



Stage 4 Project Readiness and Approval

California Department of Technology, SIMM 19 D.2 (Rev. 3.0.9, 2/28/2022)

4.1 General Information

- 1. Agency or State Entity Name:** 5180 - Social Services, Department of
If Agency/State entity not in the list, enter here with the [organization code](#).
[Click or tap here to enter text.](#)
- 2. Proposal Name:** **Housing and Homelessness Data Reporting Solution**
- 3. Department of Technology Project Number (0000-000):** 5180-221
- 4. S4PRA Version Number:** Version 1
- 5. CDT Billing Case Number:** CS48782
Don't have a Case Number? [Click here to get one.](#)

4.2 Submittal Information

- 1. Contact Information**
Contact Name: Daniel Heflin
Contact Email: Daniel.Heflin@dss.ca.gov
Contact Phone: 310-748-0840
- 2. Submission Type:** **New Submission**
If Withdraw, select Reason: [Choose an item.](#)
If Other, specify reason here: [Click or tap here to enter text.](#)
Sections Changed if an updated or resubmission (List all the sections that have changed.)
[Click or tap here to enter text.](#)
Summary of Changes (Summarize updates made.)
[Click or tap here to enter text.](#)

3. Attach [Project Approval Executive Transmittal](#) to your email submission.
4. Attach Final [Procurement Assessment Form](#) to your email submission.
5. **Conditions from Stage 3 Approval** (Enter any conditions from the Stage 3 Solution Analysis approval letter issued by CDT):
[Click or tap here to enter text.](#)

4.3 Contract Management

The Contract Manager must be a State Employee and should not be the Project Manager. Please complete the questions below in reference to the **primary solicitation**.

Is the Contract Management Plan complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose:** 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

1. [Contract Management Plan \(Approved\)](#): Yes

Status: [The Contract Management Plan has completed pre-review with Agency and CDT.](#)

2. **Has the role of Contract Manager been assigned, and has the Contract Manager reviewed and gained an understanding of the scope, activities, tasks, and deliverables of the contract?** Yes

If "No," briefly explain below why both have not been accomplished:

[Click or tap here to enter text.](#)

3. **Does the assigned Contract Manager understand the processes for post-award contract activities, including contract amendments, contract work authorizations, terms and conditions, and contract escalation/resolution?** Yes

If "No," briefly explain below why this has not been accomplished:

[Click or tap here to enter text.](#)

4. **Has a post-award kickoff meeting between the Contract Manager and state project team members been scheduled to align state and contractor expectations related to contract, budget, invoicing, requirements review, and contractor incentives?** Yes

If "No," briefly explain below why this has not been accomplished:

[Click or tap here to enter text.](#)

5. **Does the Contract Manager understand the Agency/state entity and federal processes, policy, and applicable procedures?** Yes

If "No," briefly explain below why this has not been accomplished:

[Click or tap here to enter text.](#)

6. **Does the Contract Manager have a plan to collect and assess contractor and project performance information on a regular basis (e.g., establish meetings with Project Managers, communication techniques)?** [Yes](#)

If “No,” briefly explain below why this has not been accomplished:

[Click or tap here to enter text.](#)

4.4 Organizational Readiness

Is the Implementation Management Plan draft complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose:** ‘Yes,’ ‘No,’ or ‘Not Applicable.’ If ‘No’ or ‘Not Applicable,’ provide the artifact status in the space provided.

1. **[Implementation Management Plan \(Draft\):](#)** No

Status: [To be submitted per agreed terms after conditional approval of Stage 4:](#)

[4.4 IMPLEMENTATION condition: draft \(60\), final \(90\) from contract execution](#)

2. **Does the Agency/state entity currently have a mature release management process with a repeatable and scalable testing methodology that supports all stages of testing (system, integration, security, performance, interfaces, regression, user acceptance, and accessibility)?** [Yes](#)

If “No,” briefly describe below the release management process that will be used to manage, plan, schedule, and control a software release through the different phases and environments, including testing and deploying software releases:

[Click or tap here to enter text.](#)

3. **Does the project team have a clear understanding of the areas of business (identified in Stage 1) that will be impacted by the project?** [Yes](#)

If “No,” briefly explain below how the Agency/state entity plans to educate the project team to ensure all members have a clear understanding of the impacted business areas by the project:

[Click or tap here to enter text.](#)

4. **Does the Agency/state entity have processes and methodologies in place to support Organizational Change Management (OCM) activities identified in Stage 2, Section 2.9 Organizational Change Management?** [Yes](#)

If “No,” briefly describe below how the Agency/state entity will perform OCM activities for this proposal:

[Click or tap here to enter text.](#)

5. **Does the Agency/state entity have dedicated knowledge transfer resources assigned to business process improvement or business process reengineering activities resulting from the new solution?** [Yes](#)

If “Yes,” specify the areas of business process improvement:

The resources assigned to business process improvement include a business analyst and subject matter experts from HHD and the Information Systems division. The team will identify the processes that will be impacted as a result of the new solution, including but not limited to data collection and reporting by external stakeholders, data validation, and performance measuring. Additional detailed To-be workflows will be developed and shared with impacted stakeholders. Training and communication of changes to relevant stakeholders will also be included.

If “No,” briefly explain below how the Agency/state entity will perform business process improvement or business process reengineering activities resulting from the new solution:

[Click or tap here to enter text.](#)

6. **Attach** Updated Project Organization Chart to your email submission.

4.5 Project Readiness

1. **Select the system development methodology you plan to use to design and develop the new system: Hybrid**

Provide a brief description of your methodology and reason for selecting it below:

The Information Systems Division (ISD) employs a Hybrid project management methodology that combines elements of waterfall and iterative methodologies. This allows the Project the flexibility to choose the approach best suited for each phase in the project lifecycle. For example, the Project has adopted a waterfall methodology during PAL planning process. Once the Project enters the project execution phase, ISD team works collaboratively with vendor team to adopt project implementation schedule and identifies milestones for the deliverables identified in the contract using optimal resources. Each deliverable developed by contractor goes through DED/DAD process and CDSS Contract Manger along with the Project Manager review the projects progress using sprint process.

Describe below the Agency/state entity’s past project experience using the system development methodology selected. If this methodology has never been used before, describe the training and staff development that will be provided to prepare staff to utilize this methodology.

The Department has successfully employed this Hybrid methodology in managing IT projects of various complexity from low to high. Specific projects that have successfully employed the hybrid methodology at CDSS include Human Resource Service Delivery (HRSD) a ServiceNOW implementation for HR functions; Guardian project, background check processing and AB 2119 Medical Foster Homes for Veterans legislative mandate for Community Care Licensing Division; and Appeals Case Management System to intake, process appeals for State Hearing Division.

2. **Has the Agency/state entity engaged the Office of Technology Services (OTech) for capacity planning and the development of the solution delivery timeline? Yes**

If “No,” and data center capacity planning and alignment services are needed, explain below the reason OTech has not been engaged and what is the alternative plan:

[Click or tap here to enter text.](#)

3. Have resource commitments been obtained for all those identified in the Resource Management Plan? Yes

If “No,” explain below why commitments have not been obtained and the plan to mitigate this risk:

[Click or tap here to enter text.](#)

4. Does the Resource Management Plan ensure resources are sufficiently committed to perform project activities if they are also committed to other responsibilities? Yes

If “No,” explain below how sufficient resource levels will be maintained for all project activities:

[Click or tap here to enter text.](#)

5. Have all identified project leads received at a minimum basic project management training? Yes

If “No,” explain how the Agency/state entity will educate the project team leads on project management basics:

[Click or tap here to enter text.](#)

4.6 Business Objective Valuation

- 1. Attach** the Requirements/Backlog Baseline and/or Deliverables Baseline to your email submission.
- 2. Insert your Objectives (ID, Objective, Metric, Baseline, and Target Result) from Stage 1 Section 1.7, along with changes and reason for changes, and assign a percent score value to each. The total of all scores should be 100%.**

Objective ID: 1.1

Objective: Improve CDSS process of participant-level data collection support, to address accuracy of data. Reduce CDSS staffing resource time to assist counties in the completion of Excel workbooks and troubleshooting broken workbooks. Reduction in staff time in tracking incomplete/late data, as well as tracking data errors, and notifying grantees of all data issues. This reduction in county support will allow CDSS to process data to meet programmatic needs more quickly.

Change and Reason for Change from Stage 1: To better reflect the current goal, the Project has updated the verbiage of the above objective to the following:

Improve data collection, reporting, data analysis and management processes for CDSS programs. Reduce CDSS staffing resource time to assist counties in the completion of Excel workbooks and troubleshooting broken workbooks. Reduction in staff time in tracking incomplete/late data, as well as tracking data errors, and notifying grantees of all data issues. Reduce grantee reporting workload and increase use of CDSS program data for improved

performance through use of integrated reporting system. This reduction in county support will allow CDSS to process data to meet programmatic needs more quickly.

Metric: Time to process county data in days per month (for all programs) (minutes/hours/days).

Baseline: Time spent to process data is approximately .7 FTE for all programs.

Target Result: Reduce by .4 FTE.

Valuation: 20%

Objective ID: 2.1

Objective: Streamlined system and organization of collected data that can be used for future data matching, and connections across other administrative data within and beyond CDSS.

Change and Reason for Change from Stage 1: The Project is updating the Target Result of matching from 3 times per year to 2 times per year. HHD has determined that this will be sufficient for their business needs.

Metric: Number of data matches done.

Baseline: 1 data match with HHD data to-date.

Target Result: Matching 3 times per year.

Valuation: 20%

Objective ID: 3.1

Objective: Reduce the time to enter HHD data by the end users and allow data to be collected and stored in a more organized, structured, and secure way.

Change and Reason for Change from Stage 1: N/A

Metric: Average time to collect and enter data and reduced time in setting up SFT access.

Baseline: 120 hours per month for large data sets, 80 hours for medium, 40 hours for small.

Target Result: Reduce by 50%. 60 hours for large, 40 hours for medium, 20 hours for small.

Valuation: 20%

Objective ID: 4.1

Objective: Reduce CDSS staffing resource time developing one-off data analysis along with manually tracking program progress and reduce delay in program management and oversight.

Change and Reason for Change from Stage 1: N/A

Metric: Time to process analyze and process disjointed data streams.

Baseline: Time spent to process data is approximately .5 FTE for each program.

Target Result: Reduce by .25 FTE.

Valuation: 20%

Objective ID: 5.1

Objective: Reduce CDSS staffing resource time manually engaging in each step of the grant process. This solution would allow for more effective and streamlined grant management process, including managing application, funding, and request/response processes.

Change and Reason for Change from Stage 1: The Grant Management requirement changed from Mandatory to Desirable, per the needs of the HHD (Program). The solution does provide this capability; however, it would need to be configured should HHD require this capability in the future.

Metric: Time to process analyze and process disjointed data streams.

Baseline: Time spent to process data is approximately .5 FTE for each program.

Target Result: Reduce by .25 FTE.

Valuation: 20%

TIP: Copy and paste or click the + in the lower right corner of the above seven fields to add multiple objectives.

4.7 Schedule Baseline

1. Schedule Summary

Project Execution Start Dates

Proposed Project Start Date (from most recently approved schedule/roadmap):
7/9/2024

Baseline Project Start Date: 7/5/2024

Variance: 1 month

Project End Dates

Proposed Project Finish Date (from most recently approved schedule/roadmap):
8/11/2027

Baseline Project Finish Date: 4/30/2025

Variance: 2 years, 4 months

2. Reason(s) for Variances

Provide reasons for any date variances: Phase 2 (External/Grantee Provisioning) is now combined with Phase 1 (Interface, Data Import, State Staff Provisioning). All expected deliverables from Phase 2 have been added to the respective deliverables of Phase 1. This has been vetted with the vendor and has significantly reduced our implementation timeline. In addition, HHD has began their OCM activities sooner and is prepared to meet this timeline with adequate resources and staffing.

3. Master Schedule and Key Milestones

Attach Master Schedule with highlighted Key Milestones to your email submission.

4.8 Cost Baseline

Is the Cost Management Plan complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose:** 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

1. Cost Management Plan (Approved): Yes

Status: The Cost Management Plan has completed pre-review with Agency and CDT.

2. Cost Summary

Total Planning Cost (One-Time)

Estimated Proposed Cost (from most recently approved FAW): \$1,135,319

Baseline Cost: \$1,057,534

Variance: \$77,785

Total Project Cost (One-Time)

Estimated Proposed Cost (from most recently approved FAW): \$4,793,286

Baseline Cost: \$1,428,047

Variance: \$3,365,239

Total Future Operations IT Staff and OE&E Cost (Continuing)

Estimated Proposed Cost (from most recently approved FAW): \$2,141,065

Baseline Cost: \$1,102,378

Variance: \$1,038,687

Total Cost

Estimated Proposed Cost (from most recently approved FAW): \$8,069,670

Baseline Cost: \$3,587,959

Variance: \$4,481,711

Annual Future Operations IT Costs (Annual M&O)

Estimated Proposed Cost (from most recently approved FAW): \$1,053,294

Baseline Cost: \$944,940

Variance: \$108,354

TIP: Baseline costs should match the submitted Financial Analysis Worksheet for Stage 4.

3. Reason(s) for Variances

Provide reasons for any cost variances: [The shortened Project Phase from 3 years to 1 year has significantly reduced the Total Project Costs. These costs are inclusive of licensing, implementation services, CDT costs, and staff resources. Therefore, less time in the Project Phase yields an overall reduction in project costs.](#)

4. Budget Change Proposal (BCP) Summary

Budget Request ID: [5180-112-BCP-2021-A1](#)

Budget Request Year (0000-00): [2021-22](#)

Requested Amount (specific to the project): [\\$183,000 per year to support \(1\) ITS I Position including OE&E and \\$50,000 one-time contract funding for the PAL processes.](#)

Status: [Supported](#)

Budget Bill Language (if supported): [Click or tap here to enter text.](#)

TIP: Copy and paste or click the + button in the lower right corner to add BCPs as needed (e.g., Planning and Project related).

5. Financial Analysis Worksheets (Baseline)

Attach Final FAWs to your email submission.

4.9 Primary Solicitation Results

1. **Attach** the approved Evaluation and Selection Report for the primary solicitation to your email submission.
2. **Attach** the proposed contract resulting from the primary solicitation to your email submission.
3. **Was one of the viable solutions in Stage 2 selected for final contract award?** [Yes](#)
If "No", please describe:
[Click or tap here to enter text.](#)
4. **Selected Vendor Name:** [Solutions Simplified](#)
5. **Contract Number:** [RFO #23-8011](#)
 - a. Contract Start Date: [6/30/2024](#)
 - b. Contract End Date: [6/30/2027](#)
6. **Total Contract Cost (without optional years):** [\\$2,458,083.60](#)
 - a. Optional Years (Number of Months): [24 months](#)

7. **Total Cost of Optional Years: \$1,369,481.40**

8. **Total Contract Cost (with optional years): \$3,827,565.00**

Are the following Project Management Plan Drafts approved by the designated Agency/state entity authority and available for the Department of Technology to review? **Choose:** 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided. These plans may be completed with the selected primary vendor.

1. **Configuration Management Plan (Draft):** No

Status: To be submitted per agreed terms after conditional approval of Stage 4:

4.9 CONFIGURATION condition: draft (30), final (60) from contract execution

2. **Data Management Plan (Draft):** No

Status: To be submitted per agreed terms after conditional approval of Stage 4:

4.9 DATA MANAGEMENT condition: draft (30), final (60) from contract execution

3. **Maintenance and Operations Transition Management Plan (Draft):** No

Status: To be submitted per agreed terms after conditional approval of Stage 4:

4.9 M&O TRANSITION condition: draft (60), final (90) from contract execution

4.10 Risk Register

Attach Risk Register to your email submission.

End of Stage 4 Project Readiness and Approval Document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 4 and all attachments in an email to ProjectOversight@state.ca.gov.

TIP: Use the Gate 4 Project Readiness and Approval Evaluation Scorecard ([SIMM Section 19-D](#)) as an internal tool to ensure a quality submission.

Department of Technology Use Only

Original "New Submission" Date: 5/24/2024

Form Received Date: 5/24/2024

Form Accepted Date: 5/24/2024

Form Status: Completed

Form Status Date: 06/17/2024

Form Disposition: Approved

Form Disposition Date: 06/17/2024