

COUNTY OF MONTEREY
Amendment #1 to Agreement #A-16093
Northwoods Consulting Partners, Inc

THIS AMENDMENT is made and entered into by and between the County of Monterey, a political subdivision of the State of California, (hereinafter, "COUNTY"), and the Northwoods Consulting Partners (hereinafter, "CONTRACTOR").

WHEREAS, the COUNTY and CONTRACTOR entered into an agreement for access to Traverse software for a content collection and case discover system that is integrated with case data for Family & Children's and Adult & Aging services for a term of December 10, 2022 through December 9, 2025 in the amount of \$1,353,480 (hereinafter, "Original Agreement").

WHEREAS, the parties wish to amend the agreement via Amendment #1 to **add \$265,000**, for a new total contract amount of **\$1,618,480** and revise the scope of work to **include relaunching its Traverse solution amongst Department of Social Services staff and enable new Traverse functionality with no change to the contract term.**

NOW THEREFORE, the parties agree to amend the Agreement as follows:

The Agreement is hereby amended on the terms and conditions as set forth in the original Agreement incorporated herein by this reference, except as specifically set forth below.

1. **Section 2.0, "PAYMENT PROVISIONS"** is hereby amended as follows: "County shall pay the CONTRACTOR in accordance with the payment provisions set forth in **Exhibit GG**, subject to the limitation set forth in the Agreement. The total amount payable by County to CONTRACTOR under this Agreement shall not exceed the sum of **\$1,618,480**".
2. **Section 4.0, "SCOPE OF SERVICES AND ADDITIONAL PROVISIONS"** is hereby amended as follows: includes the new **Exhibit E-1** which reflects the additional Scope of Work.
3. **Exhibits E-1** provides the additional Scope of Work.
4. **Exhibit FF replaces Exhibit F** and reflects the addition of **\$265,000 for a Traverse Relaunch of Professional Services and a 3 Year Grand Total of one million, six hundred eighteen thousand, four hundred eighty dollars (\$1,618,480)**
5. **Exhibit GG replaces Exhibit G** and reflects the addition of **\$265,000 Fixed Firm Professional Services – Due upon execution of Amendment 1** in the "Payment Terms" table.
6. Except as provided herein, all remaining terms, conditions and provisions of the Agreement are unchanged and unaffected by this Amendment No. 1 and shall continue in full force and effect as set forth in the Agreement.
7. A copy of this Amendment No. 1 shall be attached to the Agreement.

IN WITNESS HEREOF, the parties hereby execute this amendment as follows:

COUNTY OF MONTEREY:

By:

Lori A. Medina
DSS Director

Date: _____

CONTRACTOR:

Northwood Consulting Partners, Inc.

DocuSigned by:
By: Dave Minning
445E7953A3DF496
(Chair, President, Vice President)

Dave Minning
(Print Name & Title)

Date: 2/8/2024 | 1:01 PM PST

Approved as to Form:

DocuSigned by:
Anne Breerton, County Counsel
07025F3AA36B4A4...
Deputy County Counsel

Date: 2/8/2024 | 2:53 PM PST

By: _____
(Secretary, CFO, Treasurer)

(Print Name and Title)

Date: _____

Approved as to Fiscal Provisions:

DocuSigned by:
Patricia Ruiz
E70EF64E57454F6...
Auditor-Controller's Office

Date: 2/9/2024 | 7:46 AM PST



NORTHWOODS®

Exhibit E-1: Statement of Work

Traverse Relaunch

Presented to

Monterey, California
Department of Social Services

Document Version

Version 2.0

Date

December 15, 2023

Contact Information

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Objectives and Scope

Monterey County, California Department of Social Services (Monterey DSS) is seeking assistance with relaunching its Traverse solution amongst its staff and enabling new Traverse functionality.

To accomplish this objective, Northwoods Consulting Partners, Inc. (Northwoods) will provide Monterey DSS with focused professional services, as detailed throughout "[Work Requirements](#)."

Work Requirements

The work requirements authorized in this section are for the professional services necessary for successful project completion. Any additional activities not included in this section are considered out of scope.

Phase 1: Startup

Code #	Description	Responsible Party
1.1	Meet with the Monterey DSS Project Manager to discuss the Statement of Work's overall objectives and scope	Northwoods
1.2	Meet with the Northwoods Project Manager to discuss the Statement of Work's overall objectives and scope	Monterey DSS
1.3	Develop and submit a Baseline Project Schedule deliverable, which will be used to guide all work requirements associated with this Statement of Work.	Northwoods
1.4	Evaluate and approve the Baseline Project Schedule deliverable, signing the Baseline Project Schedule Acceptance document	Monterey DSS
1.5	Develop and submit a Communication Plan deliverable, which details how project activities will be discussed with and/or conveyed to Monterey DSS staff	Northwoods
1.6	Evaluate and approve the Communication Plan deliverable	Monterey DSS
1.7	Develop and submit an Implementation Plan deliverable, which will describe how Northwoods and Monterey DSS will jointly approach this project	Northwoods
1.8	Evaluate and approve the Implementation Plan deliverable	Monterey DSS

| Statement of Work | Traverse Relaunch



Code #	Description	Responsible Party
1.9	Develop and submit a Training Plan deliverable, which will detail how Northwoods and Monterey DSS will train Monterey DSS staff on how to utilize Traverse	Northwoods
1.10	Evaluate and approve the Training Plan deliverable	Monterey DSS
1.11	Provide Monterey DSS staff involved with this project (directors, supervisors, caseworkers, system administrators, etc.) with a kickoff meeting, delivered in conjunction with Monterey DSS leadership, that explains the goals of this project and outlines how this project will proceed	Northwoods
1.12	Assist Northwoods with delivering the kickoff meeting	Monterey DSS
1.13	Attend the project kickoff meeting	Monterey DSS

Phase 2: Design

Code #	Description	Responsible Party
2.1	Develop and deliver a Traverse end user survey to Monterey DSS staff, which will assist the Northwoods project team in determining how Monterey DSS staff are currently using the solution (as well as areas for improvement)	Northwoods
2.2	Assist Northwoods with developing and delivering the Traverse end user survey	Monterey DSS
2.3	Facilitate up to 15 business process analysis sessions with Monterey DSS subject matter experts (SMEs), as outlined within the approved Implementation Plan deliverable, to better understand how Monterey DSS currently uses Traverse (as well as agency best practices)	Northwoods
2.4	Attend business process analysis sessions, led by Northwoods	Monterey DSS
2.5	Analyze existing Monterey DSS' existing electronic forms library within Traverse, and work with Monterey DSS to jointly determine what electronic forms library modifications can be made (for example, creating new electronic forms, updating existing electronic forms to include exact match fields, etc.)	Northwoods
2.6	Assist Northwoods with analyzing Monterey DSS' existing Traverse electronic forms library	Monterey DSS



Code #	Description	Responsible Party
2.7	Perform a formal gap analysis utilizing the information gathered in the business process analysis sessions, which will involve reviewing Monterey DSS' existing business processes, mapping business processes to Traverse functionality, updating business processes to reflect how Monterey DSS will leverage Traverse, and determining Monterey DSS Traverse best practices	Northwoods
2.8	Develop and submit Gap Analysis Findings Document deliverable to Monterey DSS, which details existing business processes, recommendations for business process modifications, and recommendations for how Traverse can be further utilized by Monterey DSS staff	Northwoods
2.9	Present the Gap Analysis Findings Document deliverable to Monterey DSS stakeholders	Northwoods
2.10	Attend the Gap Analysis Findings Document deliverable presentation	Monterey DSS
2.11	Evaluate and approve the Gap Analysis Findings Document deliverable	Monterey DSS
2.12	Develop and provide Monterey DSS with a Solution Design Document deliverable, which formally captures Monterey DSS' Traverse configuration and business processes that will be redesigned as part of this project, as well as the information gathered as part of the formal gap analysis	Northwoods
2.13	Evaluate and approve the Solution Design Document deliverable	Monterey DSS
2.14	Provide Monterey DSS with up to 200 hours of Traverse forms design and/or re-design services using the Monterey DSS-provided manifest, which will empower Monterey DSS end users to more fully utilize Traverse forms	Northwoods
2.15	Re-configure Traverse as necessary, in accordance with new configuration requirements outlined within the approved Solution Design Document, to include additional content-type security, virtual print functionality, and enable the My Work feature	Northwoods
2.16	Deploy new Traverse electronic forms to the Monterey DSS production environment	Northwoods



Phase 3: Train

Code #	Description	Responsible Party
3.1	Develop and submit a Traverse Relaunch Training Schedule deliverable	Northwoods
3.2	Evaluate and approve the Traverse Relaunch Training Schedule deliverable	Monterey DSS
3.3	Provide a Traverse system administrator training session for designated Monterey DSS IT staff (inclusive of Traverse SSO training), instructing system administrators on Traverse features, configurable functionality, user management (inclusive of permissions), etc., as detailed within the approved Training Plan deliverable	Northwoods
3.4	Attend the Traverse system administrator training session	Monterey DSS
3.5	Develop a list of end users that will be involved in the Traverse relaunch and require access to Traverse (including new Traverse features)	Monterey DSS
3.6	Assist Monterey DSS with developing the list of end users involved with the Traverse relaunch (as necessary)	Northwoods
3.7	Provide Monterey DSS staff involved with the Traverse relaunch with a Traverse solution demonstration, re-introducing end users to Traverse and demonstrating new features (including Traverse Connect)	Northwoods
3.8	Attend the solution demonstration	Monterey DSS
3.9	Provide Monterey DSS staff with up to 8 instructor-led Traverse end user training sessions	Northwoods
3.10	Attend the instructor-led Traverse end user training sessions	Monterey DSS
3.11	Provide Monterey DSS end users with training session documentation, as detailed within the Training Plan deliverable	Northwoods
3.12	Provide Monterey DSS with a list of staff that attended Traverse training sessions	Northwoods
3.12	Deliver up to 20 Traverse Quick Reference Guides, which will assist Monterey DSS staff to connect Traverse functionality to agency business processes	Northwoods

| Statement of Work | Traverse Relaunch



Code #	Description	Responsible Party
3.13	Provide on-site and remote business integration support (BIS), occurring over 10 business days (5 days onsite, 5 days remote), to ensure Traverse is appropriately adopted and utilized by Monterey DSS staff	Northwoods
3.14	Conduct a coaching team working session to discuss long-term Traverse training, onboarding, and utilization best practices	Northwoods
3.15	Attend the coaching team working session	Monterey DSS

Phase 4: Closeout

Code #	Description	Responsible Party
4.1	Develop and submit an end-of-project Traverse end user survey, which will enable Monterey DSS to assess how the relaunched Traverse solution is being utilized by its staff	Northwoods
4.2	Assist Northwoods with developing and delivering the end-of-project Traverse end user survey	Monterey DSS
4.3	Present survey results to Monterey DSS leadership	Northwoods
4.4	Meet with the Monterey DSS Project Manager to review Statement of Work closeout and acceptance procedures	Northwoods
4.5	Meet with the Northwoods Project Manager to review Statement of Work closeout	Monterey DSS
4.6	Formally close out the Statement of Work	Northwoods
4.7	Accept the Statement of Work's completion and sign the " Statement of Work and Project Acceptance " portion of the Statement of Work	Monterey DSS



General Assumptions

The following assumptions are made in regard to the project:

- All project participants will provide the necessary resources (for example, human resources, facilities, and equipment) to complete assigned work activities within established timelines in the baseline project schedule.
- Monterey DSS will provide Northwoods with local and remote (VPN) network access and appropriate security privileges to application server(s) for the Northwoods project team to complete solution configuration work requirements. To facilitate an expedient project implementation, this access should be unescorted whenever possible.
- Monterey DSS HHS will provide:
 - Technical assistance as needed
 - Appropriate security and network access levels to all required support systems related to the project
 - Appropriate access levels, procedure documentation, and/or consultation for all supporting systems
- Monterey DSS will adhere to timeframes established in the mutually agreed upon Baseline Project Schedule. Deviations from the Baseline Project Schedule may result in additional service costs, change orders, and possible delays in the project.
- The Monterey DSS Project Manager or Monterey DSS Head Coach will coordinate activities for Monterey DSS resources (for example, personnel and facilities).
- Traverse is a commercially available software product. As such, suggestions for changes/enhancements to software source code may be considered for future releases, but implementation will not be contingent upon these changes.
- To support effective project management, Northwoods and Monterey DSS will adhere to the change management process established within "[Appendix A: Change Management](#)," the deliverable review and acceptance procedures established within "[Appendix B: Deliverable Review and Acceptance Procedures](#)," and the deliverable acceptance criteria established within "[Appendix C: Deliverable Acceptance Criteria](#)."
- Monterey DSS will adhere to requirements for Traverse single sign-on functionality, provided by Northwoods.
- Based on a mutually approved training schedule, Monterey DSS staff will attend scheduled training sessions. Northwoods is not responsible for delivering makeup training sessions.
- Any activities not explicitly included in "[Work Requirements](#)" are considered out of scope.



Statement of Work Acceptance Procedures

Following completion of the project, the Monterey DSS Project Sponsor, or authorized designee, will evaluate whether the items in the "[Work Requirements](#)" section have been successfully completed. If the final project meets the acceptance criteria, the Monterey DSS Project Sponsor, or authorized designee, will sign the Statement of Work within five business days to acknowledge acceptance of the project. If the Monterey DSS Project Sponsor, or authorized designee, does not sign the Statement of Work within five business days, the project will be deemed accepted by the customer.

Should the items in the "[Work Requirements](#)" section fail to be successfully completed, the Monterey DSS Project Sponsor, or authorized designee, will notify the Northwoods Project Manager of any deficiencies within five business days. The Northwoods Project Manager will then facilitate corrective action and notify the Monterey DSS Project Sponsor, or authorized designee, once corrective action is complete. If the Monterey DSS Project Sponsor, or authorized designee, does not notify the Northwoods Project Manager within five business days, the project will be deemed accepted by the customer.



Statement of Work and Project Acceptance

In accordance with the Statement of Work Acceptance Procedures, this Statement of Work will be deemed accepted once all the items in the "[Work Requirements](#)" section have been successfully completed.

Acceptance of the Statement of Work by Monterey DSS:

Signature

Title

Printed Name

Date

Final Acceptance of the Statement of Work by Monterey DSS:

Signature

Title

Printed Name

Date



Appendix A: Change Management

Many projects suffer from “scope creep,” “growing requirements,” and changes in plans that ultimately cause unnoticed slippage in the budget and schedule and loss of the control needed to deliver the intended work products according to specifications. Effective Change Management ensures that changes within the project are made in a consistent manner and that key stakeholders are informed of the state of the requested changes and the impact of those changes.

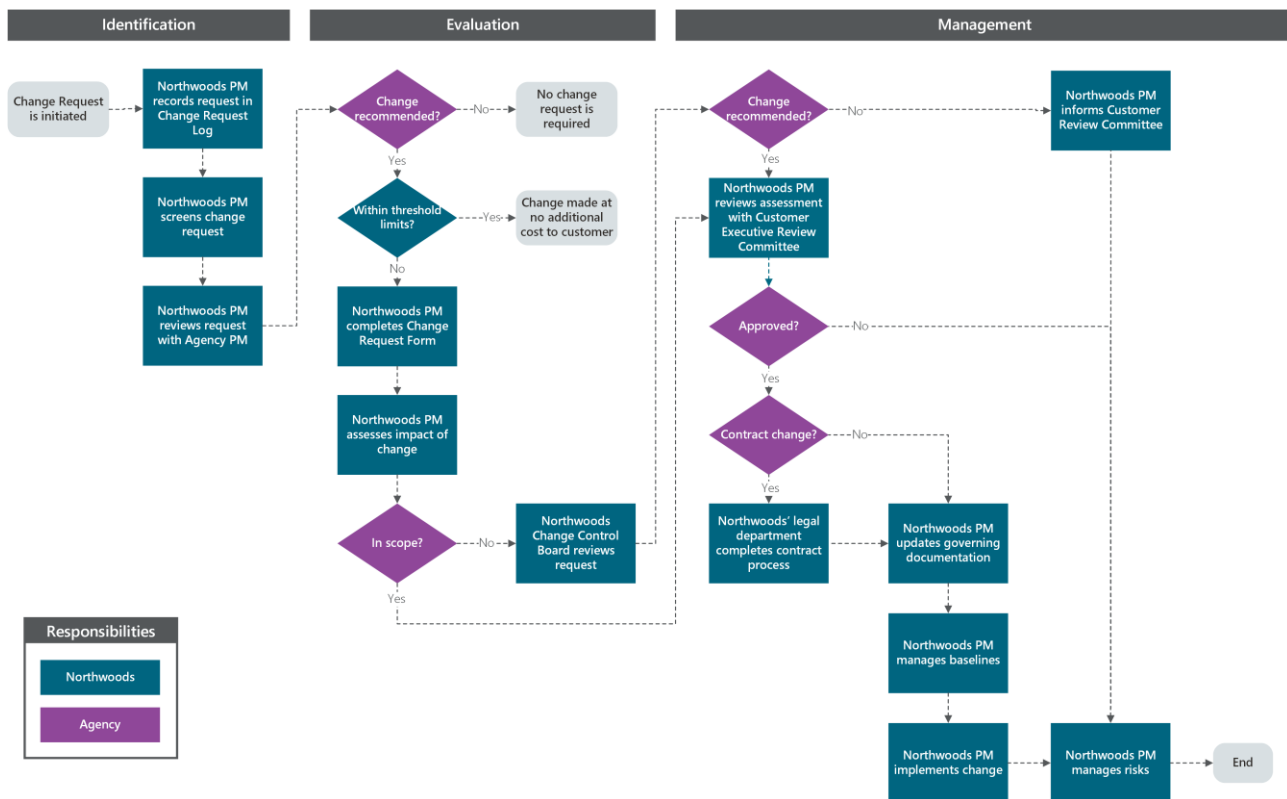
Change Control Process

The purpose of Northwoods’ Change Control Process is to ensure that changes within the project are made in a consistent manner and that key stakeholders are informed of the state of the requested changes and the impact of these changes. Whenever possible, the Northwoods project team works with Monterey DSS to identify in-scope workarounds for any out-of-scope requests.

The Change Control Process is a three-step process.

- Identification
- Evaluation
- Management

The following diagram represents the Change Control Process for the project.



Identification

A Change Request (CR) form is used to formally initiate a change request. Types of change requests to be initiated using this form include changes to the project.

Any project stakeholder can initiate a change request by submitting a Change Request (CR) form to the Northwoods Project Manager. The Northwoods Project Manager screens the request to determine whether or not there is adequate information for evaluation. The Northwoods Project Manager may request that more information be provided. Once enough information is available to assess the CR, the Northwoods Project Manager reviews the request with the Monterey DSS Project Manager, and they collectively decide if the change should be recommended for further evaluation.

Evaluation

The Northwoods Project Manager and the Monterey DSS Project Manager can jointly accept in-scope or out-of-scope changes whose impact does not exceed the following threshold limits:

- A delay of one or more days to any project deliverable, milestone, or scheduled project completion date
- Scope changes to any project deliverable
- Negative impact on the quality of a project deliverable
- Additional expenditures in excess of \$100 or additional project resources



- Requested changes/enhancements to project products

If the change request exceeds any of the established threshold limits, the Northwoods Project Manager evaluates whether the CR is within the overall scope of the project. If the requested change exceeds the threshold but is within scope of the project, the Northwoods Project Manager refers the CR to the Northwoods Project Management Office (PMO) for a decision. In instances for which the CR exceeds the threshold but is not within scope of the project, the Northwoods Project Manager refers the matter to the Northwoods Change Control Board (CCB), which determines if the change request is to be implemented. The Northwoods Project Manager communicates decisions by the PMO/CCB to the Monterey DSS Project Manager.

Management

The Northwoods Project Manager is responsible for implementing approved change requests and managing the risks associated with all approved or rejected change requests. The details surrounding all approved change requests expanding the scope of the project, are provided to each respective legal department to determine if such changes require a change to existing governing project documents or whether additional governing documents are required.



Appendix B: Deliverable Review and Acceptance Procedures

The tools, techniques, and procedures described in this section are used to create a clear and unambiguous definition of each project deliverable and of the process used to obtain acceptance of each deliverable. To be accepted, all deliverables must be:

- In accordance with the scope of work defined for this project
- Complete and ready for handover
- Reviewed and approved by the Monterey DSS Project Manager in accordance with the defined acceptance criteria for the respective deliverable

Review Methods

Depending on its classification, project deliverables are reviewed through formal evaluation, functional review, or walk-through inspection. The purpose of deliverable classification is to ensure each deliverable receives the appropriate level of review and acceptance based on the characteristics, complexity, and source of the deliverable.

- **Formal Evaluation:** The systematic process of evaluating whether a deliverable meets specifications. Formal evaluations are most appropriate for written deliverables that require review by multiple Monterey DSS SMEs.
- **Functional Review:** The informal and immediate review of a deliverable to gain immediate feedback about content or technical quality. Alterations to the deliverable often occur during the review. Functional reviews are most appropriate for written deliverables or performance-based deliverables within the area of expertise and/or responsibility of a single person or small work group.
- **Walk-Through Inspection:** The informal and immediate examination of material or equipment. The purpose is to validate the completion of a deliverable work activity. Walk-through inspections are most appropriate for performance-based deliverables within the area of expertise and/or responsibility of a single person or small work group.

Functional reviews and walk-through inspections typically allow for faster turnaround time for review and acceptance than formal evaluations. They differ from formal evaluation with their openness of structure in which direct verification occurs at the time of review or inspection.

Formal Evaluation

The following deliverable acceptance procedure describes the formal evaluation process:

1. The Northwoods Project Manager submits a Deliverable Acceptance form (for more information, see the "[Acceptance Log](#)" section of this document) as the deliverable is completed. Within five business



days, the Monterey DSS Project Manager and any necessary Monterey DSS SMEs evaluate whether the deliverable meets the acceptance criteria.

2. If the deliverable meets the outlined specifications, the Monterey DSS Project Manager signs the Deliverable Acceptance form acknowledging acceptance of the deliverable. The Monterey DSS Project Manager then returns the form to the Northwoods Project Manager within the five-day review period and no further action is necessary.
3. If a deliverable were to fail to conform to acceptance criteria, the Monterey DSS Project Manager must adequately document the deficiency in the Deliverable Acceptance form and return the form to the Northwoods Project Manager within the five-day review period. The Northwoods Project Manager then facilitates corrective action and returns the corrected deliverable within a mutually agreed upon timeframe.
4. The Monterey DSS Project Manager evaluates and approves or rejects corrected deliverables received from the Northwoods Project Manager within five business days, unless the Monterey DSS Project Manager notifies the Northwoods Project Manager within the five business days that additional time is required for the review. Both the Northwoods Project Manager and the Monterey DSS Project Manager must mutually agree to the time of the extension.
5. If additional corrective action is necessary, both the Northwoods Project Manager and Monterey DSS Project Manager must mutually agree to the time period for corrective action.
6. Any deliverables not evaluated and returned to the Northwoods Project Manager for correction within the agreed upon period are deemed accepted by Monterey DSS.

Functional Review

The following deliverable acceptance procedure describes the process for functional reviews:

1. The Northwoods Project Manager meets with the Monterey DSS Project Manager to evaluate whether the deliverable meets the acceptance criteria. As needed, additional reviewers may review the deliverable based on specific areas of expertise.
2. The Monterey DSS Project Manager determines if the deliverable should be accepted or rejected. If a deliverable were to fail to conform to acceptance criteria, the Northwoods Project Manager and the Monterey DSS Project Manager may immediately attempt to make alterations to the deliverable. If the deliverable meets the outlined specifications, the Monterey DSS Project Manager signs the Deliverable Acceptance form acknowledging acceptance of the deliverable and no further action is necessary.
3. Should a deliverable fail to conform to acceptance criteria and immediate alterations are unsuccessful or not practical/possible, the Northwoods Project Manager documents the deficiency in the Deliverable Acceptance form. The Northwoods Project Manager then facilitates corrective action and returns the corrected deliverable within three business days. The Northwoods Project Manager and the Monterey DSS Project Manager may mutually agree to a time extension if additional time is necessary for corrective action.
4. Following corrective action, the Northwoods Project Manager notifies the Monterey DSS Project Manager. The Northwoods Project Manager and the Monterey DSS Project Manager meet within three



business days after notification of corrective action is sent to the Monterey DSS Project Manager for the Monterey DSS Project Manager to approve or reject the corrected deliverable, unless the Monterey DSS Project Manager notifies the Northwoods Project Manager that additional time is required. Both the Northwoods Project Manager and the Monterey DSS Project Manager must mutually agree to a time extension to review the corrected deliverable.

5. If additional corrective action is necessary, both the Northwoods Project Manager and the Monterey DSS Project Manager must mutually agree to the time period for corrective action.
6. Any deliverables not inspected within the agreed upon period are deemed accepted by the Monterey DSS Project Manager.

Walk-Through Inspection

The following deliverable acceptance procedure describes the process for walk-through inspections:

1. The Northwoods Project Manager meets with the Monterey DSS Project Manager to evaluate whether the deliverable meets the acceptance criteria. As needed, additional reviewers may review the deliverable based on specific areas of expertise.
2. The Monterey DSS Project Manager determines if the deliverable should be accepted or rejected. If a deliverable were to fail to conform to acceptance criteria, the Northwoods Project Manager and the Monterey DSS Project Manager may immediately attempt to make alterations to the deliverable. If the deliverable meets the outlined specifications, the Monterey DSS Project Manager signs the Deliverable Acceptance form acknowledging acceptance of the deliverable and no further action is necessary.
3. Should a deliverable fail to conform to acceptance criteria and immediate alterations are unsuccessful or not practical/possible, the Northwoods Project Manager documents the deficiency in the Deliverable Acceptance form. The Northwoods Project Manager then facilitates corrective action and returns the corrected deliverable within three business days. The Northwoods Project Manager and the Monterey DSS Project Manager may mutually agree to a time extension if additional time is necessary for corrective action.
4. Following corrective action, the Northwoods Project Manager notifies the Monterey DSS Project Manager. The Northwoods Project Manager and the Monterey DSS Project Manager meet within three business days after notification of corrective action is sent to the Monterey DSS Project Manager for the Monterey DSS Project Manager to approve or reject the corrected deliverable, unless the Monterey DSS Project Manager notifies the Northwoods Project Manager that additional time is required. Both the Northwoods Project Manager and the Monterey DSS Project Manager must mutually agree to a time extension to review the corrected deliverable.
5. If additional corrective action is necessary, both the Northwoods Project Manager and the Monterey DSS Project Manager must mutually agree to the time period for corrective action.
6. Any deliverables not inspected within the agreed upon period are deemed accepted by the Monterey DSS Project Manager.



Acceptance Log

The Northwoods Project Manager will maintain an Acceptance Log to document the delivery and approval of each deliverable. The Acceptance Log will include the following information:

- **ID:** The identification number assigned to the deliverable.
- **Deliverable Description:** Brief identification of the deliverable which may include the cross reference from the Project Management Plan or Acceptance Delivery Plan for the deliverable.
- **Date Submitted:** The date the Northwoods Project Manager presents the deliverable to the Monterey DSS Project Manager for acceptance.
- **Approval Decision:** Indication of whether or not the deliverable is approved or rejected by the Monterey DSS Project Manager.
- **Date of Decision:** Date that the approval or rejection decision by the Monterey DSS Project Manager took place.

Timeliness

A mutually agreed upon Baseline Project Schedule establishes the baseline timeframes and how related deliverables are tracked and accounted for throughout the project. The Baseline Project Schedule is routinely evaluated by the Northwoods Project Manager for comparison of baseline data against actual performance. Risks and deviations to the plan are identified in written status reports and/or discussed during project team status meetings. As a result, the Northwoods Project Manager identifies schedule variance and potential problems, adjusts the schedule and/or reassigns resources, and reports progress to appropriate stakeholders and team members.



Appendix C: Deliverable Acceptance Criteria

The following table provides a deliverable description and identifies the review method and acceptance criteria standards for each deliverable in this project.

Deliverable	Description	Acceptance Criteria
Baseline Project Schedule	Defines work breakdown activities associated with developing project deliverables and executing project work.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Project Schedule addresses the following:</p> <ul style="list-style-type: none"> • Deliverable task activities • Estimated start and finish dates for all task activities • Intermediate and terminating milestones • Summary tasks that roll up task activities
Communication Plan	Defines how the Northwoods project team will communicate with Monterey DSS throughout the duration of the project.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Communication Plan addresses methods of communication between Northwoods and Monterey DSS, as well as applicable communication processes.</p>
Implementation Plan	Defines the process that will be used to implement the solution.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Implementation Plan addresses how Northwoods and Monterey DSS will approach end user surveys (initial and post training) establishes the goals of scheduled business process analysis sessions, provides guidelines for how gap analysis recommendations will be determined, and establishes training and business implementation support (BIS) activities.</p>
Training Plan	Defines the project's training process.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Training Plan addresses the approach the Northwoods project team will take to ensure training produces the best possible results.</p>
Business Process Analysis Sessions	Includes the collaborative review of defined business processes, which will be utilized by Traverse end users and ultimately drive Traverse adoption	<p><i>Review Method: Functional Review</i></p> <p>In alignment with the Implementation Plan methodology, up to 15 business process analysis sessions have been delivered to Monterey DSS.</p>
Gap Analysis Findings Document	Provides the findings of Northwoods' gap analysis, outlining how Monterey DSS staff can further utilize Traverse features and functionality by realigning existing business processes.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Gap Analysis Findings Document documents the Traverse configuration and business processes that will be redesigned as part of this project</p>



Deliverable	Description	Acceptance Criteria
Solution Design Document	Details the re-configuration of Traverse as well as the Traverse-specific Monterey DSS business processes discussed in the business process analysis sessions and the formal gap analysis	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Solution Design Document addresses:</p> <ul style="list-style-type: none"> • New Traverse features that will be enabled for Monterey DSS (Content Type Security, Virtual Print, My Work) • Re-designed and/or new business processes (inclusive of applicable business process diagrams), which will enable Monterey DSS end users to further utilize Traverse • Electronic forms that will be designed/redesigned in Traverse (based on the Monterey DSS-provided forms manifest)
Electronic Forms Design	Includes the design/redesign (up to 200 hours) of Monterey DSS electronic forms in the Traverse solution.	<p><i>Review Method: Functional Review</i></p> <p>Forms created/redesigned within the Traverse solution, as established in the Solution Design Document, have been added to the Monterey DSS production environment.</p>
Training Schedule	Establishes when Traverse training will occur.	<p><i>Review Method: Formal Evaluation</i></p> <p>The delivered Training Schedule details the time, place, and assigned resource(s) for all project-associated training activities, inclusive of solution demonstrations and end user training sessions as detailed within the Training Plan deliverable.</p>
Training	Includes training necessary to enable all end users, including front-line workers, supervisors, management, and support staff, to independently operate the primary functions of Traverse.	<p><i>Review Method: Functional Review</i></p> <p>In accordance with the the approved Training Plan and Training Schedule deliverables, up to 8 end-user training sessions have been delivered and electronic training materials have been provided.</p>
Business Integration Support (BIS)	Includes the post-training personal assistance for Monterey DSS staff by Northwoods personnel, which will occur over 10 business days (5 days onsite, 5 days remote).	<p><i>Review Method: Functional Review</i></p> <p>BIS has been provided in accordance with the Training Plan and Implementation Plan document deliverables.</p>



Appendix D: Tentative Traverse Relaunch Timeline

To demonstrate how Northwoods will meet Monterey DSS' Traverse needs, please find a high-level timeline—illustrating actions, activities, and milestones—below.¹

Project Approach					
Timeline	Start Up	Design	Training	Close	Post Project
	40 days →	← 60 days	← 25 days	← 7 days	→ Ongoing
Activities	<ul style="list-style-type: none"> Project Kickoff Pre Project Survey Project Planning Project Scope Project Timeline Communication Plan Implementation Plan Training Plan Project Plan 	<ul style="list-style-type: none"> Business Process Sessions Gap Analysis Design Documentation Forms analysis Configuration revision Forms Revision 	<ul style="list-style-type: none"> QRG Deployment Traverse Training Onsite Business Integration Support Remote Business Integration Support 	<ul style="list-style-type: none"> Post Project Survey Review of Project 	<ul style="list-style-type: none"> Satisfaction Surveys Customer Roadmap Assistance Utilization Tracking

¹ Please note that this timeline is subject to change, based on the Baseline Project Schedule deliverable provided to and approved by Monterey DSS. In the event that this timeline no longer matches the accepted Baseline Project Schedule deliverable, the Baseline Project Schedule will supersede this tentative relaunch timeline.

Quote | 5200 Rings Road
Dublin, OH 43017



Quote

Prepared For: Monterey County DSES (CA)
 Project Title: Monterey County DSES (CA) – Traverse Subscription Renewal and Product Additions
 Prepared By: Brad Rosenthal
 Effective From: 12/10/2022
 Expiration Date: 12/31/2022

Project Scope Summary

This price quote includes the Software as-a-Service (SaaS) and professional services costs for Monterey County's Department of Social Services Traverse contract renewal and software module add-ons.

Year 1 Subscription Software	Total Cost
Traverse Subscription	\$393,000.00
Traverse Connect Subscription	\$39,300.00
Traverse Capture for iPhone Subscription	\$7,860.00
Traverse Single Sign-On Subscription	\$3,500.00
Subtotal	\$443,660.00

Year 1 Professional Services	Total Cost
Up Front Professional Services (50 hours at \$225.00 per hour)	\$11,250.00
Bucket of Professional Services (50 hours at \$225.00 per hour) expires on 12/09/2023	\$11,250.00
Subtotal	\$22,500.00

Year 1 Pricing Summary	Total Cost
Subscription Software	\$443,660.00
Professional Services	\$22,500.00
Year 1 Total	\$466,160.00

Annual Cost After Year 1	Total Cost
Traverse Subscription – Year 2	\$443,660.00
Traverse Subscription – Year 3	\$443,660.00

Travers Relaunch	Total Cost
Professional Services	\$265,000.00

3 Year Grand Total	\$1,618,480
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*Sales tax not included.



Payment Terms

DESCRIPTION	AMOUNT DUE
Software Subscription* (Initial Term)	
Traverse Subscription, Year 1 - Due upon execution of Agreement	\$443,660.00
Traverse Subscription, Year 2 - Due on anniversary of Effective Date	\$443,660.00
Traverse Subscription, Year 3 - Due on anniversary of Effective Date	\$443,660.00
Professional Services	
Up front Professional Services (50 hours) – Due upon execution of Agreement	\$11,250.00
“Bucket” of 50 hours of Professional Services**	Up to \$11,250.00
Re-launching Traverse – Due upon execution of Amendment #1	\$265,000.00

*Applicable taxes are not included.

** Professional Services must commence before December 9, 2023. Northwoods will bill \$225.00/hour for actual hours worked for Professional Services. Northwoods will invoice Monterey at the end of each month in the amount that must be paid for Services performed.