

FIRST CONTRACT MODIFICATION

This FIRST Contract Modification (the "First Modification") is made as of the 15th day of December, 2017 (the "Effective Date"), by and between the Maryland Health Benefit Exchange ("MHBE") and MAXIMUS Health Services, Inc. (the "Contractor"), to modify the Contract for the MHBE Consolidated Service Center between the MHBE and the Contractor which was entered into on the 27th day of June 2017 (together with all exhibits, modifications and extensions thereto, the "Contract"). MHBE and the Contractor are each a "Party" and together are the "Parties".

RECITALS

WHEREAS, the MHBE, pursuant to the Contract, engaged the Contractor to assist the MHBE in specific duties set forth in the Contract, including the Request for Proposal dated February 20, 2017; and

WHEREAS, the Contract originally permitted payment to the Contractor in accordance with the prices in RFP Attachment F – Price Proposal, which was incorporated into the Contract as Exhibit F; and

WHEREAS, the MHBE wishes to provide a price adjustment proposed by the Contractor under RFP Section 3.2.1.17 Technology for the continuance of the BATPhone project.

WHEREAS, the Contract is valid and existing by and between Maximus Health Services, Inc. and the Maryland Health Benefit Exchange;

NOW THEREFORE, in consideration of the premises and mutual covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties covenant and agree as follows:

AGREEMENT

1. The Recitals are true and correct in all respects, form a substantive part of this Agreement and are incorporated herein by reference.
2. Pursuant to Sections 2.2, 2.3 and 27 of the Contract, Maximus shall provide the services set forth in the Change Order and the scope of work and pricing proposal attached to it as Attachment A and Attachment B, respectively. Together, the Change Order and its Attachment A and Attachment B are "Exhibit 1" to this First Modification. Exhibit 1 is attached hereto and incorporated by reference.
3. The total amount MHBE may pay the Contractor under the Contract for BATPhone Services is described in Exhibit 1, Attachment B – Pricing Proposal which is incorporated herein by reference.

4. If there is any conflict between the terms in this Modification and Exhibit 1, the terms in this Modification shall govern. If there is any conflict among the Change Order, Attachment A and Attachment B, the following order of precedence shall determine the prevailing provision:

- i. The Change Order
- ii. Attachment A – The Statement of Work
- iii. Attachment B – The Pricing Proposal

5. The software purchased hereunder shall be titled in the name of MHBE.

6. Except as modified herein, the Contract remains in full force and effect, and all of the terms and conditions of the Contract, as herein modified, are ratified and confirmed.

[Signatures next page(s)]

EXHIBIT 1
[Change Order and Attachments]

IN WITNESS THEREOF, the Parties have respectively signed this FIRST Modification as of the Effective Date set forth above.

MARYLAND HEALTH BENEFIT
EXCHANGE:

BY: 

Signature

Dr. Howard Haft

Acting Executive Director

12/5/17
Date of Signing

MAXIMUS HEALTH SERVICES, INC.

BY: 

Signature

Charles K. Sweeney II

Name (Type or Print)

Vice President, Contracts

Title (Type or Print)

December 14, 2017
Date of Signing

Approved as to form and legal sufficiency
this 15th day of December

BY: 

Signature

Name (Type or Print)

Assistant Attorney General – MHBE

Change Request Form

| Maryland Health Benefit Exchange | | | |
|---|-------------|---|--------------------------------------|
| Change Request Title: BATPhone Connectivity and Technical Support Modification #1 to Contract for Consolidated Service Center | | Change Control # : 1-X | |
| MHBE Change Request Owner: Michelle Compton | | Change Control Status: | |
| Date Requested: | | Initial Submission <input type="checkbox"/> | |
| | | Presented at PMO Meeting <input type="checkbox"/> | |
| | | In Review <input type="checkbox"/> | |
| Requested Priority: Low Medium High Emergency Change Order Required | | Change Control Board Approval <input type="checkbox"/> | |
| | | Incomplete <input type="checkbox"/> | |
| Reason for Change: | | | |
| Missed Requirement New Requirement Estimate Adjustment Change Assumption | | Business Requested Change Other Note: If "Other" is selected, explain | |
| Requested By: | | | |
| Name: | LeeAnn Sapp | Title: | Manager, Consolidated Service Center |
| Phone: | | Email: | leeann.sapp@maryland.gov |
| Description of Change: | | | |
| The purpose of this modification is to: | | | |
| <p>The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone service for Open Enrollment 5 (OE5). The MHBE requires Broker connectivity to the call center telephony system for the period from November 1 through December 31, 2017. System access, set up and training for Brokers will occur in October 2017. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting insurance plans during OE5.</p> <p>The estimated cost for this is detailed in the Financial Proposal attached to this change order as Attachment B and incorporated herein. The Board approved NTE for this contract, of \$26,125,000.00 remains unchanged.</p> | | | |

Change Request Form

Dependencies on Other Changes, Releases, and/or System Functionality:

N/A

Reason for Change

MHBE is requesting these services in order to facilitate the continuation of the BATphone initiative.

Impact Analysis

Estimated Hours to
Conduct Analysis

Estimated Cost to
Conduct Analysis

Known Workarounds (Systemic or Process):

| | | | |
|-----------|----------|---------------------|--|
| Status | Approved | X | |
| | Denied | Reason for Denial | |
| | Deferred | Reason for Defferal | |
| Signature | | Date | |

SI Change Request Analysis;

Conducted by:

Impact on Project: (bold all that apply)

| | | | |
|---------|---------------|-------------|---------|
| Scope | Critical Path | Resources | Benefit |
| Quality | Schedule | Budget/Cost | |

Description of Impact on Project (Scope, Schedule, Quality, Critical Path):

Schedule (days):

Scope:

Quality

Critical Path

Budget/Cost (\$):

Benefit

Stakeholder Impacted (bold all that apply):

| | | |
|----------------------|-------------|------|
| MHBE Operations | DHMH | MIA |
| MHBE CIO | DHR | CCIO |
| MHBE Plan Management | MXIMUS | CMS |
| MHBE Finance | Call Center | IRS |
| MHBE Legal & Policy | DOL | DMV |

Applications Impacted: (bold all that apply):

| | | |
|------|-------------|-----|
| MHBE | Informatica | CRM |
|------|-------------|-----|

Maryland Health Benefit Exchange

Change Request Form

| | | | |
|--|--|-----------------|----------------|
| MMIS/CARES | | ISIM/ISAM | |
| Time to Complete Analysis: | | Hours | Date Completed |
| Maryland Health Benefit Exchange Project Management Change Request Analysis: | | | |
| Conducted by: LeeAnn Sapp | | | |
| Impact on Project: (bold all that apply) | | | |
| Scope | Critical Path | Budget/Cost | Benefits |
| Quality | Schedule | Resources | |
| Description of Impact on Project (Scope, Schedule, Quality, Critical Path): | | | |
| Stakeholder Impacted (bold all that apply): | | | |
| MHBE Operations | DHMH | DMV | |
| MHBE CIO | DHR | MIA | |
| MHBE Plan Management | XEROX | CCIO | |
| MHBE Finance | Call Center | CMS | |
| MHBE Legal & Policy | DOL | IRS | |
| Time to Complete Analysis: | Hours | Date Completed: | |
| Resolution & Approvals: | | | |
| MHBE: | SI: MAXIMUS Health Services, Inc. | | |
| Approved: <input checked="" type="checkbox"/> | Approved: <input checked="" type="checkbox"/> | | |
| Denied | Denied | | |
| Deffered | Deffered | | |
| Signature <i>Michelle Compton</i> | Signature <i>Charles K. Sweeney II</i> | | |
| Name/Title <i>Michelle Compton</i> | Name/Title Charles K. Sweeney II Vice President, Contracts | | |
| Date <i>12/15/17</i> | Date <i>December 14, 2017</i> | | |



ATTACHMENT A TO CHANGE ORDER
Statement of Work
[BATPhone Connectivity and Technical Support]

Background

The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone service for Open Enrollment 5 (OE5). The MHBE requires Broker connectivity to the call center telephony system for the period from November 1 through December 31, 2017. System access, set up and training for Brokers will occur in October 2017. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting insurance plans during OE5.

Statement of Work

The Contractor shall provide the following software and services associated with this Change Order:

- 1) 3-month licenses in Dell Defender Soft Token, VMware (VDI), Cisco Jabber and Finesse connectivity for 33 participating Brokers.
- 2) Tech support to include troubleshooting issues experienced by Brokers, tracking issues in a support log, password resets, conducting inbound/outbound calls with Brokers as required to resolve support issues.
- 3) The Technical Lead will offer in person and/or over the phone training to Brokers on how to utilize the Soft Token, VDI, Cisco Jabber and Finesse.

Contractor shall ensure the BATPhone system is fully implemented by November 1, 2017.

The estimated cost for this is detailed in the Financial Proposal attached to this change order as Attachment B and incorporated herein. The Board approved NTE for this contract, of \$26,125,000.00 remains unchanged.

Labor rates should be fully loaded.



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[BATPhone Connectivity and Technical Support]

Quote Form:

| Cost Type | Qty. /# of Hours | Unit Cost/Hourly Rate | Total Cost |
|--|------------------|-----------------------|-------------|
| Software Licensing (3-month) | 33 Licenses | | |
| Technical Support by Team Lead (Nov 1-Dec 22, 2017) | 286 Labor Hours | | |
| Total | | | \$25,234.00 |

Charles K. Sweeney II

Authorized Individual Name

Vice President, Contracts

Title

Charles K. Sweeney II

Signature

MAXIMUS Health Services, Inc.

Company Name

FEIN: 26-0307682

Company Tax ID #

December 14, 2017

Date