes, website usage and useability targets, and targeted objectives, as requested by the Consortium.
BC-2.1-11	The Contractor will provide billing forecasts on a monthly basis, as determined by the Consortium, using the CalSAWS Monthly Projections template, indicating the invoicing and billing schedule for this Agreement by month and State and federal fiscal years.
BC-2.1-12	The Contractor will participate in standing management and committee meetings, in addition to meetings included in the CalSAWS Enterprise PCD, as directed by the Consortium, including the Joint Powers Authority Board of Directors, Project Steering Committee, Technical Change Approval Board, Stakeholder Collaboration Model meetings, Weekly Management meetings, operational meetings and performance meetings.
BC-2.1-13	The Contractor is responsible for scheduling, tracking, documenting, recording, and sharing agendas and minutes available for BenefitsCal and BenefitsCal-related meetings planned and conducted as part of the overall project management Services under this Agreement.
BC-2.1-14	The Contractor will provide all information requested by the Consortium in response to audit requests and reviews in the timeframe and format prescribed by the Consortium.

SUB TASK: 2.1 PROJECT MANAGEMENT (31 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-2.1-15	The Contractor will participate in audit activities, including Service Organization Controls (SOC) 1, SOC 2 Readiness, SOC 2 Type 2, NIST and Financial, as required by the Consortium.
BC-2.1-16	The Contractor will provide copies of specified, available work products/artifacts upon the request of and in the timeframe specified by the Consortium.
BC-2.1-17	The Contractor will utilize the tools documented for the functions per the software inventory as represented within Exhibit C to the Agreement.
BC-2.1-18	The Contractor may propose, for the Consortium's consideration, additional or alternate tools for those tools listed in the software inventory as represented within Exhibit C to the Agreement. Any additional or alternate tool purchase/use is subject to Consortium review and approval.
BC-2.1-19	The Contractor will make recommendations, on an on-going basis, for improvements to the BenefitsCal processes and tools to enhance service delivery, consumer outcomes, engagement of the public in design sessions and/or optimize costs; implementation of changes is subject to Consortium review and approval.
BC-2.1-20	The Contractor will supplement existing Contractor Staff assigned to this Agreement on an event-driven basis as needed, including providing short-term or specialized subject matter expertise.
BC-2.1-21	The Contractor will use the Consortium's Cloud cost monitoring tools to control and report costs for all of the Cloud-based activities defined in this Agreement.
BC-2.1-22	The Contractor will establish cost controls and recommend cost saving and optimization strategies on a semi-annual basis (at a minimum), including Cloud expenditures, for Consortium consideration.
BC-2.1-23	The Contractor will participate in and support Change Management activities led by the Consortium or other CalSAWS Contractors, as directed by the Consortium.
BC-2.1-24	The Contractor will provide a Public Communications Lead for marketing, outreach, feedback, informational and statistical reporting, and Stakeholder relationship development and maintenance. The Public Communications Lead will work closely with the Application Manager, Product Manager and other staff to ensure the user voice remains centered and incorporated into BenefitsCal design processes, and the implications of system changes are communicated timely and adequately to users, including County staff.
BC-2.1-25	
BC-2.1-26	
BC-2.1-27	The Contractor will provide and use a structured approach for estimating costs for potential proofs of concepts, technical changes, enhancements, and System Change Requests (SCR). The solution must include supporting price details including factors such as complexity, level of effort, resource types, named key Staff

SUB TASK: 2.1 PROJECT MANAGEMENT (31 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	and coordinate with other vendor(s) for Software estimates if required. The solution must also support input of component prices from multiple vendor sources.
BC-2.1-28	The Contractor will on a monthly basis, track and report the actual hours of each SCR and the cumulative hours of all SCRs in the format specified by the Consortium.
BC-2.1-29	The Contractor will, at the request of the Consortium, provide recommendations for continuous process improvement and innovation, including measuring corrective actions for success, in reporting and dashboard technologies and designs.
BC-2.1-30	The Contractor will provide BenefitsCal Data to State Partners on an "on-demand" basis, in the timeframe and format prescribed by the Consortium. This provision will include the evaluation of the required BenefitsCal Data for review with the Consortium.
BC-2.1-31	The Contractor will maintain and enhance BenefitsCal in accordance with the applicable Centers for Medicare & Medicaid Services (CMS) Eligibility and Enrollment Requirements and Conditions & Standards of Enhanced Funding.

SUBTASK: 2.2 APPLICATION MAINTENANCE AND ENHANCEMENT STRATEGIC PLANNING (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-2.2-01	The Contractor will develop and contribute to the CalSAWS Annual Strategic Plan and execute BenefitsCal strategic planning activities, in consultation and collaboration with the Consortium, State Partners, and Stakeholders. The CalSAWS Annual Strategic Plan reflects the CalSAWS System "Future Vision" approach that will encompass a five (5) year planning window, including capacity planning to meet the demands of delivering future changes.
BC-2.2-02	The Contractor will include an approach to prioritizing, designing, developing, testing and implementing enhancements and SCRs in the change request queue.
BC-2.2-03	The Contractor will take a lead role in collaborating, coordinating and building relationships with State Partners, and other Stakeholders to create an environment where the strategic planning methodology results in buy-in with Stakeholder groups, as appropriate.
BC-2.2-04	The Contractor will comply with the roles and responsibilities, requirements and processes documented in the Collaboration Model and assess for process improvements and provide the Consortium with recommendations based upon the findings.

SOW Task Area: 3. System Change Request Requirements (65 Requirements)

SUBTASK: 3.1 SCR PROCESS (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.1-01	The Contractor will perform BenefitsCal enhancement and SCR activities, in cooperation and coordination with the Consortium, other Contractors and Stakeholders, as appropriate, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.1-02	The Contractor will adopt the Consortium's Collaboration Model approach to customer engagement, enhancement delivery, and a combination of system change delivery methodologies, specifically a hybrid Waterfall/Agile methodology, including the common Software Development Lifecycle (SDLC) terminology in use.
BC-3.1-03	The Contractor will adopt, enhance, and maintain the User Centered Design (UCD) Plan, including UCD processes, Key Performance Indicators (KPI), customer experience measurement approach, and customer experience reporting. Deliverable: BenefitsCal User Centered Design Plan and Customer Experience Report Plan
BC-3.1-04	The Contractor will adopt and maintain the UCD processes, Collaboration Model and Customer Experience feedback for building, developing and implementing changes to BenefitsCal and will recommend and implement improvements to the UCD process and Collaboration Model, in cooperation and coordination with the Consortium, State Partners, and other CalSAWS Contractors, as appropriate.
BC-3.1-05	The Contractor will apply the UCD process and Collaboration Model throughout the software requirements, design, test, implementation and post-implementation phases and identify areas within BenefitsCal that could be improved to benefit the overall User experience and delivery of services.
BC-3.1-06	The Contractor will, in coordination and collaboration with the Consortium, State Partners, Stakeholders and other Contractors, align and manage the impacts of BenefitsCal system changes with other applications including, 1. Identifying the technologies in use, or those planned to be in use to ensure compatibility. 2. Defining the scope of change and other application and business process interdependencies. 3. Aligning the design goals and business process changes with impacted Stakeholders automation goals and processes to ensure a smooth and effective implementation. 4. Identifying the implication of automation changes to processes and communicating these timely and effectively to impacted Stakeholders.
BC-3.1-07	The Contractor will, in coordination with the Consortium, lead and facilitate all UCD meetings, including conducting pre-planning, planning, execution, follow-up activities and material preparation.

SUBTASK: 3.1 SCR PROCESS (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.1-08	The Contractor will adopt, implement and maintain the Consortium's annual Production release schedule in coordination with other Contractors, as applicable. The Contractor will make the necessary adjustments at the Consortium's request for modifications to the Production release schedule to address specific priorities or issues and coordinate release development and schedule with other Contractors as applicable.
BC-3.1-09	The Contractor will adopt and follow the Production Release Planning and Management procedures in accordance with the BenefitsCal Services Plan and the associated OWDs.
BC-3.1-10	The Contractor will develop, implement and maintain modifications to the BenefitsCal application in accordance with the Consortium's Core Automation Principles.
BC-3.1-11	The Contractor will develop, implement and maintain modifications to the BenefitsCal application in accordance with the ADA Standards for Accessible Design, including compliance with Section 508 of the Rehabilitation Act.
BC-3.1-12	The Contractor will, in partnership with the Consortium Design Team, review and perform a System and cross functional impact analysis and provide input to draft SCRs to improve development outcomes and the accuracy of cost estimates. The elements of the SCR automated template include: 1. Detailed description of Current Design, including the supporting State or federal policy reference number, as appropriate 2. Detailed description of the requested change 3. Supporting design artifacts such as Functional Design Documents for Correspondence, ICDs for API interfaces 4. Estimate of Change 5. A list of the functional and technical areas impacted and identify cross vendor impacts 6. Assumptions 7. Regression test 8. Test requirements, including environments 9. Test support to Consortium, State Partners, and stakeholders, as appropriate 10. Training requirements 11. Target Release Schedule
BC-3.1-13	The Contractor will obtain enhancement and SCR approval from the Consortium prior to initiating enhancements and SCR activities.
BC-3.1-14	The Contractor will recommend and implement improvements on an as-needed basis to the existing enhancement and SCR process and the Stakeholder Collaboration Model process, measure corrective

SUBTASK: 3.1 SCR PROCESS (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	actions for success, and establish controls, with the outcome that changes are more quickly promulgated to the Production environment, maintaining a quality delivery.

SUBTASK: 3.2 SYSTEM REQUIREMENTS CAPTURE AND VALIDATION (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.2-01	The Contractor will perform requirements capture and validation activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.2-02	The Contractor will capture functional and technical requirements that will serve as the basis for the enhancement and SCR design and development change(s).
BC-3.2-03	The Contractor will record and keep current all requirements in the requirements traceability and verification tool(s), as approved by the Consortium.
BC-3.2-04	The Contractor will update and deliver the BenefitsCal RTM and Report that includes any unresolved traceability issues. Deliverable: BenefitsCal Requirements Traceability Matrix (RTM) and Report

SUBTASK: 3.3 SYSTEM DESIGN AND VALIDATION (6 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.3-01	The Contractor will perform design specification and validation activities, in cooperation and coordination with the Consortium and other Contractors, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.3-02	The Contractor will adopt, enhance, maintain, and deliver the BenefitsCal General Systems Design Document. Deliverable: BenefitsCal General Systems Design Document
BC-3.3-03	The Contractor will confirm updates to the BenefitsCal General Systems Design Document trace back to the requirements and are kept current with the System design.
BC-3.3-04	The Contractor will adopt, enhance, and maintain the BenefitsCal design in an automated and auditable single source for all critical Systems Information.
BC-3.3-05	The Contractor will deliver translation Services for the BenefitsCal application for the following languages, which include the State-approved threshold languages. The Contractor will engage native speakers to assist

SUBTASK: 3.3 SYSTEM DESIGN AND VALIDATION (6 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	in translations. The list of languages, including the State-approved written and spoken threshold languages, may change over time and changes will follow the approved SCR process. 1. Arabic 2. Armenian 3. Cambodian 4. Chinese Traditional 5. Chinese (Mandarin) 6. English 7. Farsi 8. Hindi 9. Hmong 10. Japanese 11. Korean 12. Lao 13. Mien 14. Portuguese 15. Punjabi 16. Russian 17. Spanish 18. Tagalog, Filipino 19. Thai 20. Ukrainian 21. Vietnamese
BC-3.3-06	The Contractor will: ▪ Work with and support translation activities necessary during testing processes. ▪ Propose an innovative solution for efficient testing of customer-facing page content in BenefitsCal supported languages. ▪ Work with and support the Consortium and stakeholders, as appropriate, during the translation review, validation, and approval process. ▪ Work with and obtain input on the development of translated materials by those who are native speakers of those languages. ▪ Execute a quality assurance/validation process of the translated materials.

SUBTASK: 3.4 TEST PLANNING, EXECUTING AND REPORTING (16 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.4-01	The Contractor will manage and execute the Test Planning, Executing, and Reporting activities, in cooperation and coordination with the Consortium, State partners, and other Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.4-02	The Contractor will perform functional and non-functional testing including: 1. Unit 2. Integration 3. System 4. Sanity 5. Smoke 6. Application Programming Interface (API) 7. Regression 8. Performance 9. Load 10. Stress 11. Volume 12. Compatibility 13. ADA 508 Compliance Act of 1973 14. Automated System and Regression
BC-3.4-03	The Contractor will manage and test Production releases, including on a Priority Release (PR) basis and a Major Production Release basis.
BC-3.4-04	The Contractor will align and coordinate Production release testing, in cooperation and coordination with the Consortium and other Contractors as applicable, providing the Consortium with consolidated and synchronized testing efforts at an enterprise level.
BC-3.4-05	The Contractor will define the qualification requirements a new API interface must meet and incorporate these requirements into an API interface test procedure that exercises all aspects of the API interface, including any required Data processing.
BC-3.4-06	The Contractor may propose an API interface testing method that emulates the behavior of an external System if there is difficulty in obtaining permission for a 'live' test. The Contractor's proposed approach and design to testing any API interface requires Consortium approval prior to the conduct of the actual test.
BC-3.4-07	The Contractor will mask Production Data for testing use in accordance with the CalSAWS Baseline Security Requirements and CalSAWS Privacy Security Agreement. Any use of CalSAWS Production Data in non-

SUBTASK: 3.4 TEST PLANNING, EXECUTING AND REPORTING (16 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	Production environments requires explicit, documented approval from the CalSAWS Chief Information Security Officer prior to such use.
BC-3.4-08	The Contractor will recommend, to the Consortium, a User Experience (UX) testing methodology or combination of methodologies, supported by best practices documentation and UX best practices, including defining the target audience with the purpose of evaluating the ease and flexibility of the BenefitsCal application from the Users' perspective.
BC-3.4-09	The Contractor will work with the Consortium to define the need for a UX testing and will make recommendations for the integration of UX testing into the test schedule, as appropriate. The UX testing activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).
BC-3.4-10	The Contractor will plan, schedule, execute, manage, and facilitate the UX Testing.
BC-3.4-11	The Contractor will, at the request of the Consortium, make recommendations for continuous process improvement and innovation in testing, including UX testing, A/B testing, and automated system and regression testing.
BC-3.4-12	The Contractor will execute ongoing performance testing once every two months of BenefitsCal for each major Production Release and other releases if requested by the Consortium.
BC-3.4-13	The Contractor will create and deliver to the Consortium the Performance Test Materials Packet for review no later than ten (10) Business Days prior to the performance test date, including: 1. Test Schedule 2. Resourcing 3. Test Case Detail List Deliverable: BenefitsCal Performance Test Materials Packet
BC-3.4-14	The Contractor will create and provide to the Consortium at the completion of performance testing with the new release, the Performance Test results, including: 1. Detailed test execution results with accompanying evidence of the performance testing outcomes 2. Performance Test Results by Test Scenario with Results Evidence 3. Automated Test Results by Test Scenario with Results Evidence
BC-3.4-15	The Contractor will, in conjunction with the Consortium and designated tester(s), plan and lead the Production Deployment Smoke Test, to validate the deployment has been successful.
BC-3.4-16	The Contractor will schedule and conduct the deployment smoke test following the completion of the code promotion to Production, in advance of the commencement of the System's End Users' next workday, as agreed upon by the Consortium.

SUBTASK: 3.5 TEST SUPPORT SERVICES (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.5-01	The Contractor will provide ongoing Test Support Services to the Consortium Test Team, in cooperation and coordination with the Consortium, State partners and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs, including: 1. A System change(s) design walkthrough, if requested. 2. A library of test cases and use cases that may be selected and modified by the user for testing. 3. A test version of all API interface transactions to be used for testing changes. 4. Search capability for the test case library that is cross-referenced to the logic/edit that the identified test case is designed to test. 5. The ability to save and reuse all test cases without the need to re-enter the Data. 6. The ability to create and edit application, enrollment, and case records for testing. 7. Selected test case Data for input into test environment. 8. A case list from the testing environment masked Production copy, with criteria as defined by the Consortium including common program information, and program and individual status. 9. Creation and maintenance of a system test environment for use by designated State Partner resources.
BC-3.5-02	The Contractor will support and maintain the integration with the Consortium's identity and authorization solution.
BC-3.5-03	[DELETED]
BC-3.5-04	[DELETED]
BC-3.5-05	The Contractor will provide County Validation Test support, including: 1. Conducting incident and impact analysis and defect fix activities. 2. Performing corrective actions in the case of identified Deficiencies by the County Validation Test Team. 3. Administering user environment credentials, access, password maintenance. 4. Providing remote testing support, as needed. 5. Validating remote access supports browsers and platforms required to access all areas of the CalSAWS System. 6. Conducting environment Smoke Test. 7. Conducting System Change(s) Design Walkthrough, if requested. 8. Conducting API interface execution, date shift and Data refresh tasks. 9. Executing build / Code drop deployment. 10. Attending meetings, as requested.

SUBTASK: 3.5 TEST SUPPORT SERVICES (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.5-06	The Contractor will provide to the Consortium recommendations for an effective and efficient process which would permit County testers to document their County scenarios and test execution results in Jira, including creating and tracking testing incidents to disposition.
BC-3.5-07	The Contractor will work with the Consortium to define the need for a CalSAWS County Validation (CCV) Phase and will make recommendations for the integration of a CCV into the testing schedule, as directed by the Consortium.
BC-3.5-08	The Contractor will provide support to the CCV Team including: 1. Administration of user environment credentials and access, password maintenance. 2. Providing remote testing support, as needed. 3. Validating remote access supports browsers and platforms required to access all areas of the CalSAWS System. 4. Conducting environment Smoke Test. 5. Conducting System change(s) design walkthrough, if requested. 6. Conducting training on testing tools or processes, if requested. 7. Conducting incident analysis and defect fix activities 8. Reviewing and resolving outcome discrepancies 9. Performing corrective actions in the case of identified Deficiencies by the CCV Team. 10. Conducting batch execution, date shift and Data refresh 11. Executing build / Code drop deployment. 12. Developing Automated CCV regression test scripts. 13. Assisting with integration of scripts into the automated regression test tool for Consortium staff. 14. Attending meetings, as requested.

SUBTASK: 3.6 CHANGE MANAGEMENT AND TRAINING (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.6-01	The Contractor will manage and execute Change Management and Training activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.6-02	The Contractor will comply with roles and responsibilities, requirements and processes documented in the Collaboration Model.
BC-3.6-03	The Contractor will work with the Consortium to provide recommendations and define the need for County and end user Change Management and Training activities and implement the recommendations as

SUBTASK: 3.6 CHANGE MANAGEMENT AND TRAINING (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	approved by the Consortium for the integration of the activities into the release schedule. The Change Management activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).
BC-3.6-04	The Contractor will work with the Consortium to provide recommendations and define the need for County and end user training and training support activities and implement the recommendations as approved by the Consortium for the integration of the activities into the release schedule. The training activities are based on the scope, cost and complexity of the change(s) as defined by the SCR(s).
BC-3.6-05	The Contractor will in coordination and consultation with the Consortium, within a timeframe agreed upon by the Consortium, develop and conduct BenefitsCal webinars to demonstrate the latest features for County personnel.
BC-3.6-06	The Contractor will in coordination and consultation with the Consortium, develop and conduct quarterly or as needed BenefitsCal webinars to demonstrate essential features and new features for members of the public and County Based Organizations (CBO). Webinars for the public will: 1. Provide attendees the ability to activate closed caption in one of the threshold languages based on availability of the webinar platform. 2. Enable live chat translation in different threshold languages within the webinar interface. 3. Be recorded and published to the social media sites, as appropriate.
BC-3.6-07	The Contractor will, in cooperation and coordination with the Consortium, and other Contractors as appropriate, provide for and maintain Stakeholder access to a training environment, as approved by the Consortium and adhering to the CalSAWS FinOps Management practice and CalSAWS Privacy Security Agreements.
BC-3.6-08	The Contractor will adopt, enhance, maintain and deliver Help Center training materials, including on-line help, new-release notes and web casts, Fact Sheets, Quick Guide or Reference Guide, videos, the BenefitsCal Virtual Assistant (VA) and the BenefitsCal YouTube channel in coordination and consultation with the Consortium, within a timeframe agreed upon by the Consortium.
BC-3.6-09	The Contractor will provide the CalSAWS Level 1 Service Desk and the BenefitsCal Technical Help Desk advance system change details, including all planned/actual delivery schedules, development, implementation and training materials.
BC-3.6-10	[DELETED]
BC-3.6-11	The Contractor will adopt, enhance, maintain and deliver education and instruction to the public, including creating and delivering customized BenefitsCal tutorials, live demonstrations and YouTube videos based upon

SUBTASK: 3.6 CHANGE MANAGEMENT AND TRAINING (14 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	the role of the customer, using Facebook, X and other communication channels, including chat monitoring to enhance customer outreach and providing the Consortium with AskCalSAWS communications support.
BC-3.6-12	The Contractor will adopt, enhance, maintain and deliver Always-On Survey capability providing customers the ability to share their experience at any time when using the website.
BC-3.6-13	The Contractor will adopt, enhance, maintain and deliver text analytics and social listening to uncover key pain points and gauge user sentiment from user comments and posts, across various platforms, in real-time.
BC-3.6-14	The Contractor will, at the request of the Consortium, provide recommendations for the most effective and creative training methods and mediums to increase public awareness and adoption while aligning with the Consortium's expectation of excellence in training delivery.

SUBTASK: 3.7 PRODUCTION READINESS AND GREEN LIGHT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.7-01	The Contractor will manage and execute Production Readiness and Green Light activities, in cooperation and coordination with the Consortium and other Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.7-02	The Contractor will participate in all required planning, execution, and closeout Readiness activities, including: 1. Readiness Pre-Planning 2. Readiness Release Meetings Participation 3. Readiness Release Material Development and Maintenance 4. Readiness Tracking to Complete, including providing documented evidence to confirm that all Entrance and Exit criteria is met 5. Readiness Open Items / Action Items Identification and Management 6. Risk and Issue Identification and Management 7. Readiness Statistical Updates and Reporting 8. Readiness Mitigation and Contingency Planning and Execution
BC-3.7-03	The Contractor will participate in all required Pre-Green Light and/or Green Light planning, execution and close out activities, including: 1. Green Light Pre-Planning 2. Green Light Meeting Planning 3. Green Light Material Development and Maintenance

SUBTASK: 3.7 PRODUCTION READINESS AND GREEN LIGHT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	4. Green Light Meeting Participation 5. Green Light Open Items / Action Items Identification and Management 6. Risk and Issue Identification and Management
BC-3.7-04	The Contractor will work with the Consortium, State Partners, Stakeholders, and other CalSAWS Contractors as appropriate, to provide advance notification of Production Release content, in accordance with the communication protocols documented in the CalSAWS Enterprise PCD.
BC-3.7-05	The Contractor will, at the request of the Consortium, assess industry Readiness and Green Light process improvements and provide the Consortium with recommendations based upon the findings.

SUBTASK: 3.8 DEPLOYMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-3.8-01	The Contractor will manage and execute Deployment activities, in cooperation and coordination with the Consortium and other Contractors, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-3.8-02	The Contractor will deliver and certify to the Consortium each Production Release, the Software was successfully promoted and installed into Production. Deliverable: Certification of Successful Production Release

SOW Task Area: 4. Marketing and Public Communications Requirements (16 Requirements)

SUBTASK: 4.1 MARKETING AND PUBLIC COMMUNICATIONS (16 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-4.1-01	The Contractor will manage and execute public communication and marketing activities, in cooperation and coordination with the Consortium and other Contractors, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-4.1-02	The Contractor will adopt, enhance and maintain the BenefitsCal Marketing and Public Communications Plan, including all marketing and communications materials. Deliverable: BenefitsCal Marketing and Public Communications Plan

SUBTASK: 4.1 MARKETING AND PUBLIC COMMUNICATIONS (16 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-4.1-03	The Contractor will, in cooperation and coordination with the Consortium, other Contractors, State Partners and Stakeholders make process improvement recommendations for the enhancement of public communications and marketing to increase the visibility of BenefitsCal services and customer outreach.
BC-4.1-04	The Contractor will, in cooperation and coordination with the Consortium, other Contractors, State Partners and Stakeholders expand the Consortium strategic partnerships with public and private organizations to garner BenefitsCal support and Stakeholder collaboration to maximize BenefitsCal visibility and community outreach.
BC-4.1-05	The Contractor, in cooperation and coordination with the Consortium, will lead the development and implementation of a comprehensive marketing and communications program designed to communicate BenefitsCal services and programs, promote the services of BenefitsCal, and foster community relationships through BenefitsCal initiatives.
BC-4.1-06	The Contractor, in cooperation and coordination with the Consortium, will develop, implement, and plan for the use of electronic and web-based communication for the implementation of public relations strategies; utilizing current and emerging technologies to best reach target audiences.
BC-4.1-07	The Contractor will deliver translation services for BenefitsCal marketing campaigns in the State-approved threshold languages. The Contractor will engage native speakers to assist in translations for the State-approved written and spoken threshold languages documented in BenefitsCal Requirement 3.3-05. The list of the State-approved written and spoken threshold languages may change over time and changes will follow the approved SCR process.
BC-4.1-08	The Contractor, in cooperation and coordination with the Consortium, will lead the development of materials in support of BenefitsCal marketing strategies including publications, electronic communications and multimedia presentations.
BC-4.1-09	The Contractor, in cooperation and coordination with the Consortium, will lead and supervise graphic arts initiatives and establish quality content and design of informational and promotional materials for public consumption.
BC-4.1-10	The Contractor, in cooperation and coordination with the Consortium, will take creative lead of all production of BenefitsCal print, web and other marketing materials.
BC-4.1-11	The Contractor will adopt, maintain, and enhance, in cooperation and coordination with the Consortium, the standards and quality control of BenefitsCal internal and external communications.
BC-4.1-12	The Contractor will develop and provide the Consortium, other Contractors, State Partners and Stakeholders with marketing campaign reports for both short and long-term marketing initiatives, including the intended

SUBTASK: 4.1 MARKETING AND PUBLIC COMMUNICATIONS (16 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	results, benchmarks, metrics and key highlights to be captured, iterative results reporting, effectiveness of the marketing campaign and the analysis of campaign failures and successes.
BC-4.1-13	The Contractor, in cooperation and coordination with the Consortium, will oversee, plan and manage all publicity related BenefitsCal special events, including natural disasters, and unanticipated events, and provide tactical direction to Contractor staff in carrying out marketing, communications and customer service functions.
BC-4.1-14	The Contractor, in cooperation and coordination with the Consortium, will cultivate relationships with media outlets and shape and direct stories about BenefitsCal programs and services, including supporting media relationships, researching editorial opportunities and helping the Consortium build relationships with key industry media.
BC-4.1-15	The Contractor will, in collaboration with the Consortium, State Partners and Stakeholders conduct User research to understand the needs and goals of the target users, analyzing and synthesizing the data to create use cases, developing design concepts and prototypes, testing and evaluating the solutions with Users and Stakeholders, iterating and refining design solutions based upon test results and feedback, and communicating with the Application Manager and the Project team members to ensure alignment with objectives.
BC-4.1-16	The Contractor, in cooperation and coordination with the Consortium, will consult with and provide oral reports and presentations on BenefitsCal related issues to the JPA, Consortium Executive leadership, PSC and other Consortium Teams, and Stakeholder groups.

SOW Task Area: 5. Support Services Requirements (11 Requirements)

SUBTASK: 5.1 SUPPORT SERVICES (11 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-5.1-01	The Contractor will manage and execute Support Services activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-5.1-02	The Contractor will determine and validate legislation/statutory changes impacting operation of BenefitsCal on an as-needed basis and present their analysis on or before the due date to the Consortium.
BC-5.1-03	The Contractor will track and assess proposed legislation for impacts to the operation of BenefitsCal and present their analysis to the Consortium.

SUBTASK: 5.1 SUPPORT SERVICES (11 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-5.1-04	The Contractor will be responsible for the integration of legislative changes into the BenefitsCal platform, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-5.1-05	The Contractor will evaluate the impact and cost of implementing statutory and/or regulatory changes to BenefitsCal, including CDSS SCERFRA, DHCS SIRFRA or other Stakeholder estimate requests. To the extent possible, this assessment will include a list of the impacted System components, assumptions and constraints, and an order of magnitude for cost and schedule.
BC-5.1-06	The Contractor will provide training in the use of the BenefitsCal automated regression and ADA test tools to designated Consortium staff on an as-needed basis.
BC-5.1-07	The Contractor will provide training in the use of the BenefitsCal training tools to designated Consortium staff on an as-needed basis.
BC-5.1-08	The Contractor will provide training in the use of the performance monitoring tools to designated Consortium staff and State partners on an as-needed basis.
BC-5.1-09	The Contractor will provide training in the management, administration and use of the software and tools as requested by the Consortium, to designated Consortium staff on an as-needed basis.
BC-5.1-10	The Contractor will adopt, enhance, maintain, and implement changes to custom developed BenefitsCal supporting software (e.g., tools), upon Consortium approval.
BC-5.1-11	The Contractor will, as directed by the Consortium, make available BenefitsCal-related updates in support of the Project website, CalSAWS.org.

SOW Task Area: 6. Enhancement and Innovation Requirements (15 Requirements)

SUBTASK: 6.1 ENHANCEMENT AND INNOVATION (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-6.1-01	The Contractor will manage and execute enhancement and innovation enhancement activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-6.1-02	The Contractor will enhance, maintain, and implement technical and application enhancements in cooperation and coordination with the Consortium and other Contractors as applicable, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-6.1-03	The Contractor will be responsible for the integration of selected BenefitsCal technologies into the CalSAWS platform, which will be handled through the SCR process and the Stakeholder Collaboration Model process.

SUBTASK: 6.1 ENHANCEMENT AND INNOVATION (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-6.1-04	The Contractor will create and deliver an approach to using, enhancing, maintaining, and deploying automation, Artificial Intelligence and Machine Learning to improve code quality, automate high-volume, repetitive, or error-prone manual and automated tasks to increase accuracy, reduce costs, and improve the user experience. Deliverable: BenefitsCal Approach to Automation, Artificial Intelligence and Machine Learning
BC-6.1-05	The Contractor will be responsible for the integration of selected services, Artificial Intelligence and Machine Learning enhancements into the BenefitsCal platform, including client-facing and application maintenance activities, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-6.1-06	The Contractor will enhance, implement and maintain the BenefitsCal chatbots functionality, which will be handled through the SCR process and the Stakeholder Collaboration Model process and will create, implement, maintain and enhance video navigator functionality, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-6.1-07	The Contractor will create, enhance, maintain and deliver a direct public link to BenefitsCal.com from the BenefitsCal YouTube channel, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-6.1-08	The Contractor will create, implement, maintain and enhance mobile device compatibility and functionality, including specified browsers, in cooperation and coordination with the Consortium and other Contractors as applicable, which will be handled through the SCR process and the Stakeholder Collaboration Model process.
BC-6.1-09	The Contractor will adopt the Cloud best practices and standards.
BC-6.1-10	In addition to the SCR support hours, the Contractor will provide no less than 625.0 hours per calendar quarter, in the implementation of the BenefitsCal Innovation initiatives.
BC-6.1-11	The Contractor will participate as a key contributor in the CalSAWS Innovation initiatives, with a focus on County-oriented innovation and will be responsible for the Consortium-approved evaluation of emerging technologies, Proof of Concept (POCs) and/or pilots, as related to BenefitsCal.
BC-6.1-12	The Contractor will provide no less than 625.0 hours per calendar quarter, in support of the BenefitsCal Innovation POCs and/or pilots.
BC-6.1-13	The Contractor will participate as a key contributor to the CalSAWS Innovation Team to engage and prepare the Consortium and Contractor Project Team regarding BenefitsCal Innovation presentations and Innovation Day planning.
BC-6.1-14	The Contractor will, in coordination with the Consortium, define the need and representative User population most appropriate for pilot tests of new BenefitsCal Innovation concepts. The pilot County or Counties, scope,

SUBTASK: 6.1 ENHANCEMENT AND INNOVATION (15 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	schedule, activities (including UX Testing) will be based upon the scope and complexity of the Innovation initiative.
BC-6.1-15	The Contractor will provide to the Consortium all reporting metrics, including chatbot usage metrics, percentage of response matches, user feedback data, most frequently asked questions and all other factors that provide user and usability information.

SOW Task Area: 7. Production Operations Requirements (46 Requirements)

SUBTASK: 7.1 DAILY OPERATIONS (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.1-01	The Contractor will provide Production Operations Services to support the daily operation, maintain BenefitsCal application availability, perform scheduled System operations and maintenance to meet the CalSAWS business and technical requirements and service levels, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-7.1-02	The Contractor will configure and maintain BenefitsCal AWS Cloud WorkSpaces, including access control, auto-scaling and applications, in order to provide project users with remote access for various use cases. This configuration will be in accordance with the CalSAWS Access Control Policy, the CalSAWS Identity and Authentication Policy and any other applicable policies.
BC-7.1-03	The Contractor will provide ongoing analysis of Tier 3 BenefitsCal operations incidents and alerts, reporting the underlying causes and identifying improvement opportunities, including measuring corrective actions for success.
BC-7.1-04	The Contractor will, as directed by the Consortium, create and deliver a Root Cause Analysis (RCA) to the Consortium in accordance with the BenefitsCal Services Plan and the associated OWDs, which will include: 1. The identification and key event descriptions explaining the incident. 2. Information necessary to distinguish between root cause and causal factors. 3. Corrective actions to be taken. 4. The steps required to prevent reoccurrence.
BC-7.1-05	The Contractor will transition corrective actions into the CalSAWS continuous improvement efforts, measure corrective actions for success, and establish controls.
BC-7.1-06	The Contractor will comply with the BenefitsCal Services Plan and associated OWDs.

SUBTASK: 7.1 DAILY OPERATIONS (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.1-07	The Contractor will plan and coordinate shared environment access and usage with the Consortium and other CalSAWS Contractors, in compliance with the BenefitsCal Services Plan and the associated OWDs.
BC-7.1-08	The Contractor will support the Consortium and the Data Analytics Reports End Users, including addressing queries related to metrics, understanding how the Data is derived and can be used, and compiling and running queries.
BC-7.1-09	The Contractor will make available to the Consortium all Data including transactions, logs, Production Data and all other factors and resources.
BC-7.1-10	The Contractor will participate in all BenefitsCal-related troubleshooting efforts including the drafting and publishing of external communications and broadcasts in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.

SUBTASK: 7.2 APPLICATION PROGRAMMING INTERFACE OPERATIONS (6 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.2-01	The Contractor will conduct API interface operations and testing activities in cooperation and coordination with Consortium and other CalSAWS Contractors, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-7.2-02	The Contractor will adhere to all API interface protocols as documented in the BenefitsCal Services Plan and the associated OWDs.
BC-7.2-03	The Contractor will schedule API activities to occur at times that are mutually agreed upon in advance by the Consortium and the Contractor, which shall have the least impact on the CalSAWS System performance and the least disruption to User activity.
BC-7.2-04	The Contractor will monitor and report upon the processing of API interface transactions and review the logs of all API interfaces including exception/error logs.
BC-7.2-05	The Contractor will be responsible for resolving issues/defects that occur in the non-production environments that result in failed API interface transactions.
BC-7.2-06	The Contractor will be responsible for working with API interface partners in cooperation and coordination with Consortium and other CalSAWS Contractors, to resolve issues/defects that result in failed API interface transactions and user interface page transactions.

SUBTASK: 7.3 TIER 3 HELP DESK SUPPORT (12 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.3-01	The Contractor will perform BenefitsCal Tier 3 Service Desk activities, in cooperation and coordination with the Consortium, other CalSAWS Contractors and the BenefitsCal Technical Help Desk, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-7.3-02	The Contractor will provide BenefitsCal Tier 3 Service Desk Services for the CalSAWS Users, including the API(s) that support the CalSAWS BenefitsCal online services portal.
BC-7.3-03	The Contractor will staff the BenefitsCal Tier 3 Service Desk Mondays through Saturdays 7:00 a.m. – 6:00 p.m. Pacific Standard Time, except for Consortium Holidays and scheduled System downtime. CalSAWS Holidays are documented in the M&O Services Plan.
BC-7.3-04	The Contractor Tier 3 Service Desk Staff will be located in the United States. (The Consortium will not provide facilities for Contractor Service Desk Staff.)
BC-7.3-05	The Contractor will intake, prioritize, manage and resolve all BenefitsCal Tier 3 System issues reported by Service Desk or Project staff, including those escalated by the BenefitsCal Technical Help Desk which includes performing analysis, investigation, resolution, and closure activities for ServiceNow incidents.
BC-7.3-06	The Contractor will, in coordination with Tier 2 support Staff, manage BenefitsCal Tier 3 ticket resolution and Deficiency and defect fix implementation schedules.
BC-7.3-07	The Contractor will intake, prioritize, manage, and resolve all BenefitsCal Tier 3 Help Desk System application issues, including analysis, investigation, resolution, and closure activities related to application deficiencies and defects.
BC-7.3-08	The Contractor will be responsible to maintain appropriate and timely communications with the Consortium, and affected users, including items escalated from the BenefitsCal Technical Help Desk of all BenefitsCal Tier 3 incidents through resolution.
BC-7.3-09	The Contractor will be responsible to correct all BenefitsCal Tier 3 incidents within the scope of Contractor responsibility, meeting service levels and performance requirements.
BC-7.3-10	The Contractor will make recommendations, on an on-going basis, for improvements to the Tier 3 Service Desk to enhance service delivery and optimize costs, including measuring corrective actions for success. Implementation of changes is subject to Consortium review and approval.
BC-7.3-11	The Contractor will coordinate, as necessary, with Local County Tier 1 Help Desks through the Tier 1 Service Desk.
BC-7.3-12	The Contractor will, in coordination with Tier 1 and Tier 2 support Staff, manage BenefitsCal Tier 3 ticket resolution and coordinate fix implementation schedules with the Consortium, and other CalSAWS Contractors as applicable.

SUBTASK: 7.4 PRODUCTION OPERATIONS SUPPORT SERVICES (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.4-01	The Contractor will perform Configuration Management activities for Contractor configuration Items, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs. Contractor configuration Item Types include: 1. Plans, Processes and Standards 2. Requirements 3. Tool Based Documentation 4. Technical Work Products
BC-7.4-02	The Contractor will report and address all capacity issues that impact CalSAWS System performance requirements.
BC-7.4-03	The Contractor will perform technical Change Management activities as it applies to the deployment of CalSAWS technical changes, including and in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-7.4-04	The Contractor will perform configuration of software in AWS Cloud environments and support for automated deployments in all environments.
BC-7.4-05	The Contractor will be responsible for scheduling and controlling Software builds through different stages and environments, including testing, and deploying Software releases in accordance with the CalSAWS Integrated Development Environment (IDE) Version Release Technical Practices.
BC-7.4-06	The Contractor will, between baseline releases, execute SCRs or defect fixes to BenefitsCal Production as a priority release outside of scheduled Production releases.
BC-7.4-07	The Contractor will -manage the existing secure automated continuous integration/continuous delivery CI/CD pipelines for Software deployments to confirm repeatable continuous service delivery (approved pipelines and automation strategies include AWS Cloud Code Commit and Jenkins) including monitoring outcomes and with the approval of the Consortium, implementing continuous improvement.
BC-7.4-08	The Contractor will provide availability to the BenefitsCal training application in conjunction with provisioning access with CBOs including making the training application available to CBOs during defined periods in accordance with BenefitsCal Service Plan and OWDs.

SUBTASK: 7.5 PERFORMANCE MONITORING AND ALERTING (10 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-7.5-01	The Contractor will perform performance monitoring and alerting activities, in cooperation and coordination with the Consortium and other CalSAWS Contractors, consistent with the BenefitsCal Services Plan and the associated OWDs.
BC-7.5-02	The Contractor will monitor availability and performance and be available for troubleshooting 24 hours per day x 7 days a week to verify CalSAWS BenefitsCal Services are meeting service levels and performance requirements detailed in Section 13.3 of the Agreement and Attachment 2 to Exhibit A to the Agreement, Service Level Agreements (SLAs).
BC-7.5-03	The Contractor will prepare and provide materials for, and facilitate the mandatory BenefitsCal Monthly Performance Meeting, including a detailed review of the BenefitsCal Monthly Service Level Agreement Performance Report. Deliverable: BenefitsCal Monthly Service Level Agreement Performance Report
BC-7.5-04	The Contractor will investigate, verify, record, and report application-related nonperformance or unscheduled downtime in accordance with all service levels and performance requirements.
BC-7.5-05	The Contractor will be responsible for tuning and optimizing the performance of BenefitsCal within the scope of Contractor's responsibility.
BC-7.5-06	The Contractor will conduct - performance tests once every two months to align with major releases, and on-request performance tests, analyze issues and take corrective actions to optimize BenefitsCal performance.
BC-7.5-07	The Contractor will make available to the Consortium all Data gathered for usage metrics and errors, user hits, open service tickets, and all other factors and resources that impact BenefitsCal performance.
BC-7.5-08	The Contractor will develop, deliver, and maintain a performance dashboard used to monitor capacity and usage patterns that provides real-time Data on the health of BenefitsCal.
BC-7.5-09	The Contractor will develop and maintain the BenefitsCal performance dashboard using a commercial-off-the-shelf product or open-source product, with the Consortium's preference being the use of open source.
BC-7.5-10	The Contractor will, with input from the Consortium and all stakeholders, develop a public-facing summary report dashboard to be added to CalSAWS.org using a commercial-off-the-shelf product or open-source product, with the Consortium's preference being the use of open source which will follow the approved SCR process.

SOW Task Area: 8. Technology Recovery Requirements (12 Requirements)

SUBTASK: 8.1 TECHNOLOGY RECOVERY (8 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-8.1-01	The Contractor will develop, deliver, and maintain a BenefitsCal Recovery Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable. Deliverable: BenefitsCal Technology Recovery Plan
BC-8.1-02	The Contractor will execute the BenefitsCal Recovery Plan activities applicable to the Contractor upon declaration of a disaster or emergency by the Consortium.
BC-8.1-03	The Contractor will support the CalSAWS Infrastructure Contractor, the Cloud Services provider, and other CalSAWS Contractors as necessary, to re-establish BenefitsCal in the event the primary production deployment becomes unavailable, consistent with the Technology Recovery Plan, including: 1. Restoring and/or validating BenefitsCal application components. 2. Coordinating and assisting other CalSAWS Contractors in restoring CalSAWS Services.
BC-8.1-04	The Contractor will meet the performance and response time requirements, including Recovery Point Objective(s) and Recovery Time Objective(s), in Section 13.3 of the Agreement and Attachment 2 to Exhibit A to the Agreement, Service Level Agreements (SLAs).
BC-8.1-05	The Contractor will maintain alignment between the production deployment and application recovery components defined in the Technology Recovery Plan for all changes and releases.
BC-8.1-06	The Contractor will develop and deliver a detailed BenefitsCal Recovery Post Event Report after every declared disaster or emergency including: 1. An assessment of the response to the incident and improvement opportunities. 2. An assessment and recommendations for improvements to existing BenefitsCal Recovery documentation. 3. An assessment on performance against SLAs, recovery timeframes and downtime metrics.
BC-8.1-07	The Contractor will perform a BenefitsCal Recovery Test on a semi-annual basis based on a test plan that is approved by the Consortium and reflective of the Technology Recovery Plan, and in conjunction with the Consortium, Cloud Services provider and other CalSAWS Contractors, as applicable.
BC-8.1-08	The Contractor will deliver a BenefitsCal Recovery Test Report after the completion of each BenefitsCal Recovery Test.

SUBTASK: 8.2 BACKUP AND RESTORATION (4 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-8.2-01	The Contractor will configure backup and restoration functionality as well as perform backup and restoration activities, consistent with the BenefitsCal Services Plan and the associated OWDs, in cooperation and coordination with the Consortium and other CalSAWS Contractors.
BC-8.2-02	The Contractor will identify "in process" and "last fully processed" transactions and make the Data available to designated Consortium staff, as directed.
BC-8.2-03	The Contractor will restore all databases and transactions to the last fully processed transaction. The Contractor will support the Consortium with validating that backup transactions are complete.
BC-8.2-04	The Contractor will evaluate critical databases and files for corruption and Data integrity prior to the files being backed up.

SOW Task Area: 9. Security Requirements (61 Requirements)

SUBTASK: 9.1 RISK MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.1-01	The Contractor will perform Security activities, in cooperation and coordination with the CalSAWS Consortium and other CalSAWS Contractors, consistent with the System Security Plan and the associated OWDs.
BC-9.1-02	The Contractor will follow the CalSAWS policies and standards for all systems and work performed, including compliance with CalSAWS Privacy Security Agreements, applicable legal, statutory, and regulatory compliance obligations.
BC-9.1-03	The Contractor will adopt, enhance, maintain, deliver and execute the BenefitsCal System Security Plan, including security policies and procedures, and make these documents readily available for regular review with the Consortium and third-party reviewers. Deliverable: BenefitsCal System Security Plan
BC-9.1-04	The Contractor will review the System Security Plan and security policies annually, and as a result of CalSAWS System changes, update as necessary, to confirm its continuing alignment with the security strategy, effectiveness, accuracy, relevance, and applicability to CalSAWS Privacy Security Agreements, legal, statutory, or regulatory compliance obligations.
BC-9.1-05	The Contractor will demonstrate an understanding of the Consortium enterprise-wide security risk framework and must participate in Consortium managed security risk processes, including security incident readiness.
BC-9.1-06	The Contractor will provide a formal disciplinary or sanction policy for employees or Subcontractor Staff who have violated security policies and procedures. Employees and Subcontractors shall be made aware of what action might be taken in the event of a violation, and disciplinary measures must be stated in the policies

SUBTASK: 9.1 RISK MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	and procedures. The Contractor will provide signed acknowledgement statements from its current employees and Subcontractor Staff and will provide statements continuously for the life of the contract for any new employees or Subcontractor Staff.
BC-9.1-07	All Contractor and Subcontractor employees and Staff are required to complete CalSAWS Privacy Security Awareness Training, per the CalSAWS Security Awareness and Training Policy. Newly hired Contractors and Subcontractors must complete these trainings, and all Contractors and Subcontractors will complete the training annually thereafter.

SUBTASK: 9.2 CHANGE CONTROL AND CONFIGURATION MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.2-01	The Contractor will adhere to existing CalSAWS policies and procedures supporting business processes and implemented technical measures.
BC-9.2-02	The Contractor will confirm that security requirements are followed and updated as needed for new acquisition or Data changes (new Data) for physical or virtual applications, infrastructure, network, and systems components, or changes to operations and/or data center facilities that have been reviewed and pre-authorized by Contractor Management.
BC-9.2-03	The Contractor will confirm integrated or delegated business partners, adhere to the same security policies and procedures for Change Management, release, and testing as internal developers within the CalSAWS program.
BC-9.2-04	The Contractor will follow CalSAWS defined change control and security testing processes for testing and release management that focus on System availability, confidentiality, and integrity of systems and services.
BC-9.2-05	The Contractor will establish and document procedures, in the System Security Plan and/or associated OWDs, for maintaining system security and managing security-related risks when applying changes to all CalSAWS systems and services. Contractor must follow CalSAWS change approval process for all changes.

SUBTASK: 9.3 VIRTUALIZATION SECURITY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.3-01	The Contractor is responsible for protection, retention, and lifecycle management of audit logs, adhering to CalSAWS Privacy Security Agreements and applicable legal, statutory or compliance obligations and monitor user access to detect potentially suspicious network behaviors and/or file integrity anomalies, and to support forensic investigative capabilities in the event of a security breach.

SUBTASK: 9.3 VIRTUALIZATION SECURITY (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.3-02	The Contractor will maintain all BenefitsCal security system components while confirming they are configured to restrict and monitor traffic between trusted and untrusted connections. These configurations will be reviewed regularly by the Contractor and supported by a documented justification for use of all allowed services, protocols, ports, and by compensating controls.
BC-9.3-03	The Contractor will harden operating systems to provide only necessary ports, protocols, and services to meet CalSAWS business needs, and will implement supporting technical controls for antivirus, file integrity monitoring, and logging as part of the Contractor baseline operating build standard or template.
BC-9.3-04	Contractor must follow the CalSAWS policies to prevent movement of information from system components authorized for that data classification to system components not authorized for that data, such as production and non-production data. Contractor must provide appropriate security and protection from unauthorized access, damages and interference, disclosure, modification, destruction or interference of assets based on classification and information sensitivity.
BC-9.3-05	The Contractor will not design, develop, deploy, and configure Contractor-owned or managed (physical and virtual) applications, infrastructure system and network components in CalSAWS.
BC-9.3-06	The Contractor will prepare architecture diagrams which clearly define and identify data classification and data flows.
BC-9.3-07	Technical measures must be implemented and must apply defense-in-depth techniques (e.g., deep packet analysis, traffic throttling, and black-holing) for detection and timely response to network-based attacks associated with anomalous ingress or egress traffic patterns (e.g., MAC spoofing and ARP poisoning attacks) and/or distributed denial-of-service (DDoS) attacks.

SUBTASK: 9.4 THREAT AND VULNERABILITY MANAGEMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.4-01	The Contractor will establish procedures supporting business processes and implement technical measures to prevent the execution of malware on BenefitsCal Managed Hardware (i.e., issued workstations, laptops, and mobile devices) and IT infrastructure network and systems components.
BC-9.4-02	The Contractor will confirm procedures are established, and supporting processes and technical measures implemented, for timely detection of vulnerabilities within BenefitsCal infrastructure network and system components (e.g., network vulnerability assessment, penetration testing, application and infrastructure security scans) to confirm the efficiency of implemented security controls. Contractor must implement risk-based model for prioritizing remediation of identified vulnerabilities. Changes must be managed through the

SUBTASK: 9.4 THREAT AND VULNERABILITY MANAGEMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
	Change Management process for all Contractor-supplied patches, configuration changes, or changes to the CalSAWS System. The Contractor will provide the Consortium with Contractor policies and procedures for threat and vulnerability management and notify the Consortium of any weaknesses upon identification.

SUBTASK: 9.5 SECURITY INCIDENT MANAGEMENT (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.5-01	The Contractor will establish procedures, and implement supporting business processes and technical measures, to triage security-related events and provide timely and thorough incident management, as per established centralized SIEM, CalSAWS Privacy Security Agreements, and policies and procedures.
BC-9.5-02	The Contractor will establish and implement mechanisms to monitor and quantify the types, volumes, and costs of information security incidents.

SUBTASK: 9.6 DATA SECURITY AND INFORMATION LIFECYCLE MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.6-01	The Contractor will assign a classification to Data and objects containing Data, based on CalSAWS standards, by the Data owner based on Data type, value, sensitivity, and criticality to the organization.
BC-9.6-02	The Contractor will establish and document procedures for controls relevant to Contractor scope as documented in the System Security Plan, that support CalSAWS business processes and technical measures implemented, to inventory, document, and maintain Data flows for Data that is resident (permanently or temporarily) within the service's geographically distributed (physical and virtual) applications and systems components and/or shared with other third parties to ascertain any regulatory, statutory, or supply chain agreement compliance impact, and to address any other business risks associated with the Data. The Contractor will inform the Consortium of compliance impact and risk, especially if Consortium Data is used as part of the services.
BC-9.6-03	The Contractor will adhere to CalSAWS Privacy Security Agreements for electronic Data interchange, and Data that traverses public and or private networks.
BC-9.6-04	The Contractor will confirm Data is appropriately classified and protected from fraudulent activity, unauthorized disclosure, or modification to prevent a privacy security breach, contract dispute, or compromised Data.
BC-9.6-05	The Contractor will implement the necessary controls so that CalSAWS Production Data is not replicated or used in non-Production environments.

SUBTASK: 9.6 DATA SECURITY AND INFORMATION LIFECYCLE MANAGEMENT (7 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.6-06	The Contractor will comply with CalSAWS legal and regulatory requirements for de-identification of sensitive Data when Production Data is being masked for non-Production environments.
BC-9.6-07	The Contractor will adhere to CalSAWS policy and procedures for the secure disposal and complete removal of Data from all storage media, confirming Data is not recoverable by any computer forensic means.

SUBTASK: 9.7 IDENTITY AND ACCESS MANAGEMENT (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.7-01	The Contractor will confirm access to, and use of, audit tools that interact with the CalSAWS System and will be appropriately segregated with access restricted to prevent inappropriate disclosure and tampering of log Data.
BC-9.7-02	The Contractor will adhere to CalSAWS identity and access management policies.
BC-9.7-03	The Contractor will confirm access to the BenefitsCal developed applications, program, or object source code, intellectual property, and proprietary software is appropriately restricted following the rule of least privilege based on job function in accordance with established CalSAWS user access policies and procedures.
BC-9.7-04	The Contractor will establish and document procedures for controls relevant to Contractor scope as documented in the System Security Plan for permissible storage and access of identities used for authentication to confirm identities are only accessible based on rules of least privilege and replication limitation only to users explicitly defined as business necessary.
BC-9.7-05	The Contractor will manage user access (e.g., employees, Contractors, and Subcontractors) to Data and CalSAWS systems.
BC-9.7-06	The Contractor will authorize and revalidate Contractor users for entitlement appropriateness quarterly (in accordance with the CalSAWS Access Control Policy), to demonstrate the rule of least privilege based on job function.
BC-9.7-07	The Contractor will manage (revoke or modify) Contractor user access to Data and CalSAWS owned or managed (physical and virtual) applications, infrastructure systems, and network components, and notify the Consortium in a timely manner. User access revocation must be implemented in accordance with established CalSAWS policies and procedures and based on a user's change in status (e.g., termination of employment or other business relationship, job change, or transfer). The Contractor will provide a report of these changes to the Consortium.

SUBTASK: 9.7 IDENTITY AND ACCESS MANAGEMENT (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.7-08	The Contractor will implement controls to restrict Contractor user account credentials, confirming appropriate identity, entitlement, and access management in accordance with established CalSAWS policies and procedures: 1. Account credential lifecycle management from initiation through revocation. 2. Account credential and/or identity store minimization or re-use when feasible. 3. Adherence to CalSAWS FedRAMP acceptable and/or regulatory compliant authentication, authorization, and accounting (AAA) rules (e.g., strong/multi-factor, expirable, non-shared authentication secrets).
BC-9.7-09	The Contractor will restrict programs capable of potentially overriding system, object, network, virtual machine, and application controls.

SUBTASK: 9.8 INTEROPERABILITY AND PORTABILITY (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.8-01	The Contractor will participate in developing procedures, and mutually agreed upon provisions and/or terms to be established to satisfy CalSAWS for service-to-service API and information processing interoperability, and portability for application development and information exchange, usage, and integrity persistence.
BC-9.8-02	The Contractor will use an industry standard virtualization platform to ensure interoperability and portability.

SUBTASK: 9.9 APPLICATION AND INTERFACE SECURITY (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.9-01	The Contractor will design, develop, deploy and test the application and associated APIs in accordance with Open Web Application Security Project (OWASP) standards for web applications and the most current NIST standards and regulations for API best practices and adhere to CalSAWS Privacy Security Agreements, legal, statutory, and regulatory compliance obligations.
BC-9.9-02	The Contractor will implement identified CalSAWS Privacy Security Agreement requirements, contractual, and regulatory requirements prior to granting access to Data, assets, and information systems.
BC-9.9-03	The Contractor will adhere to all CalSAWS policies and procedures in support of Data security to include confidentiality, integrity, and availability across multiple system interfaces, geographic locations to prevent improper disclosure, alteration, or destruction.

SUBTASK: 9.10 FACILITY SECURITY (3 REQUIREMENTS)	
Unique ID	REQUIREMENT
BC-9.10-01	The Contractor will maintain a complete inventory of business assets, classifying them, according to CalSAWS policies, in terms of business criticality, service-level expectations, and business continuity requirements as well as documenting their assigned ownership.
BC-9.10-02	The Contractor will obtain authorization from the Consortium prior to relocation or transfer of Hardware, Software, or Data containing CalSAWS Data to any offsite premises or alternative Cloud infrastructure.
BC-9.10-03	The Contractor will adhere to CalSAWS policies and procedures for the secure disposal of equipment, including wiping solution and destruction process that renders recovery of information impossible. The erasure must consist of a full overwrite of the drive to confirm that the erased drive is securely stored until it can be destroyed.

SUBTASK: 9.11 ENCRYPTION & KEY MANAGEMENT (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.11-01	The Contractor managed keys must have identifiable owners (binding keys to identities) and key management policies must be established and implemented.
BC-9.11-02	The Contractor will establish and document procedures for controls relevant to Contractor scope as documented in the System Security Plan for the management of cryptographic keys in the service's cryptosystem (e.g., lifecycle management from key generation to revocation and replacement, public key infrastructure, cryptographic protocol design and algorithms used, access controls in place for secure key generation, and exchange and storage including segregation of keys used for encrypted Data or sessions). The Contractor will inform the Consortium of changes within the cryptosystem.
BC-9.11-03	The Contractor will develop and document procedures for controls relevant to Contractor scope as documented in the System Security Plan and implement supporting business processes and technical measures, for the use of encryption protocols for protection of sensitive Data in storage (e.g., file servers, and databases), Data in use (memory), and Data in transmission (e.g., System interfaces, over public networks, and electronic messaging) in accordance with CalSAWS applicable legal, statutory, and regulatory compliance obligations.
BC-9.11-04	The Contractor will implement platform and Data-appropriate encryption (e.g., AES-256) in open/validated formats and standard algorithms.
BC-9.11-05	The Contractor will separate key management and key usage duties.

SUBTASK: 9.12 HUMAN RESOURCES (9 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-9.12-01	The Contractor will return all Consortium-owned assets within the CalSAWS established period upon termination of Contractor or Subcontractor personnel.
BC-9.12-02	The Contractor will confirm roles and responsibilities for performing employment termination or change in employment procedures are assigned, documented, and communicated.
BC-9.12-03	The Contractor will confirm pursuant to local laws, regulations, and contractual constraints, all employment candidates, Subcontractors, and third parties are subject to background verification in accordance with this Agreement.
BC-9.12-04	The Contractor will enforce employment agreements that incorporate provisions for adherence to established CalSAWS Privacy Security Agreements and policies and which must be signed by newly hired or on-boarded workforce personnel (e.g., full or part-time employee, Subcontractor or contingent Staff) prior to granting workforce personnel with user access to CalSAWS facilities, resources, and assets.
BC-9.12-05	The Contractor will document, for the controls relevant to Contractor scope as documented in the System Security Plan, roles and responsibilities of the Contractor and its Subcontractors.
BC-9.12-06	The Contractor will confirm CalSAWS acceptable use policies and procedures for supporting business processes and technical measures implemented are reviewed and adhered to by the Contractor and its Subcontractors.
BC-9.12-07	The Contractor will confirm all Contractor and Subcontractor personnel are made aware of their roles and responsibilities for: 1. Maintaining awareness and compliance with established policies and procedures and applicable CalSAWS Privacy Security Agreements, legal, statutory, or regulatory compliance obligations. 2. Maintaining a safe and secure working environment.
BC-9.12-08	The Contractor will inform Contractor and Subcontractor personnel of their responsibilities and will consent and/or contractually agree to report all information security events per the Consortium Incident Response Policy.
BC-9.12-09	The Contractor will follow CalSAWS policies and procedures that require unattended workspaces used by Contractor and Subcontractor personnel to protect sensitive documents.

SOW Task Area: 10. Transition-Out Requirements (36 Requirements)

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.1-01	Transition-Out activities will begin six (6) months prior to the end of the Term and will conclude at the end of this Agreement.
BC-10.1-02	If the Consortium exercises its option to extend the Agreement Term, the extension will result in a delay of all Transition-Out activities for a commensurate period of time. The Consortium will work closely with the Contractor during this process and must approve all updates to the Contractor's Transition-Out approach and plans.
BC-10.1-03	Transition-Out activities of the Contractor will overlap with the Transition-In activities of the successor Contractor.
BC-10.1-04	The Contractor will provide any turnover assistance services necessary to enable the Consortium to effectively close out this Agreement and move the work to a successor Contractor or to perform the work.
BC-10.1-05	At the onset of the Transition-Out activities, the Contractor will notify the Consortium which individuals have been identified to serve on a Transition-Out Management Team and the start/stop timeframes.
BC-10.1-06	The Transition-Out Management Team will oversee the activities, completion, and implementation of all Transition-Out tasks specified in this Agreement and the Transition-Out Master Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.
BC-10.1-07	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Transition-Out Plan that will conform to the successor Contractor BenefitsCal TIMP and act as the Master Transition-Out document. Deliverable: BenefitsCal Transition-Out Master Plan
BC-10.1-08	The Contractor will align the BenefitsCal Transition-Out Plan to the Transition-In Contractor's BenefitsCal TIMP. The BenefitsCal Transition-Out Plan must address all the planned activities in the BenefitsCal TIMP and effectively provide the Transition-In Vendor with all required support to effectively execute the BenefitsCal TIMP and complete Transition-In.
BC-10.1-09	The Contractor will manage updates and changes to the BenefitsCal Transition-Out Plan (as needed) throughout the Transition-Out period.
BC-10.1-10	The Contractor will reach concurrence with both the Transition-In Contractor and Consortium as to when and how the Transition-In Contractor will assume design, development, and implementation responsibilities of new SCR releases, including releases that are not design-complete at the start of transition.
BC-10.1-11	The Contractor will plan, coordinate, and execute the Transition-Out activities of this Agreement with the Transition-In activities of the successor Contractor or the Consortium.

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.1-12	The Contractor will maintain Staff throughout the Transition-Out period to satisfy and maintain compliance with all performance standards and requirements of this Agreement.
BC-10.1-13	The Contractor will maintain the necessary subject matter experts to conduct the core activities through the entire 3-month transition to support the Transition-In Contractor, including: 1. Knowledge Transfer 2. Service and Function Migration 3. Transition Test and Validation 4. Transition Readiness and Cutover
BC-10.1-14	The Contractor will develop, deliver, and maintain a log of all problems, issues, and action items, including responsible parties, due dates and actions taken for Transition-Out tasks.
BC-10.1-15	The Contractor will reach concurrence with both the Transition-In Contractor and the Consortium and define a plan for closeout of all existing BenefitsCal Production defects and deliver code fixes to remediate recurring Data fixes. All fixes must be delivered to Production by the last release delivered by the Transition-Out Contractor.
BC-10.1-16	At the onset of the Transition-Out period, the Contractor will include Transition-Out weekly status reporting in accordance with the BenefitsCal PCD.
BC-10.1-17	Throughout the Transition-Out period, the Contractor's activities will include: 1. Implementing role and responsibility changes for the BenefitsCal support from the Contractor and the successor Contractor. These changes may occur throughout the course of the Transition-Out period. 2. Making BenefitsCal configuration changes necessary to accomplish the Transition-Out.
BC-10.1-18	The Transition-Out period will conclude upon Consortium Acceptance of the Final Closeout Report and Transition-Out Review.
BC-10.1-19	The Contractor will cooperate with and assist the Consortium and the successor Contractor(s) in end of Agreement changeover planning, preparation, testing, and transfer of BenefitsCal Services and BenefitsCal Data (as needed) to the successor Contractor or the Consortium.
BC-10.1-20	The Contractor will provide all BenefitsCal Data files in accordance with the approved BenefitsCal Transition-Out Plan, including metrics, data analytics, sentiment data and always survey data.
BC-10.1-21	The Contractor will work with the Consortium and the successor Contractor to define the format and layout of BenefitsCal Data files to be transferred to the successor Contractor and/or the Consortium.
BC-10.1-22	The Contractor will manage the transfer of ownership, or return of, all equipment owned by the Consortium or purchased by the Contractor on behalf of the Consortium.
BC-10.1-23	The Contractor will provide all Transition-Out media or transmissions in a secure and encrypted format.

SUBTASK: 10.1 TRANSITION-OUT PLANNING (26 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.1-24	The Contractor will provide the Transition-Out media in a readable and acceptable industry standard format approved by the Consortium.
BC-10.1-25	The Contractor will implement knowledge transfer consistent with the BenefitsCal Transition-Out Plan, which will include providing Documentation, conducting formal training or walkthroughs/demonstrations of operational processes and procedures, Q&A sessions, and job shadowing.
BC-10.1-26	The Contractor will participate in Transition Readiness Reviews and provide information on the actions taken to prepare the successor Contractor or the Consortium to assume responsibility for BenefitsCal support including Services, functions, or other items identified in the Transition-Out Plan.

SUBTASK: 10.2 TRANSITION-OUT WORK SCHEDULE (2 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.2-01	The Contractor will develop, deliver, maintain, and execute a BenefitsCal Transition-Out Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable, in accordance with the BenefitsCal Transition-Out Plan. Deliverable: BenefitsCal Transition-Out Work Schedule
BC-10.2-02	The Contractor will maintain and update the BenefitsCal Transition-Out Work Schedule through the completion of Transition-Out in accordance with the schedule management process in the CalSAWS Enterprise PCD.

SUBTASK: 10.3 TRANSITION-OUT TRAINING AND KNOWLEDGE TRANSFER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.3-01	The Contractor will conduct knowledge transfer and training activities as identified in the Transition-Out Master Plan and the Transition-Out Work Schedule, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable.
BC-10.3-02	The Contractor will update all Documentation and Deliverables identified in the BenefitsCal Transition-Out Documentation and Deliverables Assessment prior to beginning Transition-Out Training and Knowledge Transfer.
BC-10.3-03	The Contractor will provide training materials to be used in the walkthroughs, demonstrations, and systems training for prior written Acceptance by the Consortium.
BC-10.3-04	The Contractor will provide formal training sessions for the successor Contractor and/or Consortium staff. The training will be centralized around hands-on training, as determined by the Consortium.

SUBTASK: 10.3 TRANSITION-OUT TRAINING AND KNOWLEDGE TRANSFER (5 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.3-05	Prior to the start of Transition-Out Training, the Contractor will provide for Consortium approval with the following: 1. A schedule of planned training sessions, including length of sessions and locations. 2. Number of Contractor and/or Consortium staff to be trained per area. 3. Training methodology (include description of training material handouts and media format of this material).
SUBTASK: 10.4 PROJECT CLOSE OUT (3 REQUIREMENTS)	
UNIQUE ID	REQUIREMENT
BC-10.4-01	The Contractor will develop, deliver, and execute a BenefitsCal Agreement Closeout Plan, in cooperation and coordination with the Consortium and other CalSAWS Contractors as applicable. Deliverable: BenefitsCal Agreement Closeout Plan
BC-10.4-02	The Contractor will certify and provide evidence that all Agreement terms and conditions have been fulfilled, including: 1. The resolution of all documented Contractor-responsible BenefitsCal and Deliverable deficiencies associated with the present and any prior Deliverables in accordance with the Agreement terms. 2. The successful completion of all tasks and Deliverables for this milestone as specified in the Agreement Closeout Plan. 3. The successful completion of all other contractual obligations that were identified in the Agreement Closeout Plan.
BC-10.4-03	The Contractor will prepare and deliver a BenefitsCal Final Project Closeout Report. Deliverable: BenefitsCal Final Project Closeout Report