**Attachment 25**

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| First Data Government Solutions (“First Data”)  Change Order CO-018 Rev.3  Central Contact Center Platform (“CCP”) Covered California (“CA”) Expansion |
| CalSAWS Consortium |

Submitted: July 17, 2020

1. **Statement of Purpose:**

This Change Order CO-018 Rev.3 (the “Change Order”) is related to the Agreement (the “Agreement”), dated as of October 29, 2007, as amended, by and between the CalSAWS Consortium Joint Powers Authority (the “Consortium” or “C-IV”) and First Data Government Solutions, LP ("First Data"). Unless the context indicates otherwise, all capitalized terms that are used, but not defined, in this Change Order, shall have the meaning assigned to such terms in the Agreement. This Change Order revises CO-18, Revision 2 which was approved on November 15, 2019.

The Health Benefit Exchange (also known as “Covered California”) selected the centralized service center model as part of the transfer of Medi-Cal Referrals to counties. In order to support Covered California’s selection of a centralized service model, an expansion of the C-IV contact center platform (“CCP”) and C-IV System are required to allow the C-IV Counties to accept Medi-Cal referral calls from Covered California and perform the related program activities. This expansion would provide centralized services and functionality within the C-IV System to actively manage Medi-Cal referral calls transferred from Covered California.

1. **Consortium Name Change:**

Effective June 28, 2019, the 18-County Welfare Case Data System (“WCDS”) joined the California Automated Consortium Eligibility System, and the combined 58-county organization changed its legal name to the CalSAWS Consortium. As a single legal entity separate from its members, CalSAWS manages the LRS, Consortium IV (“C-IV”) and WCDS systems.

**Revision 1.** The parties agree that the name of the Consortium in the Agreement is changed from the California Automated Consortium Eligibility System to the CalSAWS Consortium for all purposes, to recognize the Consortium’s name change by its members effective as of June 28, 2019.

1. **Scope of Work:**

This Change Order outlines the staffing requirements, costs, and timeline for First Data to perform Quality Assurance (“QA”) Services associated with the development, testing, and implementation of the changes associated with expansion of the C-IV CCP.

**Revision 1.** Additional hours have been included to provide ongoing QA and Project Management Support Services during Maintenance & Operations (“M&O”).

**Revision 2.** Additional hours have been included to provide ongoing QA and Project Management Support Services during Maintenance & Operations (“M&O”) through the end of State Fiscal Year (“SFY”) 2019/2020.

**Revision 3.** Additional hours have been included to provide ongoing QA Services during M&O for SFY 2020/2021.

The additional Services are described in two parts:

* Part A. D&I
* Part B. M&O

**Part A. D&I**

This Change Order includes an additional 2,534 hours of Services for the First Data QA Team during the D&I phase. First Data will work collaboratively with the Consortium and Accenture teams to maximize the timeliness and success in the expansion of the C-IV CCP and C-IV System enhancements. First Data will perform the following Services, as prioritized and agreed to by the Consortium and First Data:

* Attend and participate in planning, requirements, and design meetings, as prioritized;
* Review the System Change Requests (“SCRs”) to validate design points are captured and align with the C-IV standards including related requirements documentation;
* Review SCR level of effort, costs, schedule and implementation plan for completeness and accuracy;
* Review and provide input on the reporting requirements;
* Review resulting work products and provide recommendations as appropriate;
* Review and provide input for Training and Change Management work products as appropriate;
* Provide input, advice and best practices to the Consortium based on prior experiences and implementations;
* Review System Test plans and provide recommendations as appropriate;
* Review and monitor System Test progress;
* Conduct a review to assess the SCR production readiness and provide a formal recommendation for the Go/No Go decision ("Greenlight"), this does not include county operations;
* Review the Model Office Plan and provide feedback and recommendations;
* Monitor Model Office progress and provide Model Office support as prioritized;
* Identify and escalate issues and risks, as appropriate, by leveraging existing CalSAWS Project Management Processes;
* Leverage existing weekly and monthly status reports and meetings to document and discuss QA progress and status updates;
* Identify and escalate issues and risks, as appropriate, by leveraging existing CalSAWS Project Management Processes; and
* Assist the Consortium with budget management, communications, planning and problem solving during design, test and implementation.

To accomplish these tasks and meet all current commitments, First Data will add staffing hours in the form of two full-time equivalent Application Business Analysts, with part-time hours for Technical and Project Management Support.

**Part B. M&O**

This Change Order includes an additional 19,908 hours of Services for First Data QA Team during the M&O phase. First Data will work collaboratively with the Consortium and Accenture teams to maximize the timeliness and success in the ongoing maintenance and operations of the expanded Central Contact Center Platform.

First Data will perform the following Services:

* Review SCRs to validate design points are captured and align with CalSAWS standards and provide feedback, as appropriate;
* Review and monitor SCR level of effort, costs, schedule and implementation plan for completeness and accuracy and provide feedback, as appropriate;
* Review resulting work products and provide recommendations, as appropriate;
* Conduct test as prioritized by the Consortium and provide thoroughly documented SIRs when an issue is discovered as a result of the testing;
* Promptly complete a retest of SIRs and report findings;
* Assess SCRs for production readiness;
* Assess and monitor Regional Contact Center (“RCC”) Service Levels and performance, as well as service desk tickets and SIRs and provide recommendations associated with defect resolutions, as appropriate;
* Assist the Consortium with contract and fiscal management, communications, planning and problem solving during maintenance and operations; and
* Ongoing review, tracking and reporting of funding and actual costs, including compliance monitoring related to enhanced funding.

To accomplish these tasks and meet all current commitments, First Data will add staffing hours in the form of one full-time equivalent Business Analyst/Tester and one part-time equivalent Project Management Office (“PMO”)/Fiscal Analyst through December 31, 2019 and one full-time equivalent Business Analyst/Tester beginning January 1, 2019.

Assumptions:

1. A maximum of 2,534 QA hours will be worked; the minimum number of hours worked will be 95% of the maximum (2,407 hours) for QA Services associated with D&I.
2. QA services during D&I for the expansion of the C-IV CCP and enhancements to the C-IV System will conclude no later than December 2013.
3. A maximum of 19,908 hours of QA Services will be performed as part of M&O Services.
4. Any additional Central CCP Covered CA changes to the system will require a separate assessment and calculation for QA services.
5. As prioritized by the Consortium and as agreed in advance, First Data will conduct tests in an available System Test Environment(s).
6. Support will be provided for the testing and batch needs in an available System Test Environment for the QA Test Team’s SCR testing.
7. If test witnessing is necessary, Accenture will provide any related test artifacts.
8. Any duplicate or rejected SIRs will be discussed with the SIR originator before closing the SIR.
9. **Schedule:**

This Change Order includes Services for the First Data QA Team during the D&I phase that shall commence in SFY 2012/13 and be completed in December 2013. This Change Order also includes services for the First Data QA Team during the M&O phase that shall commence in SFY 14/15 and continue for the Term of Agreement.

1. **Total Change Order Cost:**

The following table summarizes the total costs for QA Services associated with this Change Order. The costs will be billed in accordance with Section 6.6 of the Agreement and as reflected in Section IV below and Exhibit A.



The following table provides the hours for Services of the First Data QA Team associated with Payment Milestones.

|  |  |  |
| --- | --- | --- |
|  | **QA Task** | **Total Hours** |
| 1 | QA Analysis, Design, Test & Implementation Support | 2,534 |
|  | **Total** | **2,534** |

The following table provides the hours for Services of the First Data QA Team associated with M&O.

|  |  |
| --- | --- |
| **SFY** | **First Data Hours** |
| 2013/2014 (01/2014-06/2014) | 0 |
| 2014/2015 | 3,024 |
| 2015/2016 | 3,024 |
| 2016/2017 (6/2016-12/2016) | 1,764 |
| 2016/2017 (1/2017-06/2017) | 1,260 |
| 2017/2018 | 3,024 |
| 2018/2019 | 3,024 |
| 2019/2020 (6/2019-12/2019) | 1,764 |
| 2019/2020 (1/2020-06/2020) | 1,008 |
| 2020/2021 | 2,016 |
| **Total First Data Hours** | **19,908** |

1. **Payment Schedule:**
2. The following table outlines the charges and invoicing timelines for Payment Milestones associated with the QA Services during the D&I phase.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **C-IV Central CCP Covered CA** **Milestone Name** | **%** | **Due Date** | **SFY 2013/14** | **Total** |
| 1 | Monthly Status Report - May 2013 | 10% | 5/31/2013 | $34,020 | $34,020 |
| 2 | Monthly Status Report - June 2013 | 10% | 6/28/2013 | $34,020 | $34,020 |
| 3 | Monthly Status Report - July 2013 | 12% | 7/31/2013 | $40,824 | $40,824 |
| 4 | Monthly Status Report - August 2013 | 15% | 8/30/2013 | $51,030 | $51,030 |
| 5 | Monthly Status Report - September 2013 | 15% | 9/30/2013 | $51,030 | $51,030 |
| 6 | Monthly Status Report - October 2013 | 15% | 10/31/2013 | $51,030 | $51,030 |
| 7 | Monthly Status Report - November 2013 | 12% | 11/27/2013 | $40,824 | $40,824 |
| 8 | Monthly Status Report - December 2013 | 11% | 12/31/2013 | $37,422 | $37,422 |
| **Total** | | | | **$340,200** | **$340,200** |

1. The following tables summarize the hours and costs by State Fiscal Year (“SFY”) for M&O QA Services.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **M&O QA** | **SFY 13/14 (Extension)** | | **SFY 14/15** | | **SFY 15/16** | | **SFY 16/17 (12/2016)** | | **Total Cost Further Extension Term** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| **Total** | **0** | **$0** | **3,024** | **$373,704** | **3,024** | **$373,704** | **1,764** | **$217,994** | **7,812** | **$965,402** |
|  |  |  |  |  |  |  |  |  |  |  |
| **M&O QA** | **SFY 16/17 (01/2017)** | | **SFY 17/18** | | **SFY 18/19** | | **SFY 19/20 (12/2019)** | | **Total Cost Extended Term Option Years** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| **Total** | **1,260** | **$155,710** | **3,024** | **$373,704** | **3,024** | **$373,704** | **1,764** | **$217,974** | **9,072** | **$1,121,092** |
|  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **M&O QA** | **SFY 19/20 (01/2020)** | | **SFY 20/21** | | **Total Amended Term** | |
| **Hours** | **Cost** | **Hour** | **Cost** | **Hours** | **Cost** |
| **Total** | **1,008** | **$134,780** | **$2,016** | **$269,559** | **3,024** | **$404,339** |
|  |  |  |  |  |  |  |
| **M&O QA** | **Combined Total Cost** | |  |  |  |  |
| **Hours** | **Cost** |  |  |  |  |
| **Total** | **19,908** | **$2,490,833** |  |  |  |  |

The Change Order cost includes QA Services that run through SFY 2020/21. First Data’s obligation to perform under this Change Order and the Agreement, including QA Services, are deemed to be complete, and shall terminate and expire, upon the termination of this Agreement.

1. **Impact on the Agreement:**

The changes outlined in this Change Order are incorporated into the Agreement and Amendment No. Sixty-Nine dated July 17, 2020, as follows:

* Exhibit A, Financial Matters – The total increase to the Prices and Charges under the Agreement is incorporated into Sections A, C and D.

1. Change Order Approval

#### Subject: Change Order CO-018 Rev.3– Central CCP Covered CA Changes

#### The subject document is accepted as allowing First Data to proceed with Change Order CO-018 Rev. 3 – Central CCP Covered CA Changes.

**CalSAWS CONSORTIUM**

By:

Printed Name:

Title:

Date:

By:

Printed Name:

Title:

Date:

Notice Address:

CalSAWS Consortium  
Attention: CalSAWS Executive Director  
11290 Pyrites Way, Suite 150

Rancho Cordova, CA 95670-4481