**Attachment 40**

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| First Data Government Solutions (“First Data”)  Change Order CO-032, Revision 5  SB 1341 |
| CalSAWS Consortium |

Submitted: July 17, 2020

# Statement of Purpose:

This Change Order CO-032, Revision 4 (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 Change Order CO-032, Revision 4 approved on November 15, 2019.

As regulated by Senate Bill (“SB”) 1341 (Chapter 846, Statutes 2014), each of the California Statewide Automated Welfare Systems (“SAWS”) must create, generate and send notices of action (“NOAs”) for the Medi-Cal Program. The implementation of SB 1341 will be a multi-year effort within a two-phase approach. Phase I includes moving the generation of the Modified Adjusted Gross Income (“MAGI”) Medi-Cal Notice from the California Healthcare Eligibility, Enrollment and Retention System (“CalHEERS”) to the SAWS. Phase II will include notice generation functionality to support notices to mixed households (i.e., households that receive both Medi-Cal and Advance Premium Tax Credit (“APTC”) subsidies). As a result, enhancements to the C-IV System are required to support the enactment of SB 1341 and enable the Counties to perform 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 design, development, testing and implementation of enhancements related to Phase I that would enable the C-IV System to create and send MAGI Medi-Cal notices.

The additional Services are described in two parts:

* Part A. Development and Implementation (“D&I”)
* Part B. Maintenance and Operations (“M&O”)

**Revision 1.**  Adjustments are needed to the costs associated with the Services of the First Data QA Team in support of the SB 1341 enhancements. This Change Order includes an additional 401 hours of M&O Services for the First Data QA Team.

**Revision 2.**  Adjustments are needed to extend the costs associated with the Services of the First Data QA Team in support of the SB 1341 enhancements through June 2019. This Change Order includes an additional 379 hours of M&O Services for the First Data QA Team.

**Revision 3.**  Adjustments are needed to extend the costs associated with the Services of the First Data QA Team in support of the SB 1341 enhancements through December 2019. This Change Order includes an additional 101 hours of M&O Services for the First Data QA Team.

**Revision 4.**  Adjustments are needed to extend the costs associated with the Services of the First Data QA Team in support of the SB 1341 enhancements through the end of State Fiscal Year (“SFY”) 2019/20. This Change Order includes an additional 101 hours of M&O Services for the First Data QA Team.

**Revision 5.**  Adjustments are needed to extend the costs associated with the Services of the First Data QA Team in support of the SB 1341 enhancements through the end of SFY 2020/2021. This Change Order includes an additional 201 hours of M&O QA Services.

**Part A. D&I**

This Change Order includes an additional 1,344 hours of Services for the First Data QA Team during D&I. 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 | * Overall general and technical design including participation in Joint Application Design (“JAD”) sessions with the CalHEERS Project, development of System Change Requests (“SCRs”) and review and approval of SCRs via Change Control Board process; | 1,100 | 68 |
| 2 | Batch | * Update batch programs to move to a threaded model; * Create one (1) new batch process; | 440 | 0 |
| 3 | CalHEERS Interface | * Update schema, data model and existing CalHEERS-related C-IV pages for three (3) new fields; * Update Code Tables; * Update prioritization logic for Notices of Action (“NOAs”); * Update CalHEERS emulator; | 1,000 | 0 |
| 4 | Correspondence | * Update existing logic for Modified Adjusted Gross Income (“MAGI”) NOAs; * Add manual MAGI NOAs to the template repository; * Create thirty (30) fragments for new snippets; * Update existing pages for generating a manual MAGI NOA in English and Spanish; | 800 | 0 |
| 5 | Translation | * Provide Spanish language translations for MAGI NOAs; | 800 | 0 |
| 6 | Reports | * Create up to three (3) new reports for tracking generation of MAGI NOAs; | 530 | 0 |
| 7 | Imaging | * Update output agent configuration; | 50 | 0 |
| 8 | Architecture | * Perform performance testing of MAGI NOA generation and CalHEERS Interface; * Update webservice for ImageNow messaging agent; | 440 | 0 |
| 9 | Outreach | * Develop and conduct webcast regarding changes to MAGI NOA generation; * Update online help ("OLH") and create new job aid; | 150 | 9 |
| 10 | System Test | * Develop system test documentation, execute system testing and resolve defects; * Integrated testing with CalHEERS Project; | 2,120 | 1,218 |
| 11 | Management | * Hours required for managing the enhancement process from concept/design through implementation; | 700 | 43 |
| 12 | Project Management Support | * Hours required for project management support for the duration of the Change Order, including staff management, work plan management and financial management; | 90 | 6 |
| **Total** | | | **8,220** | **1,344** |

First Data will work collaboratively with the Consortium and Accenture teams to maximize the timeliness and success in the implementation of the SB 1341 changes. First Data will perform the following Services associated with the tasks in the table above:

* 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 related to the translation and implementation of MAGI NOA templates;
* Test the new MAGI templates and SB 1341 pages 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 recommendation does not include readiness of County business 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; and
* Assist the Consortium with communications, outreach, 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 one full-time and one part-time equivalent Application Business Analyst/Tester during SFY 2015/16 and one part-time equivalent Business Analyst/Tester during SFY 2016/17.

**Part B. M&O**

This Change Order includes an additional 1,854 hours of Services for the First Data QA Team during M&O. 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 SB 1341 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 Management Processes; and
* Assist the Consortium with communications, outreach, 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 one full-time and one part-time equivalent Business Analyst/Tester during SFY 2015/16, and one part-time equivalent Business Analyst/Tester during SFYs 2016/17, 2017/18, 2018/19,SFY 2019/20, and SFY 2020/21.

**Assumptions:**

1. A maximum of 1,344 QA hours will be worked and the minimum number of hours worked will be 95% of the maximum (1,276 hours) for QA Services associated with D&I.
2. A maximum of 1,854 QA hours will be worked for QA Services associated with M&O.
3. The price for First Data’s performance of this the Change Order, as stated in Section III below (“the Change Order Price”), is based in part on information known as of July 1, 2017.
4. The requirements for implementation of SB 1341 were jointly developed with the County Welfare Directors Association (“CWDA”), the California Department of Health Care Services (“DHCS”) and the CalSAWS Consortia, and validated by the CalHEERS Project. Any additional SB 1341 changes to the system will require a separate assessment and estimate for QA Services.
5. The Change Order Price does not include any QA Services associated with notice generation functionality to support mixed household notices (Phase II of SB 1341).
6. The Change Order Price includes ongoing QA Services related to ongoing application maintenance in support of the enhancements for Phase I for February 2016 through June 2021.
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.

# Schedule:

The QA Services associated with D&I shall commence and complete in SFY2015/16 unless otherwise mutually agreed in writing. The QA Services for M&O will commence in SFY 2015/16 and be completed by SFY 2019/20.

# 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. 5)** | | **Combined Total Cost (Rev. 4)** | | **Variance  (Rev. 5 - Rev. 4)** | |
| **Hours** | **Cost** | **Hours** | **Cost** | **Hours** | **Cost** |
| QA Services D&I Phase 1 | 1,344 | $179,704 | 1,344 | $179,704 | 0 | $0 |
| QA Services M&O Phase 1 | 1,854 | $247,948 | 1,653 | $221,072 | 201 | $26,876 |
| **Total** | **3,198** | **$427,652** | **2,997** | **$400,776** | 201 | **$26,876** |

# Payment Schedule:

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **QA Services D&I Phase I - Milestones** | **%** | **Due Date** | **SFY 2015/16** | **Total** |
| 1 | QA Review Requirements/Design | 25% | 10/9/2015 | $44,926 | $44,926 |
| 2 | QA Test Planning Complete | 20% | 1/31/2016 | $35,941 | $35,941 |
| 3 | QA Joint Test Complete | 55% | 2/29/2016 | $98,837 | $98,837 |
| **Total** | | | | **$179,704** | **$179,704** |

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



# 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-032, Revision 5 – SB 1341**

The subject document is accepted as allowing First Data to proceed with Change Order CO-032, Revision 5 – SB 1341.

**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