



PROJECT APPROACH AND COST (PAC)

44162 CD SOL TELEPHONE SYSTEM CHANGE COUNTY DIRECT AGREEMENT

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1 SCOPE OF WORK

The following document outlines the County Direct Agreement between Solano County and DXC Technology, as provided under the Separate Services and Products provision (Section 13) in the CalWIN Contract.

See inserted document for scope and estimated effort.

2 PROJECT RESOURCES FRAMEWORK

Throughout the lifecycle of this project, several County and Vendor resources will be utilized. Precise titles are not as important here as understanding the level of involvement and roles that are necessary to maximize the effectiveness of the defined project methodology and approach. It would be possible for one person to be involved with multiple roles.

2.1 VENDOR ROLES

Vendor Program Managers	Contractual and executive management representative for DXC
Vendor Project Manager	Delivery oversight and the focal point to the County
Vendor Order Tracking Manager	Individual responsible for order placement and tracking
Vendor Lead Architect	Technical leadership of the project team
Vendor Engineers and Consultants	Lead technologists, subject matter experts, project workforce

2.2 COUNTY ROLES

County Project Sponsor	Management representative for the County and designated project acceptor
County Project Liaison	Project focal point for all Vendor resources
County Site Manager(s)	Contact individual for each site. Assists with scheduling and site surveys. Familiar with site layout, workgroups, and able to obtain necessary technical/logistical information from groups within the County

2.3 WCDS ROLES

WCDS Administrative Deputy Director	Management representative for the County Direct requests
WCDS Project Liaison	Project focal point for all WCDS communications

PROJECT DELIVERABLE CHANGE LOG

The Project Deliverable Change Log is used to reflect changes to this project deliverable throughout the deliverable management lifecycle.

Version	Brief Description of Change	Date (mm/dd/yyyy)	Author/ Contributor/ Reviewer
0.1.0	Document Creation	11/27/2017	Kim Grimes
0.1.1	Document update	12/27/2017	K. Grimes
0.1.2	Document update	02/14/2018	K. Grimes
0.1.3			
0.1.4			

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3 EXECUTIVE SUMMARY

The Project Approach and Cost (PAC) combines the elements of the Definitions Document (DD) and Cost Feasibility Study (CFS). This document has been developed to define the project approach and incorporate the appropriate elements of costing. It includes the following major components:

- Scope including identified business requirements
- Cost (Price)
- Assumptions, Risks, Constraints
- Benefits
- Workarounds
- Alternatives, if applicable
- Critical Success Factors
- Training
- Quality Assurance Checklist
- Requirements Traceability Matrix

Minimal Governance

Solano County is changing from Cisco UCCX contact center solution to West Communications Cloud Contact Pro contact center solution. CalWIN's CTI server is currently connected to Solano's UCCX server using TCP port 12028 for monitoring the status of the County's call queues.

4 PROJECT APPROACH AND SCOPE OF CHANGE

This section provides detailed information regarding the nature of the change, project outcomes, business drivers and other relevant information as defined in the following sections.

4.1 PROJECT STAKEHOLDERS

Role	Name
Executive Sponsor	Jan Eastes
Deputy Director	Courtney Doyle
Product Owner	Kimberly Grimes
Project Manager	Bern Lannan
SMEs	Mark Havener

4.2 BUSINESS PROBLEM OR BUSINESS DRIVERS

Solano County is changing from Cisco UCCX contact center solution to West Communications Cloud Contact Pro contact center solution. CalWIN's CTI server is currently connected to Solano's UCCX server using TCP port 12028 for monitoring the status of the County's call queues.

4.3 CURRENT FUNCTIONALITY, IF APPLICABLE

N/A

4.4 REQUIRED FUNCTIONALITY

Contact CalWIN CRE will monitor the Automated Call Distribution (ACD) queue statistics by making API calls to West (Solano's Cloud Vendor) through the CalWIN network.

VOICE: Contact CalWIN will vector calls to the Solano County phone system, via the existing MPLS. The calls will be passed by the gateway to a cube router, as they do today, and then passed to a route point and workgroup in the West Call Center, which will determine which agent to route each call to.

IVR Language Code, County of Residence, and Call Tracking ID will also be transmitted when calls are being transferred.

CalWIN will transmit in real-time the following information from outside vendors for the Contact CalWIN sub-system-

- Agents logged in
- Agents available
- Calls in queue
- Estimated wait time, if available (mm:ss)
- Total active calls (in queue + talking to agent)

CalWIN will transmit automatically the following information from outside vendors for Contact CalWIN:

- Call entering the ACD
- Agent Answering Call
- Call Disconnecting
- Agent changing state (To capture agent wrap up time)
- Via an API request (typically called every 2 minutes)

Per the Design review - The State calls into the IVR in Tulsa, they enter specific information, County of Residence, Language and #tracking. Based off that information CalWIN IVR will transfer to SOL - these are consultative warm transfers, call is always anchored to the IVR in Tulsa. (English and Spanish.)

The IVR uses CTI -API connection to BPG, it uses specific statistics to see if an agent is available and based off specific SLA will initiate/ transfer the call to the CalWIN via Audio Codes Gateway that resides at the

county and connects to the county PBX via SIP, the dialed number is received by PBX and routed over to the agent etc. The call is transferred if an agent is available.

ACCESS CalWIN-

Inbound IVR calls will come into the County, be passed to the Audiocodes gateway, and sent to the IVR in the data center across the CalWIN network. Call "Zero out" transfers will pass the call back to the Audiocodes SIP SBC/gateway to the Cube Router/Cisco PBX which will work in conjunction with **West Call Center** to determine where to send calls. Outbound Balderas calls will be sent via the same Audiocodes gateway in the same way that we are doing with other counties.

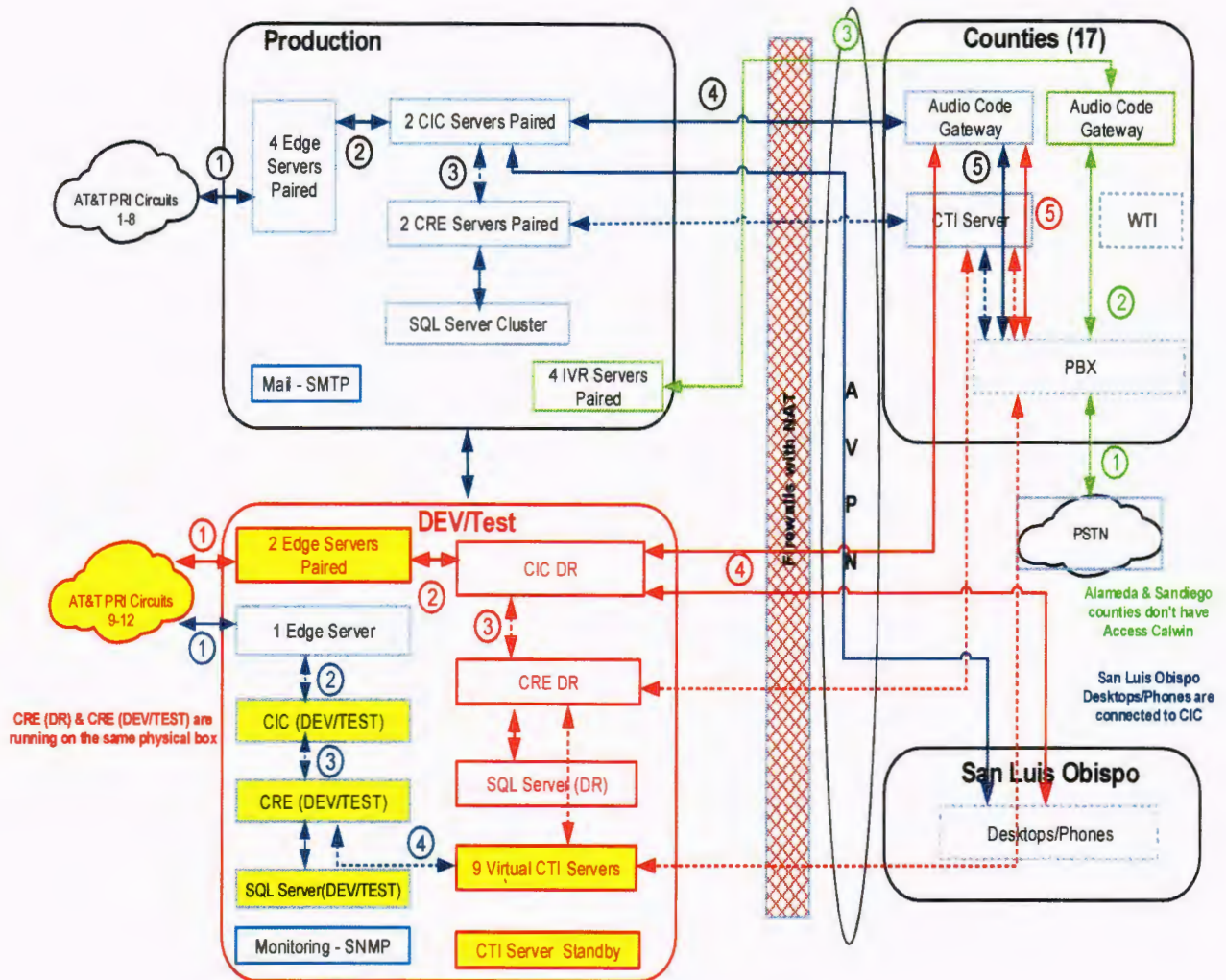
Gateways-

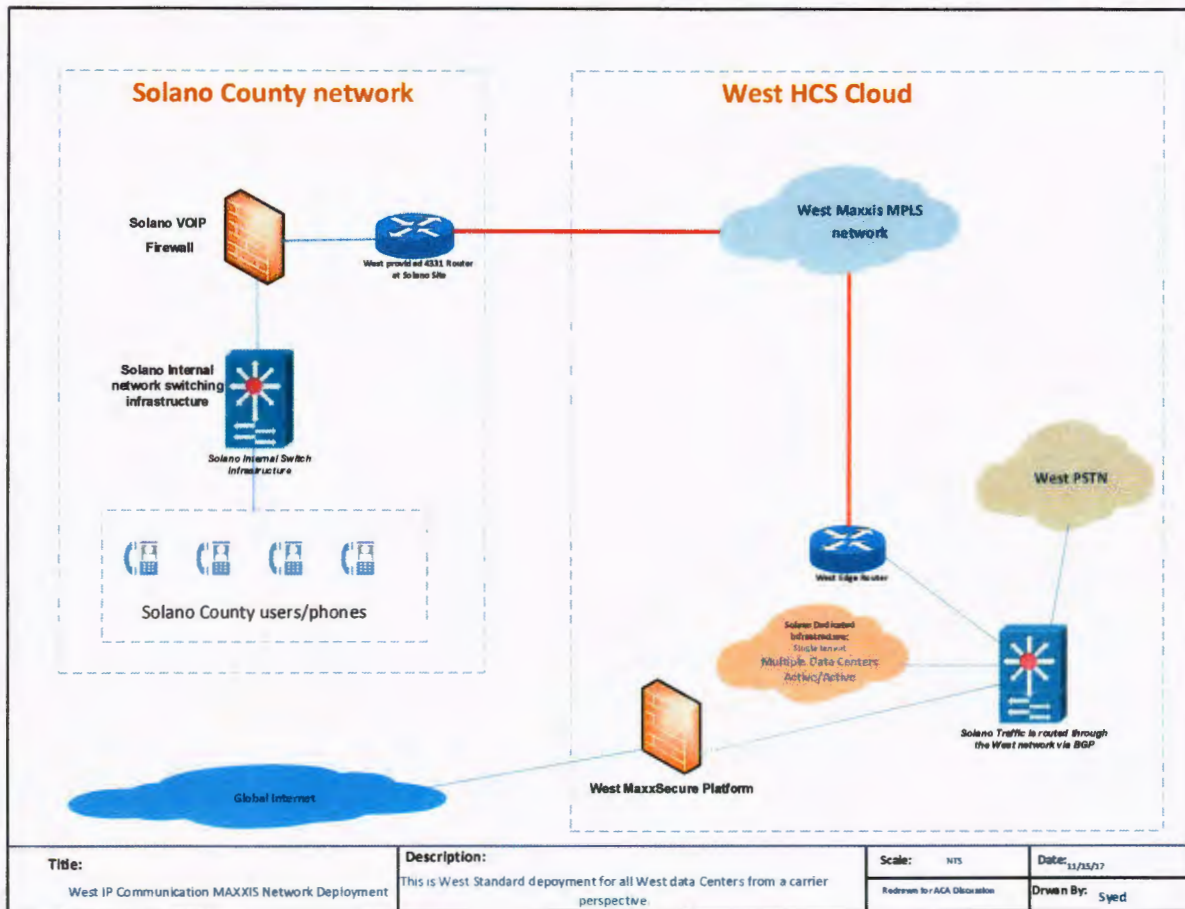
There is currently one gateway for Access CalWIN and one gateway for Contact CalWIN. Existing gateways will be re-used for this project and it is anticipated that no new gateways or WTI box will be required.

Overall Contact CalWIN Architectural Diagram for all counties

Logical Architecture - Contact CalWIN
Production – Disaster Recovery – CR6620

- Blue Boxes are components of Contact Calwin
- Green Boxes are components of Access Calwin
- Blue arrows depict Contact Calwin Call Flow
- Green arrows depict Access Calwin Call Flow
- Numbers depict sequence of Call Flow
- Red arrows depict DR





4.4.1 Population Impacted

Eligibility Programs	Population Impacted and a Description of the Affect	% of Population or Cases Impacted
N/A		

4.4.2 County Staff Impacted

County Position	Population Impacted and a Description of the Affect	% of Population Impacted
Solano Call Center Staff	DXC will schedule an after-hour time for a pre-determined duration to perform test and validation for Contact CalWIN and ACCESS CalWIN.	N/A

4.4.3 Workgroups Impacted

County Position	Population Impacted and a Description of the Affect	% of Population Impacted
N/A		

4.4.4 Programs Impacted

Program	✓	Description of the Affect
Adoption Assistance Program		No Expected Impact.
Approved Relative Caretaker (ARC)		No Expected Impact.
CalWORKs/RCA		No Expected Impact.
CalFresh		No Expected Impact.
CAPI		No Expected Impact.
Child Care		No Expected Impact.
CMSP		No Expected Impact.
County Specific		No Expected Impact.
Employment Services		No Expected Impact.
Foster Care		No Expected Impact.
General Assistance/General Relief		No Expected Impact.
Health Care – COV		No Expected Impact.
KinGap		No Expected Impact.
LIHP		No Expected Impact.
Medi-Cal		No Expected Impact.
Other (specify):		No Expected Impact.

4.4.5 Related Impacts

Proposals and Projects	Description of Potential Impacts to Counties
N/A	
Service Requests	
N/A	

4.4.6 Affected Groups

This section contains the Affected Groups for this project identified at the time of submission of this deliverable. This section will not be changed if there are changes identified in future phases of the project. If there is a Technical System Design (TSD), this will deliverable contain the final Affected Groups for this project.

Application Services	
Group	Effect Description
Data Access Services (DAS)	No Expected Impact.
Rules Engine (includes Corticon)	No Expected Impact.
Group - Eligibility	Effect Description
Authorization	No Expected Impact.
Benefit Issuance/Foster Care Issuance	No Expected Impact.
Benefit Recovery – BV	No Expected Impact.
EDBC – ARC	No Expected Impact.
EDBC – CalWORKs	No Expected Impact.
EDBC – CAPI	No Expected Impact.
EDBC – CalFresh	No Expected Impact.
EDBC - Foster Care/KinGap	No Expected Impact.
EDBC – GA/GR	No Expected Impact.
EDBC - Medi-Cal	No Expected Impact.
EDBC – Other	No Expected Impact.
EDBC – RCA	No Expected Impact.
Error Prone	No Expected Impact.
Kiosk	No Expected Impact.
Mass Update	No Expected Impact.
Redetermination – RRR	No Expected Impact.
Simulation	No Expected Impact.
Wrap-up	No Expected Impact.

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Group - Input, Interfaces and Inquiry	Effect Description
ACCESS CalWIN/IVR/VRU/FRTS	Provide oversight and validation of any changes needed to support ACCESS CalWIN for Solano County.
Alerts & Tracking	No Expected Impact.
Application Architecture	No Expected Impact.
Application Registration	No Expected Impact.
Appointment Scheduling	No Expected Impact.
Case Assignment	No Expected Impact.
Client Referral	No Expected Impact.
CalWIN Web Application (CWA) – Inquiry	No Expected Impact.
Contact CalWIN	Provide oversight and validation of any changes needed to support Contact CalWIN for Solano County.
Data Collection	No Expected Impact.
Employment Services	No Expected Impact.
General System	No Expected Impact.
Hearings	No Expected Impact.
History Maintenance	No Expected Impact.
Identity and Access Management	No Expected Impact.
Index Clearance	No Expected Impact.
Inquiry	No Expected Impact.
Inter-County Transfer (ICT)	No Expected Impact.
Interfaces	No Expected Impact.
Interfaces-Floating Views	No Expected Impact.
Interfaces - OSB	No Expected Impact.
Interfaces - Summary View	No Expected Impact.
Providers	No Expected Impact.
Reference Tables Maintenance (App Svcs)	No Expected Impact.

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Security (App Svcs)	No Expected Impact.
Traffic Log	No Expected Impact.
Group – Information Reporting	Effect Description
Business Intelligence	No Expected Impact.
Client Correspondence a. Notices b. Triggers c. Reason Code d. Exstream including Enterprise Content Management (ECM) e. Translations Required? f. Impact to CC Maintenance Modules?	No Expected Impact.
Fraud Referral Tracking System (San Diego County Only)	No Expected Impact.
Management Reporting a. Extracts b. Detail c. Summary	No Expected Impact.
Periodic Reporting	No Expected Impact.
Group – DBA	Effect Description
CalWIN Database - SQL Server	No Expected Impact.
Case Copy/Replication (DBA)	No Expected Impact.
CIS (County Information Server): a. CIS Data base schéma changes b. RT changes c. MR Extract changes	No Expected Impact.
Database objects (DBA) a. Database tables/columns b. Conversion SQLs c. Code SQL reviews d. Production SQL packs	No Expected Impact.

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Reference Tables Maintenance (DBA)	No Expected Impact.
a. New RTs	
b. Columns	
c. Rows	
d. Logic	
Group – Customer Experience	Effect Description
MyBenefits CalWIN	No Expected Impact.
MyBenefits CalWIN Mobile App	No Expected Impact.
General	
Group – Quality	Effect Description
Technical Writer	Update Training Deliverables.
Testing – System	Contact CalWIN team will provide a test plan and validate. Access CalWIN team will provide a test plan and validate.
Testing – Integration	No Expected Impact.
Operations	
Group – Operations	Effect Description
Batch & Production Support	No Expected Impact.
Capacity Planning	No Expected Impact.
Configuration Management	No Expected Impact.
System DBA Support	No Expected Impact.
Engineering	No Expected Impact.
Management	No Expected Impact.
Middleware & SW Support	No Expected Impact.
Network Services	No Expected Impact.
Security	No Expected Impact.
Storage	No Expected Impact.
Tuxedo	No Expected Impact.
UNIX/Linux Services	No Expected Impact.

Windows Services

No Expected Impact.

5 CRITICAL SUCCESS FACTORS

Critical Success Factor	Description of Expected Measurable Result
Calls from Contact CalWIN IVR system and calls transferred from ACCESS CalWIN IVR will continue to be transferred to Solano county's call center.	Calls will be transferred successfully.

6 TRAINING

Training Artifact	Training Type	High Level Description of Training
Release Notes and Highlights	Documentation	N/A
Online User Manual (OLUM)	Manual Update	N/A
Best Practice Guides (BPG)/User Guides (UG)	Manual Update	N/A

7 ASSUMPTIONS

7.1 GENERAL ASSUMPTIONS

This section documents the known assumptions (as of the submission of this document) associated with the delivery of the proposal/project. The following table provides a list of the assumptions:

Assumption Identifier	Assumption Category	Assumption Description
1.0	Timing	The actual release date is established by the PCB. This PAC's Target Release is valid based on an approval by Solano County by <u>04/30/2018</u> to begin the project. If the approval date is not met, then the Targeted Release will be reassessed during the Project

Assumption Identifier	Assumption Category	Assumption Description
		Initiation phase based on the actual time that the project was authorized to begin.
2.0	County Direct	County Direct Service Requests will not impact the M&O and the Counties Change Requests of the Systems for the Counties.
3.0	Technical	Architectural design for both Contact CalWIN and ACCESS CalWIN should be as consistent as possible for support purposes, unless there are significant factors (technical/business/cost) to override this.
4.0	Technical	When SOL "Goes Live" with Contact CalWIN and ACCESS CalWIN (tentatively planned for the September 2018 timeframe), for purposes of both Contact CalWIN and ACCESS CalWIN systems, SOL will use the West Cloud-based services for their Call Center and Agents.
5.0	Technical	No infrastructure software and network upgrades have been scoped as part of this change. They will need to be addressed in a separate change or the estimates, both cost and schedule, on this change will need to be revised to include any such changes.
6.0	Technical	No new environments will be added or setup as a result of this change.
7.0	Technical	No new CTI server will be provided for this change. The CTI Server will be provided by WEST Inc.

7.2 DELIVERABLE ASSUMPTIONS

The following is a list of deliverables to be completed during the delivery of this project.

Included (Yes/No)	Deliverable Name	Deliverable Assumption/Exception
Yes	Project Plan and Work Plan (PWP) – the Work Plan is the PPM schedule	Milestone Summary only
No	Functional Business Requirements (FBR) includes requirements and Acceptance Criteria from ALM	
No	Technical Specifications Document (TSD)	
Yes	System Test Plan (STP) – includes reference to test scripts in ALM	Testing will be performed by ACCESS/Contact CalWIN and West staff

Included (Yes/No)	Deliverable Name	Deliverable Assumption/Exception
Yes	System Test Results (STR) – includes reference to test runs and artifacts in ALM	Testing will be performed by ACCESS/Contact CalWIN and West staff
No	Training Documentation (TRN) – includes updates to BPGs, User Guides, and any training materials. The Training Documentation for the Release Project will include the Release Notes, Release Highlights, Technical Specifications Worksheet, and OLUM updates.	No changes to CalWIN application
No	Delivery Documentation – includes delivery documentation such as updates to Reference Table changes and the RRS Worksheets	No RT changes as part of this request
No	Post Implementation Report (PIR)	No changes will be implemented

8 CONSTRAINTS

The following table provides a list of the known business and technical constraints at the time of the submission of this document.

Constraint ID	Type of Constraint	Constraint Description
N/A		

9 BENEFITS

Is there a cost if the change is not implemented?	YES	NO
		X

N/A

10 RISKS

This section documents high level risks identified during the Business Strategy Meeting(s). If a risk identified in the proposal phase is still open when the project is triggered, the risk will be entered into the project in PPM. Throughout the project lifecycle, the project management team will maintain a list of risks in the Project and Portfolio Management (PPM) tool for the project. This list of risks will be reviewed and updated during the course of the project.

The following table summarizes the risks associated with this proposal at the time of submission of this document.

ID	Risk Title	Brief Description of Risk Impact	Overview of the Risk Response Strategy
N/A			

10.1 BENDS

BENDS Required (Y/N)	Brief Description of BENDS Need	Responsible Party for BENDS Development	Comments
N			

County	Contact
N/A	

11 +EXECUTIVE FINANCIAL SUMMARY

11.1 FINANCIAL SUMMARY

The following outlines the cost (price) associated with scope of changes for this request in the pricing format. This represents a fixed price unless otherwise noted. This price will expire 90 days from submission and may require revision if the project inception is delayed. Once a project is started, invoicing will however occur based on the billing table shown in Appendix C.

Work	Cost Subtotals	Cost Totals
Project Planning: Project Plan and Work Plan (PWP) <i>(Includes: Initiation of project, Project Plan and Work plan creation through formal approval, project management oversight through planning phase.)</i>	\$3,747	
Requirements Analysis: Functional Business Requirements (FBR) <i>(Includes: Document creation through to formal approval, any JAD, JRP, etc., project management oversight through FBR phase.)</i>	\$0	
Design: Technical System Design (TSD) <i>(Includes: Design, Design Walkthrough and Design document creation through to formal approval, project management oversight through the TSD phase.)</i>	\$0	

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Work	Cost Subtotals	Cost Totals
Test Planning: System Test Plan (STP) <i>(Includes: Test Plan document creation through to formal approval, code and unit test, unit test walkthrough, system test script creation, regression test script updates and refinement through formal approval, project management oversight through Test Plan phase.)</i>	\$2,465	
Testing: System Test Results (STR) <i>(Includes: Integrated test, system test and regression test execution and the capture of test results, development of test results documentation through formal approval, development of training and delivery document through to formal approval, project management oversight through implementation phase.)</i>	\$7,821	
Post Implementation Report (PIR): <i>(Includes: Development and delivery of the post implementation report deliverable.)</i>	\$0	
County Direct only UAT and Release Level Support Price <i>(State assumptions of price)</i>	\$0	
<u>DXC Effort Subtotal</u>		\$14,032
Other <i>(2-Single T1Gateway includes dual power supplies, WTI Box, Vendor services-testing and Cutover)- see Section 18 for details of work effort</i>	\$123,982	
Operational Support <i>(Ongoing, post-Release)</i>	\$0	
<u>Non-Effort Subtotal</u>		
<u>Grand Total</u>		\$138,014
<u>CalHEERS B Release Level Support</u> <i>(Included in grand total)</i>		\$0

11.2 TARGETED RELEASE TIMEFRAME

The following is the targeted release timeframe based on the current schedule, scope and budget. This timeframe may need to be revised if the project inception is delayed.

Suggested Target Release ID	Suggested Target Release Date	Comments and Rationale for Target Release
Not associated to CalWIN Release	September, 2018	DXC recommends waiting for Data Center Transition project to be complete.

12 QA CHECKLIST

12.1 AREAS OF IMPACT CHECKLIST

Question	Y/N	Notes								
1. Does CalWIN do this today?	N									
2. Would this change be the same for all eligibility programs or only specific ones?	N									
3. Would this change be the same for all employment services programs or only specific ones?	N									
4. Would there be any changes to how the windows currently look?	N									
5. Would the new information need to be collected on a new or existing window? If yes, has confidentiality been assessed? Follow the confidentiality guidelines below: <table border="1" data-bbox="230 995 802 1230"> <thead> <tr> <th>New Information</th><th>Security On</th></tr> </thead> <tbody> <tr> <td>Child window</td><td>No</td></tr> <tr> <td>Search window</td><td>No</td></tr> <tr> <td>Contains Client Information</td><td>Yes</td></tr> </tbody> </table>	New Information	Security On	Child window	No	Search window	No	Contains Client Information	Yes	N	
New Information	Security On									
Child window	No									
Search window	No									
Contains Client Information	Yes									
6. Would the change affect the functionality of the window's icons?	N									
7. Do any interface partners receive this information? If Yes, note which partners.	N									
8. Is this information reported on any Management Reports? If yes, which ones and what would change? Does the change affect BI or Advanced Analytics?	N									
9. Would the existing correspondence be affected or would new correspondence be required? If so, verify that correspondence is identified in the impacts.	N									
10. Does this change how eligibility is determined?	N									

Question	Y/N	Notes
11. Would the new information need to display on the CalWIN Web application?	N	
12. Are there end-user references to Food Stamps in the system components impacted by this CR?	N	
13. Were the WCDS Guiding Principles for Standardization considered in developing this change?	Y	
14. Evaluate impact to County Direct services.	N	
15. Will this require changes to the Software Report?	N	

12.2 DELIVERABLE CHECKLIST

QA Activity	Verified/Not Applicable	Notes
Correct deliverable template is used	Verified	
No sections were removed from deliverable	Verified	
Check title page for title, project reference, sponsor, owner, version, date	Verified	
Headers/footers are correct	Verified	
Table of Contents updated	Verified	
Sections/fields are completed (except the Approval section) or N/A entered if section is not applicable	Verified	
Template instructions removed	Verified	
Correct any obvious formatting inconsistencies	Verified	
Perform grammar/spell check	Verified	
If any clarifications needed, enter comments via Comment Log.	Verified	

QA Activity	Verified/Not Applicable	Notes
If there were any QA comments requiring rework, re-review deliverable after updates are made		

13 REQUIREMENTS TRACEABILITY MATRIX

The following table includes a list of Business Requirements included in the scope of this Project Approach and Cost. If there are existing business requirements that are being modified, retired, or replaced, the source for these business requirements is ALM. If the business requirement is new, the ALM reference information is N/A. These requirements were discussed and agreed upon during the Business Strategy Proposal phase.

Business Requirement	ALM Source Project	ALM Requirement Reference	Scope of Change for ALM Requirement
Calls transferred from Solano's ACCESS CalWIN will be transferred to Solano county's call center.	N/A		
Calls from Contact CalWIN system will transfer to Solano County's call center.	N/A		

14 ACCEPTANCE SIGNOFF

Acceptance Signoff for this deliverable (44235) is captured in the Project and Portfolio Management (PPM) tool via the Deliverable Management process.

15 APPENDIX A – DESIGN NOTES IF APPLICABLE

This Appendix includes design notes related to Reference Table (RT) Only changes.

15.1 CIS CHECKLIST

Will the Implementation of the CR be reasonably expected to:	Y/N?	If Y, then specify the impact description
1. Change the way the data is being saved, deleted, updated or stored in any table?	N	
2. Change the cardinality of any table relationships?	N	
3. Create new tables?	N	
4. Create new columns in existing tables?	N	
5. Change column attributes in existing tables?	N	
6. Obsolete existing tables?	N	
7. Obsolete existing columns?	N	
8. Change the use of existing columns?	N	
9. Change the way data in a column is calculated (for calculated fields)?	N	
10. Update existing records to accommodate the change?	N	
11. Change the meaning of existing RT values?	N	
12. Use hard-coded values entered in the databases that are not based on reference table values?	N	
13. Change the standard retention of data in any table?	N	
14. Require change to existing queries used to produce CalWIN management reporting extracts?	N	

Will the Implementation of the CR be reasonably expected to:	Y/N?	If Y, then specify the impact description
15. Require change to existing queries used to retrieve and display data on CalWIN screens?	N	
16. Affect the CIS daily and/or monthly file delivery process and timing?	N	
17. Change the format or structure of the CIS daily or monthly files?	N	
18. Change CIS daily or monthly file names at any level in the compression?	N	
19. Affect the standard Oracle-based CIS load process?	N	
20. Affect the typical growth of the database size?	N	
21. Are there Reference Table changes?	N	
22. Are tables being added to the CIS Subject Area? <i>(If Yes, indicate in the Impact Description whether the tables are added to all counties' download lists or whether a county needs to make the request).</i>	N	
23. CIS Deliverables (DDL/DML, RT Views, PDM) and CIS Training Manual package generated or updated?	N	

15.2 DATABASE CHANGES

The Database Services team completes this section. Complete the Database Changes table only for **approved** exceptions to the PAC usage criteria that include database changes. Otherwise, enter N/A.

Table	Column	Data Type	Service	Window ID	Window Title	Window Field	Calculated Field Detail *
N/A							

15.3 REFERENCE TABLES

The following six sections are completed for each reference table affected by the change.

In the event that this proposal is accepted and becomes a project:

- The RT Documentation template for each reference table affected by the change is also completed as part of the design deliverables.
- For existing tables, complete the reference request spreadsheet [RRS] for EACH reference table affected by the change as part of the design deliverables.
- For new tables, the RRS will be generated during the construction phase.

15.3.1 Table Information

```
select
'TABLE NAME - ' || REFR_TBL_PHY_NM || CHR(13) || CHR(10) ||
'LOGICAL NAME - ' || REFR_TBL_LGCL_NM || CHR(13) || CHR(10) ||
'SHORT DESC - ' || REFR_TBL_DESC || CHR(13) || CHR(10) ||
'MAINT LEVEL - ' || DECODE(MAINT_LVL_CD,
    'C','COUNTY', 'N','CONSORTIUM',
    'B','BOTH CONSORTIUM AND COUNTY',
    'S','SYSTEM') || CHR(13) || CHR(10) ||
'LEAD TRACK - ' || SUBSYS_NM || CHR(13) || CHR(10)
FROM RT_REFR_TBL A, RT_SUBSYS B
WHERE REFR_TBL_PHY_NM = 'RT_XXX'
AND A.MAINT_SUB_SYS_CD = B.SUBSYS_CD(+);
```

Table Name	N/A
Logical Name	N/A
Short Description	N/A
Maint. Level	N/A
Lead Subsystem	N/A

15.3.2 County-Updatable Columns and Default Values

SELECT

B.COL_LGCL_NM || ' - ' || B.COL_PHY_NM

FROM RT_REFR_TBL A, RT_COL B

WHERE A.REFR_TBL_PHY_NM = 'RT_XXXX'

AND A.REFR_TBL_ID = B.REFR_TBL_ID AND B.COL_UPD_SW = 'Y';

Column Name	Default Value
N/A	

15.3.3 Action Information

Actions to Be Taken on the Table		Explanatory Notes
1	If inserting or updating rows, give approximate number of rows to be inserted or updated.	N/A
2	If a new table is to be created, list the key fields and the attributes pertinent to the functionality being requested.	N/A
3	If an existing table is having its structure changed (new column, change existing column length or type, change primary key, etc.), describe the structure change.	N/A
4	If data is going to be inserted or updated, specify the effective begin date to be used for the new rows.	N/A
5	The standard for RTs is: - All updates will be accompanied by a change of effective begin date. - No updates will be done by overlaying / overwriting existing records or data.	N/A

	Actions to Be Taken on the Table	Explanatory Notes
	If a deviation from this standard is planned, note that in the FBR along with the reasons for the deviation.	
6	If any data conversion will be needed, note the requirement. Generally, data conversion is only needed if key values are being replaced.	N/A
7	If any SQLs will need to be created for the counties to execute – for example, to identify impacted cases – indicate the need.	N/A
8	If the counties will need to take any action in conjunction with this change request, note the requirement. (Some examples of county actions would include: making updates to consortium/county tables, scheduling an extra batch job run, running SQLs to identify the impacted cases, etc.) Note if these changes are required for the User Acceptance Testing (UAT) release, for the Production release, or both. This information must also be included in the Release Notes prior to the release.	N/A
9	For RTs that have “year” or “date” fields other than effective begin and end dates, and those date fields are used in the program logic to select the appropriate RT row, make a note of the special logic and document if/how this affects the RT change, the coding, and/or the testing.	N/A

15.3.4 Structure Information

RT structure changes are typically not permitted in the Project Approach and Cost (PAC) Process. In rare instances, an exception can be approved allowing a structure change to be completed with a PAC. If a structure change was approved, this structure information section will be completed. If there are no structure changes planned for this project, this section will indicated N/A.

Column Action <i>(Add Change Delete)</i>	Key Column Yes/No	Physical Column Name <i>(24 Characters Maximum)</i>	Logical Column <i>(Attribute Name - 50 Characters Maximum)</i>	Column Description for RT Help <i>(4000 Characters Maximum)</i>	Candidate Data Type / Length	Null/Not Null	Display Order	County Update-able Yes/No
N/A	No	USR_SELCT_SW	User Select Switch	Yes/No switch signifying if the user can select the entry.	CHAR(1)	Not Null		No
N/A	No	EFF_BGN_DT	Effective Begin Date	Date from which the information in the instance of this entity is effective.	DATE	Not Null		No
N/A	No	EFF_END_DT	Effective End Date	Date up to which the information in the instance of the entity is effective.	DATE	Null		No

15.3.5 Data Information

Only Consortium rows can be added, or updated. Some reference tables are only maintained by the Counties; some reference tables have rows maintained by the Consortium and also rows maintained by the Counties. In order to verify that a particular row is a Consortium row, do any one of the following:

1. Execute the following SQL to retrieve the county maint switch for the table rows. If the switch value is Y, only the counties can maintain the data; if the value is N, it is a consortium row and you can update it.



```
SELECT A.REFR_TBL_PHY_NM, B.CNTY_MAINT_SW, B.DATA_KEY, B.ROW_DATA
FROM RT_REFR_TBL A, RT_DATA B
WHERE A.REFR_TBL_ID = B.REFR_TBL_ID
AND A.MAINT_LVL_CD = 'B'
AND A.REFR_TBL_PHY_NM = 'RT_NCMP_GDCS_RSN';
```

2. Access the reference table in CubeD and click the download button to download the data in a spreadsheet. Check the County Value column on the Reference Table Data tab.
3. Access the reference table in the CalWIN application and view the data. Check the CNTY VAL SW column.]

Row Action (Change, Delete)	Key Value (If composite key specify all key column values)	Column Name and/or Row Key	Old Value	New Value
N/A				

Value 1	Value 2	Value n	County Action
N/A			

Pgm Cd	Actn Cd	Rsn Cd	NOA Rsn Cd	EDBC Sw	Usr Selct Sw	Eff Bgn Dt	Eff End Dt
N/A							

16 APPENDIX B – HOURS SUMMARY

This Appendix includes the summary of hours upon which the Financial Summary was based. The hours allocated in each area will be further refined during the creation of the work plan and are therefore subject to change.

ITEM	HOURS
Project and Work Plan (PWP)	26.3
Functional Business Requirements (FBR)	0
Technical System Design (TSD)	0
Coding and Unit Testing (CUT)	14.4
System Test Plan (STP)	2.9
System Test Results (STR)	54.9
Training Documentation (TRN)	0
Delivery Documentation	0
Post Implementation Report (PIR)	0
CalHEERS Release B	0
TOTAL*	98.5

**Footnote: "19.9" number of contingency hours is included in the estimated total.*

17 APPENDIX C – BENEFIT LINES

This Appendix includes the financial summary used to enter the Benefit Lines in PPM.

The following outlines the cost (price) associated with scope of changes for this request in the billing format. This represents a fixed price unless otherwise noted. This price will expire 90 days from submission and may require revision if the project inception is delayed.

Work	Cost Subtotals	Cost Totals
Project Plan and Work Plan (PWP) (10% of total price) <i>(Includes: Initiation of project, Project Plan and Work plan creation through formal approval, project management oversight through planning phase.)</i>	\$1,404	
Functional Business Requirements (FBR) (0% of total price) <i>(Includes: Document creation through to formal approval, any JAD, JRP, etc., project management oversight through FBR phase.)</i>	\$0	
Technical System Design (TSD) (0% of total price) <i>(Includes: Design, Design Walkthrough and Design document creation through to formal approval, project management oversight through the TSD phase.)</i>	\$0	
System Test Plan (STP) (45% of total price) <i>(Includes: Test Plan document creation through to formal approval, code and unit test, unit test walkthrough, system test script creation, regression test script updates and refinement through formal approval, project management oversight through Test Plan phase.)</i>	\$6,314	
System Test Results (STR) (45% of total price) <i>(Includes: Integrated test, system test and regression test execution and the capture of test results, development of test results documentation through formal approval, development of training and delivery document through to formal approval, project management oversight through implementation phase.)</i>	\$6,314	
Post Implementation Report (PIR) (0% of total price) <i>(Includes: Document creation through to formal approval, project management oversight through Post Implementation Phase.)</i>	\$0	
County Direct only UAT and Release Level Support Price <i>State assumptions of price:</i>	\$0	
<u>DXC Effort Subtotal</u>		\$14,032
Other (2-Single T1Gateway includes dual power supplies, WTI Box, Vendor services-testing and Cutover.) For more details of "other", see section 18	\$123,982	
Operational Support (Ongoing, post-Release)	\$0	
<u>Non-Effort Subtotal</u>		\$123,982
<u>Grand Total</u>		\$138,014

18 PROJECT COSTS

Please see Appendix C for detailed project costs. The “other” costs listed above include the following tasks-

ACCESS CalWIN

- Configuration of test transfer point
- Inbound Testing
- Call Transfer testing- 3 tests
- Outbound testing- 3 tests
- Engineering design
- Cutover

Contact CalWIN

- Configuration
- Network support
- CIC Changes
- Setup new server (.NET, connect to call center, connect to CRE web services)
- Authentication to call web service
- Agent API validation
- CRE stats
- Testing (Queue stats, Agent stats)
- Complete testing
- Engineering design IVR
- Cutover

19 COST ASSUMPTIONS

The following assumptions were made by the Vendor, or developed in conjunction with the County, for the creation of this document. Any decisions made by the County that may modify these assumptions may affect the cost, schedule or outcome of this project.

1. DXC reserves the right to create a Modification to this PAC for additional work effort and costs that may be required for additional testing efforts while testing with West, or in the instance of any delays from Solano County and/or West Network Solutions.

20 PAYMENT SCHEDULE – TERMS AND CONDITIONS

Solano County will be invoiced upon completion of the deliverables in Appendix C. In addition, the vendor services will be invoiced upon completion of the System Test Results deliverable. Payment is due within thirty days.

PROJECT APPROACH AND COST (PAC) 44162 CD SOL Telephone System Change Agreement

21 COUNTY DIRECT APPROVAL

Solano County agrees to the terms and conditions detailed in this County Direct Agreement.

Proposal Number - Title	44162 CD SOL Telephone System Change	Total	\$138,014
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County Authorized Signature	Date
Approver's Name	
Approver's Title	
Approver's Division/Department	
Approver's Phone Number	

APPROVED AS TO FORM
Office of County Counsel

By: Seemed to be the City
Date: 4/16/18

<u>Robert Panto</u>	<u>2/16/2018</u>
Account Business Manager Signature	Date
Account Business Manager	
Approver's Name - Title	
<u>Christopher Van Vlack</u>	<u>4/16/2018</u>
DXCS Authorized Signature	Date
Chris Van Vlack – CalWIN Account Executive	
Approver's Name - Title	
(916) 846-7356	
Approver's Phone Number	