



Stage 4 Project Readiness and Approval

California Department of Technology, SIMM 19 D.2 (Rev. 3.0.8, 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:** Facility Management System

3. **Department of Technology Project Number (0000-000):** 5180-213

4. **S4PRA Version Number:** Version 3

5. **CDT Billing Case Number:** CS0031834

Don't have a Case Number? [Click here to get one.](#)

4.2 Submittal Information

1. **Contact Information**

Contact Name: Priya Bacharaja

Contact Email: Priya.bacharaja@dss.ca.gov

Contact Phone: 916-809-1362

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):
 1. Submission of an Agency approved Quality Management Plan prior to Stage 4 approval.
 2. Submission of an Agency approved Security Management Plan prior to Stage 4 approval.

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: **Completed**

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

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):** Yes

Status: Complete

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
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
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
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

We have an Organization Change Management contract with a vendor (Crowe) to complete business process reengineering and manage change.

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:

Iterative development methodologies

The iterative development approach for the FMS solution combines the best of the Agile delivery method and end-to-end testing process.

During the Iterate phase, scrum teams—led by the Scrum Master will run iterative sprints based on selected user stories. The scrum teams will consist of the Scrum Master, the product owner or product owner proxy, business analysts, developers, and testers.

At the end of each sprint, the team will facilitate a live demonstration of the functionality for the FMS Product Owner. In the iterative development methodology, unit and system testing occurs during the development sprint. After the last sprint, system integration testing, end-to-end testing, usability testing, and finally user acceptance training (UAT) with FMS stakeholders will commence. This iterative methodology will allow CDSS to interact with the system as it is being built, and then validate the functionality through end-to-end regression and security testing before it goes live.

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.

While CDSS is embracing the iterative- development across multiple projects and has varying levels of maturity, the FMS team has been using the methodology as part of the data migration activities. The business and technical stakeholders have attended Agile training focusing FMS project, and an ancillary contract for an FMS Project dedicated Agile coach is in progress. As part of the RFP SOW, the contractor is required to establish the process and training for implementing the methodology. The tools required for the development methodology will be identified, configured and training will be provided by the vendor.

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

CDSS project team actively worked with CDT, PAO, OSTP and their partners to develop solution development, planning and timelines for Facility Management System.

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

Besides the existing resources assigned to the project planning phase, additional resources have been identified for implementation and requested in FY 25/26 BCP.

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

Yes

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

Yes

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
Objectives	Increase efficiencies in program operations by securing a system that will streamline processes and improve resource utilization.
Metric	Amount of business processes performed in legacy systems.
Baseline	All current business processes.
Target	75% reduction in legacy system usage within one year of implementation, with remaining 25% decrease in legacy system in year two.
Measurement Method	Yearly post-implementations audits and reports.

Objective ID	1.2
Objectives	Reduce by 30% the review time of facility license applications through an automated submission process using a guided workflow that requires completed fields. This will allow more applications to be processed and eliminate the backlog of applications.
Metric	Average time it takes to process an application
Baseline	12.5 hours
Target	8.75 hours
Measurement Method	Performance Dashboard Summary

Objective ID	1.3
Objectives	Determine if multiple facilities are owned by the same person or entity and have similar areas of noncompliance or financial irregularities to track business integrity.
Metric	Ability to identify, track and receive alerts to issues from multiple facilities owned by same person or entity.
Baseline	No functionality
Target	Functionality
Measurement Method	Business rules

Objective ID	1.4
Objectives	Unlicensed facility feature does not exist in current system. This issue is specific to Child Care, and Adult and Senior Care Facilities. Develop a method to identify and track unlicensed facilities through licensure or closure.
Metric	Unlicensed facility identification and tracking functionality in Facility Management System.
Baseline	No functionality
Target	Functionality
Measurement Method	Business rules

Objective ID	1.5
Objectives	Reduce the backlog and increase efficiencies in complaint processing, including unlicensed facility complaints, through enhanced automation that distributes the complaint based on the severity of the complaint and provides all documentation through the data system instead of paper files.
Metric	Average time it takes to process a complaint
Baseline	8.0 hours
Target	4.0 hours
Measurement Method	Performance Dashboard Summary

Objective ID	1.6
Objectives	Current data systems require multiple entries to process billing and payments for fees and penalties. A single integrated system will ensure the accuracy of the data and provide a platform allowing for online fee payment and electronic funds transfers that can be used by all areas of the department to ensure the efficient collection of payments for fees and penalties levied against the facilities.
Metric	Online fee capture functionality
Baseline	No functionality
Target	Functionality
Measurement Method	Business Rules

Objective ID	2.1
Objectives	Migrate towards a centralized database.
Metric	Number of self-service portals for external providers.
Baseline	0
Target	1
Measurement Method	Normalized Functional Database.

Objective ID	2.2
Objectives	Have licensing data stored in as few databases as possible.
Metric	Number of systems where licensing data stored.
Baseline	4
Target	2
Measurement Method	Development of model database for all licensing programs.

Objective ID	2.3
Objectives	Improved data access through single sign-on process and provide role-based security.
Metric	Dedicated access required for each system to sign-on.
Baseline	4
Target	1
Measurement Method	Single sign-on process using modeled database.

Objective ID	3.1
Objectives	Increase state-to-state information sharing relations to better scrutinize persons or organizations with histories of out of state non-compliance for determination of licensure.
Metric	# of states sharing information in repository.
Baseline	0
Target	25
Measurement Method	# of out of state system access agreements.

Objective ID	3.2
Objectives	Expand the notifications that tell a worker if an individual has an Administrative Action in any jurisdiction.
Metric	Notification type
Baseline	Flag on record in database, or no flag.
Target	Pop up notification or email.
Measurement Method	Target notification or email is created.

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, most likely Stage 2): [8/30/2024](#)

Baseline Project Start Date (Stage 4): [5/30/2025](#)

Variance between most recently approved schedule most likely Stage 2), and Baseline Cost (Stage 4): 9 months

Project End Dates

Proposed Project Finish Date (from most recently approved schedule/roadmap, most likely Stage 2): [8/31/2026](#)

Baseline Project Finish Date: [4/14/2027](#)

Variance between most recently approved schedule (most likely Stage 2), and Baseline Cost (Stage 4): [8 Months](#)

2. Reason(s) for Variances Provide reasons for any date variances:

The prime vendor evaluations and negotiations took longer than anticipated due to a prolonged offshore assessment and review process, which ultimately did not gain approval. Furthermore, the solution software licensing required thorough reviews by both CDT and the CDSS Legal Office before final approval of the Best and Final Offer (BAFO), contributing to delays that affected the overall project schedule.

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: Pre-reviews completed

2. Cost Summary

Total Planning Cost (One-Time)

Estimated Proposed Cost (from most recently approved FAW, most likely Stage 2):
\$15,803,688

Baseline Cost (Stage 4 FAW): \$11,412,455

Variance between most recently approved FAW (most likely Stage 2), and Baseline Cost (Stage 4): \$4,391,233

Total Project Cost (One-Time)

Estimated Proposed Cost (from most recently approved FAW, most likely Stage 2):
\$37,444,708

Baseline Cost (Stage 4 FAW): \$39,595,354

Variance between most recently approved FAW (most likely Stage 2), and Baseline Cost (Stage 4): -\$2,150,646

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

Estimated Proposed Cost (from most recently approved FAW, most likely Stage 2):
\$4,607,846

Baseline Cost (Stage 4 FAW): \$5,570,103

Variance between most recently approved FAW (most likely Stage 2), and Baseline Cost (Stage 4): \$962,257

Total Cost

Estimated Proposed Cost (from most recently approved FAW, most likely Stage 2):
\$57,856,242

Baseline Cost (Stage 4 FAW): \$56,577,912

Variance between most recently approved FAW (most likely Stage 2), and Baseline Cost (Stage 4): \$1,278,330

Annual Future Operations IT Costs (Annual M&O)

Estimated Proposed Cost (from most recently approved FAW, most likely Stage 2):
\$3,962,231

Baseline Cost (Stage 4 FAW): **\$5,570,103**

Variance between most recently approved FAW (most likely Stage 2), and Baseline Cost (Stage 4): \$1,607,872

TIP: Baseline costs match the Stage 4 Financial Analysis Worksheet (FAW).

Reason(s) for Variances

Provide reasons for any cost variances: [Click or tap here to enter text.](#)

Budget Change Proposal (BCP) Summary

3. Budget Request ID: [Click or tap here to enter text.](#)

Budget Request Year (0000-00): **2025-26**

Requested Amount (specific to the project): **\$23,284,000**

Status: **Pending**

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).

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:** **Accenture LLP**

5. **Contract Number:** **24-3086**

a. Contract Start Date: **5/30/2025**

b. Contract End Date: **5/29/2028**

6. **Total Contract Cost (without optional years):** **\$27,772,872.08**

a. Optional Years (Number of Months): **2 separate 24 month options for a total of 48 months**

- 7. Total Cost of Optional Years: \$7,094,052.63
- 8. Total Contract Cost (with optional years): \$34,866,924.71

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): Yes
Status: Complete
- 2. Data Management Plan (Draft): Yes
Status: Complete
- 3. Maintenance and Operations Transition Management Plan (Draft): Yes
Status: Complete

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: 4/22/2025 **Form**

Received Date: 4/22/2025

Form Accepted Date: 4/22/2025

Form Status: Completed

Form Status Date: 06/5/2025

Form Disposition: Approved

Form Disposition Date: 06/5/2025