**Attachment 22**

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| First Data Government Solutions (“First Data”)  Change Order CO-016 Rev. 13  California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”) |
| CalSAWS Consortium |

Submitted: July 17, 2020

1. **Statement of Purpose:**

This Change Order CO-016 Rev. 13 (the “Change Order”) is related to the Agreement (the “Agreement”) dated as of October 29, 2007, as amended, by and between the CalSAWS Consortium (the “Consortium”) 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-016, Rev. 11 approved on May 23, 2019.

As mandated by the Patient Protection and Affordable Care Act of 2010 (the “Affordable Care Act”), the California Health Benefit Exchange (the “Exchange”) must develop and implement a new web portal and eligibility and enrollment system to simplify and streamline the delivery of health coverage to individuals, families and employers in the state of California. The California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”) is the Exchange’s system for supporting the implementation and ongoing business of the Affordable Care Act.

One of the functional requirements for CalHEERS, as described in the CalHEERS-SAWS-MEDS Interface Business Services Definition, dated October 29, 2012, is that it must interface with each SAWS system to provide data for potential Non-Modified Adjusted Gross Income (“MAGI”) Medi-Cal cases or applicants potentially eligible for other programs such as California Work Opportunity and Responsibility to Kids (“CalWORKs”) and CalFresh. As a result, enhancements to the C-IV System are required to support the enactment of Affordable Care Act via an interface to CalHEERS and enable the Consortium Counties to perform the related program activities.

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 implementing an interface with the CalHEERS, as well as ongoing application maintenance during Maintenance and Operations (“M&O”).

**Revision 1**. Adjustments are needed to the Payment Milestones associated with the Services of the First Data QA Team due to a delay in the CalHEERS project schedule, which resulted in a shift in go-live from October 2013 to December 2013. Furthermore, additional hours have been included to provide onsite User Acceptance Test (“UAT”) support to the CalHEERS project.

**Revision 2**. Adjustments are needed to the Payment Milestones associated with the Services of the First Data QA Team to align with Accenture’s Development and Implementation (“D&I”) Milestones, which have been adjusted based on changes in the CalHEERS project schedule. Additional hours have also been included to provide ongoing QA and Project Management Support Services during M&O.

The additional Services are described in two parts:

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

**Revision 3**. Due to the delayed implementation of CalHEERS Interface, additional D&I hours are needed to extend UAT support to the CalHEERS project.

**Revision 4**. Due to the volume of post- implementation releases of the CalHEERS Interface, additional M&O hours are needed to extend UAT support to the CalHEERS project.

**Revision 5**. The new interface has introduced complex functionality to the C-IV System and, as clarification of policy occurs, staff are required to develop and implement additional changes, resulting in Application Maintenance and Quality Assurance hours that are expected to exceed previous estimates. Additional M&O QA Services are needed, to actively monitor the SIRs and SCRs related to the CalHEERS Interface through the end of State Fiscal Year (“SFY”) 2014/15.

**Revision 6**. Due to the volume of post- implementation releases of the CalHEERS Interface, additional M&O hours are needed to extend UAT support to the CalHEERS project through March 2015.

**Revision 7**. Enhancements related to 24-Month Roadmap changes are required resulting in Application Maintenance and Quality Assurance hours that are expected to exceed previous estimates. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the CalHEERS Interface through the end of SFY 2015/16.

**Revision 8.** Extension of M&O Quality Assurance hours related to ongoing clarification of policy and continued development and implementation of additional changes for the CalHEERS Interface is needed. M&O QA Services to actively monitor the SIRs and SCRs related to the CalHEERS Interface are needed through December 31, 2019. Additionally, M&O QA Services related to development and implementation of 24-Month Roadmap changes are needed through the end of SFY 2016/17.

**Revision 9**. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface through the end of SFY 2017/18.

**Revision 10**. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface through the end of SFY 2018/19.

**Revision 11**. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface through December 2019.

**Revision 12**. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface through the end of SFY 2019/2020.

**Revision 13**. Additional M&O QA Services are needed to actively monitor the SIRs and SCRs related to the development and implementation of 24-Month Roadmap changes for the CalHEERS Interface through the end of SFY 2020/2021.

**Part A. D&I**

This Change Order includes 8,546 hours of Services for the First Data QA Team during the D&I phase. These additional Services will be accomplished in accordance with the approved First Data M&O Independent Test Plan (the “Plan”) and as prioritized and agreed to by the Consortium and First Data.

These additional Services will consist of review and assessment of the following tasks:

| # | **Accenture Task Description** | | **Accenture Hours** | **First Data Hours** |
| --- | --- | --- | --- | --- |
| 1 | Design | * Design CalHEERS interface | 1,000 | 150 |
| 2 | Eligibility | * Update eligibility to screen for the new Modified Adjusted Gross Income ("MAGI") Medi-Cal program at the top Medi-Cal hierarchy * Add MAGI aid codes * Add logic to display pending approval Eligibility Determination Benefit Calculations ("EDBCs") for MAGI which were run in CalHEERS and transferred to C-IV | 2,500 | 395 |
| 3 | Operations | * Create outbound process to send referral data and images using the electronic inter-county transfer ("e-ICT") XML layout as a base for a real-time web service transfer * Create an inbound process to receive referral data and images from CalHEERS to store data into "staging" tables to be processed by workers * Create an interface that will send reported changes to CalHEERS * Create an interface that will receive reported changes from CalHEERS * Create an interface that will receive application data from CalHEERS * Update the C4Yourself® public portal to include a streamlined Medi-Cal/Subsidized Health Care application flow * Create a batch process to receive PDF notices of action ("NOAs") from CalHEERS to be sent through the C-IV central print batch | 3,800 | 395 |
| 4 | Technical | * Build and configure architecture adaptors to CalHEERS Enterprise Service Bus * Architecture changes to utilize new web service * Emulator - Development Data Center ("DDC"), Training, Policy Review and Training ("PRT") * Real-time interface with document imaging | 3,300 | 330 |
| 5 | Online | * Create pages to display the inbound referrals to be worked in a queue format * Add intake process for processing referrals * Add a display of referral data on the data collection pages * Create pages to display the inbound change data from CalHEERS * New page to send documentation (images/PDF) to the CalHEERS system | 1,950 | 322 |
| 6 | Reports | As of December 10, 2012, the reports requirements have not been finalized. The following are assumptions used for the basis of a Premise price. A future revision may be required to this change order once the reports requirements are finalized.   * Create new reports for MAGI Medi-Cal * Update existing reports to segment out the data * OBIEE changes to update the eligibility dashboard/add new dashboards * Create new reports that track application/referral volumes * Management reports for MAGI | 2,900 | 475 |
| 7 | Outreach and Communication | * Workgroup, demonstrations, job aids, road shows, webcast regarding changes to the C-IV System resulting from the CalHEERS interface | 900 | 235 |
| 8 | System Test | * Inclusive of System Test, End-to-End interface testing with CalHEERS | 4,905 | 2,071 |
| 9 | Management | * Hours required for managing the enhancement process from concept/design through implementation | 3,865 | 1,550 |
| 10 | Technical Support | * Includes database administrator support, build master support, environment support, performance team reviews, tests and updates, technical support | 4,500 | N/A |
| 12 | Requirements Gathering | * Consortium subject matter expert (“SME”) to attend CalHEERS Joint Application Design (“JAD”) sessions | 582 | 815 |
|  |  | **Total:** | **30,202** | **6,738** |
| 13 | CalHEERS UAT | * Consortium SME to provide support to the CalHEERS project for UAT | N/A | 1,360 |
| 14 | Extended CalHEERS UAT Support | * Consortium SME to provide extended support to the CalHEERS project for UAT | N/A | 448 |
|  |  | **Combined Total:** | **30,202** | **8,546** |

First Data will work collaboratively with the Consortium and Accenture teams to maximize the timeliness and success in the implementation of the CalHEERS changes. First Data will perform the following Services associated with the tasks in the table above:

* Formally validate that the Consortium fulfills the designated SAWS business and technical requirements documented in Attachment A and submit results to the Consortium;
* Participate in requirements, design and build meetings and provide real-time input and feedback, as appropriate;
* Review System Change Requests (“SCRs”) to validate design points are captured and align with the Consortium 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;
* Test the new CalHEERS pages and reports as prioritized by the Consortium in a shared System Test environment with controlled data where possible. Each test will include production-like activities which will be tracked and validated through the QA testing process;
* Provide the Development Contractor team with thoroughly documented System Investigation Requests (“SIRs”) in a timely manner when an issue is discovered as a result of the testing;
* Promptly complete a retest of SIRs and report findings through SCR and SIR repository tracking tool when the code corrections have been promoted to the test environment;
* 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;
* 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 Consortium Management Processes;
* Assist the Consortium with communications, planning and problem solving during design, test and implementation; and
* Provide Subject Matter Expertise to the CalHEERS project for UAT.

To accomplish these tasks and meet all current commitments, First Data will add staffing hours in the form of three full-time equivalent Application Business Analyst/Testers and one full-time equivalent Technical Analyst. For the extended UAT support to the CalHEERS project, First Data will add staffing hours in the form of one full-time equivalent Application Business Analyst/Tester.

**Part B. M&O**

This Change Order includes 46,528 hours of Services for the 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 CalHEERS Interface. First Data will perform the following Services:

* Ongoing review and assessment of CalHEERS policies/regulation and the impacts for the necessary updates as they relate to the assigned SCR;
* Ongoing review for high risk, error prone or functionally complex SCR test plans, providing recommendations as appropriate;
* 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 Consortium Project Management Processes;
* Assist the Consortium with communications, planning and problem solving during design, test and implementation;
* Ongoing review, tracking and reporting of funding and actual costs, including compliance monitoring related to enhanced funding; and
* Ongoing support of San Bernardino Auditor/Controller Tax Collector (“ATC”), including leveraging existing monthly preparation of summary and detailed CalHEERS Interface budget information.

To accomplish these tasks and meet all current commitments, First Data will add staffing hours as described in the table below.

| **SFY** | **Business Analyst/Tester(s)** | **Project Management Office (PMO)/ Fiscal Analyst** |
| --- | --- | --- |
| 2013/14 | One part-time equivalent | One part-time equivalent |
| 2014/15 | One full-time equivalent and  One part-time equivalent | One part-time equivalent |
| 2015/16 | Three full-time equivalents | One part-time equivalent |
| 2016/17 | Three full-time equivalents | One part-time equivalent |
| 2017/18 | Three full-time equivalents | One part-time equivalent |
| 2018/19 | Three full-time equivalents | One part-time equivalent |
| 2019/20  (12/ 2019) | Three full-time equivalents | One part-time equivalent |
| 2019/20 | Three full-time equivalents | N/A |
| 2020/21  (7/20) | Three full-time equivalents | N/A |
| 2020/21  (8/20 – 6/21) | Two full-time equivalents | N/A |

**Assumptions:**

1. A maximum of 8,546 QA hours will be worked and the minimum number of hours worked will be 95% of the maximum (8,118 hours) for QA Services associated with D&I.
2. A maximum of 46,528 QA hours will be worked for QA Services associated with M&O, including 18,640 during the Further Extended Term, 20,664 during the Further Extended Term Option Years and 7,224 during the Amended Term.
3. Funding will be available for this effort as outlined in this Change Order. In the event that funding is not available for the QA Services included in this Change Order, the work may be performed as part of QA Maintenance and Operations Services, as agreed upon in writing by the Consortium Project Director and First Data Project Manager, or as a revision to this Change Order.
4. An additional revision to this Change Order will be executed in the future to include ongoing QA related Services to application maintenance beyond June 2021 for the remaining Term of the Agreement if funding for such services is approved.
5. Any additional CalHEERS changes to the system will require a separate assessment and charges for QA Services.
6. The full scope of Reports requirements is not yet known. Revisions to the current hours for Reports will require a separate assessment and cost calculation for QA Services.
7. As prioritized by the Consortium and as agreed in advance, First Data will conduct tests in an available System Test Environment(s).
8. Support will be provided for the testing and batch needs in an available System Test Environment for the QA Test Team’s SCR testing.
9. If test witnessing is necessary, Accenture will provide any related test artifacts.
10. Any duplicate or rejected SIRs will be discussed with the SIR originator before closing the SIR.
11. **Schedule:**

The Services associated with this Change Order shall commence in SFY 2012/13 and continue for the Term of the 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.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **C-IV QA** | **Combined Total Cost (Rev. 13)** | | **Combined Total Cost (Rev.12)** | | **Variance  (Rev. 13 - Rev. 12)** | |
|  | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| QA Services D&I Phase | 8,546 | $1,172,084 | 8,546 | $1,172,084 | 0 | $0 |
| QA Services M&O Phase | 46,528 | $6,052,794 | 42,328 | 5,491,212 | 4,200 | $561,582 |
| **Total** | **55,074** | **$7,224,878** | **50,874** | **$6,663,296** | **4,200** | **$561,582** |

1. The following table provides the hours for Services of the First Data QA Team associated with D&I Payment Milestones and Extended UAT Support.

| **Task #** | **Task Description** | **First Data Hours** |
| --- | --- | --- |
| 1 | Review Requirements/Design/Build | 2,067 |
| 2 | Independent Test/System Test Support and Review | 2,071 |
| 3 | Review Outreach and Communications | 235 |
| 4 | Provide Subject Matter Expertise | 815 |
| 5 | Project Management | 1,550 |
| 6 | CalHEERS UAT Support | 1,360 |
| 7 | Extended CalHEERS UAT Support | 448 |
|  | **Total First Data Hours** | **8,546** |

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

| **State Fiscal Year** | **First Data Hours** |
| --- | --- |
| 2013/2014 (01/2014-06/2014) | 1,397 |
| 2014/2015 | 6,155 |
| 2015/2016 | 7,056 |
| 2016/2017 (6/2016-12/2016) | 4,032 |
| 2016/2017 (1/2017-06/2017) | 3,024 |
| 2017/2018 | 7,056 |
| 2018/2019 | 7,056 |
| 2019/2020 (6/2019-12/2019) | 3,528 |
| 2019/2020 (1/2020-06/2020) | 3,024 |
| 2020/2021 | 4,200 |
| **Total First Data Hours** | **46,528** |

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

| **#** | **Milestones** | **%** | **Due Date** | **SFY 2012/13** | **SFY 2013/14** | **Total** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Design Complete QA | 27% | 04/05/13 | $249,948 | $0 | $249,948 |
| 2 | Interface Test Plan Complete QA | 13% | 05/31/13 | $0 | $117,975 | $117,975 |
| 3 | Assembly Test Complete - Reports QA | 12% | 07/01/13 | $0 | $115,380 | $115,380 |
| 4 | Joint Assembly Test Complete QA | 8% | 09/30/13 | $0 | $75,372 | $75,372 |
| 5 | Build Complete QA | 10% | 10/04/13 | $0 | $92,916 | $92,916 |
| 6 | System Test Complete QA | 30% | 12/31/13 | $0 | $278,747 | $278,747 |
| **Total** | | | | **$249,948** | **$680,390** | **$930,338** |

1. The following table outlines the charges and invoicing timelines for Payment Milestones associated with the onsite User Acceptance Testing Services.

| **#** | **Milestones** | **Due Date** | **SFY 2012/13** | **SFY 2013/14** | **Total** |
| --- | --- | --- | --- | --- | --- |
| 1 | Monthly Status Report - May 2013 | 5/31/2013 | $0 | $24,603 | $24,603 |
| 2 | Monthly Status Report - June 2013 | 6/30/2013 | $0 | $22,463 | $22,463 |
| 3 | Monthly Status Report - July 2013 | 07/30/13 | $0 | $22,463 | $22,463 |
| 4 | Monthly Status Report - August 2013 | 08/31/13 | $0 | $22,463 | $22,463 |
| 5 | Monthly Status Report - September 2013 | 09/30/13 | $0 | $22,463 | $22,463 |
| 6 | Monthly Status Report - October 2013 | 10/31/13 | $0 | $22,463 | $22,463 |
| 7 | Monthly Status Report - November 2013 | 11/30/13 | $0 | $22,463 | $22,463 |
| 8 | Monthly Status Report - December 2013 | 12/31/13 | $0 | $22,463 | $22,463 |
| **Total** | | | | **$181,844** | **$181,844** |

1. The following table summarizes the hours and costs for extended UAT services for the period February 2014 through May 2014.

|  |  |  |  |
| --- | --- | --- | --- |
| **D&I QA** | **Hourly Rate** | **SFY 2013/14** | |
| **Hours** | **Cost** |
| Business Analyst/Tester | $133.71 | 448 | $59,902 |
| **Total** |  | **448** | **$59,902** |

1. The following table summarizes the hours and costs for extended UAT services for the period July 2014 through March 2015.

|  |  |  |  |
| --- | --- | --- | --- |
| **M&O QA** | **Hourly Rate** | **SFY 2014/15** | |
| **Hours** | **Cost** |
| Business Analyst/Tester | $133.71 | 1,115 | $149,087 |
| **Total** |  | **1,115** | **$149,087** |

1. The following table summarizes the hours and costs for extended M&O QA services for the period September 2015 through May 2016.

|  |  |  |  |
| --- | --- | --- | --- |
| **M&O QA** | **Hourly Rate** | **SFY 2015/16** | |
|  | **Hours** | **Cost** |
| Business Analyst/Tester | $133.71 | 4,032 | $539,112 |
| **Total** |  | **4,032** | **$539,112** |

1. The following tables summarize the hours and costs by SFY for M&O QA Services.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **M&O QA** | **SFY 2013/14 (Extension)** | | **SFY 2014/15** | | **SFY 2015/16** | | **SFY 2016/17 (12/2016)** | | **Total Cost Extension** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| **Total** | **1,397** | **$186,853** | **6,155** | **$792,347** | **7,056** | **$912,816** | **4,032** | **$523,804** | **18,640** | **$2,415,820** |
|  |  |  |  |  |  |  |  |  |  |  |
| **M&O QA** | **SFY 2016/17 (01/2017)** | | **SFY 2017/18** | | **SFY 2018/19** | | **SFY 2019/20 (12/2019)** | | **Total Cost**  **Optional Extension** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| **Total** | **3,024** | **$389,012** | **7,056** | **$912,816** | **7,056** | **$912,816** | **3,528** | **$456,408** | **20,664** | **$2,671,052** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **C-IV M&O QA** | **SFY 19/20 (01/2020)** | | **SFY 20/21** | | **Total Amended Term** | |
|  | **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| **Total** | **3,024** | **$404,340** | **4,200** | **$561,582** | **7,224** | **$965,922** |

|  |  |  |
| --- | --- | --- |
| **C-IV QA** | **Combined Total Cost (Rev. 13)** | |
|  | **Hours** | **Cost** |
| QA Services D&I Phase | 8,546 | $1,172,084 |
| QA Services M&O Phase | 46,528 | $6,052,794 |
| **Total** | **55,074** | **$7,224,878** |

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 dated October 29, 2007, 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.

# Change Order Approval

#### Subject: Change Order CO-016 Rev. 13 – CalHEERS

#### The subject document is accepted as allowing First Data to proceed with Change Order CO-016 Rev. 13 – CalHEERS.

**CalSAWS CONSORTIUM**

By:

Printed Name:

Title:

Date:

By:

Printed Name:

Title:

Date:

Notice Address:

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

Rancho Cordova, CA 95670-4481