

**SECOND AMENDMENT TO THE AGREEMENT  
WITH DELOITTE CONSULTING  
FOR CONTINUING DEVELOPMENT OF A WEB-BASED ELECTRONIC  
APPLICATION PROCESSING SYSTEM**

THIS AMENDMENT TO AN AGREEMENT, entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 2003, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and DELOITTE CONSULTING, hereinafter called "Contractor".

WITNESSETH:

WHEREAS, the parties entered into an Agreement on March 14, 2003, for Phase I of developing a web-based electronic application processing system for the One-E-App program for Medi-Cal and Healthy Families for children; and

WHEREAS, the parties entered into a First Amendment on May 13, 2003, to add Phase II to expand the existing system to include additional managed health programs ; and

WHEREAS, the parties now wish to further amend the Agreement to enhance the capabilities of One-E-App by streamlining the re-enrollment process, which will allow County staff the ability to efficiently re-enroll children to the program without affecting their coverage.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES AS FOLLOWS:

Section 1: **Ex** is amended to read as follows:

The following exhibits are attached hereto and incorporated by reference herein:

1.

- Exhibit A: Description of Services
- Exhibit A1: Description of Services for Phase II
- **Exhibit A2: Expansion of One-E-App – New Material**
- Exhibit B: Deloitte Consulting General Business Terms
- Exhibit C: Equal Benefits Compliance Declaration Form
- Attachment I: Budget for Phase II
- Attachment II: Participation in County Collaborative Pilot

2. Section 2: **Services to be performed by Contractor** is hereby amended to read as follows:

In consideration of the payments hereinafter set forth, Contractor shall perform services for County in accordance with the terms, conditions and specifications set forth herein and in

Exhibits A, A1, A2, B, C, Attachments I, and Attachment II attached hereto and by this reference made a part thereof.

3. Section 4: **Payments** is hereby amended to read as follows:

In consideration of the services rendered in accordance with all terms, conditions and specifications set forth herein and in the Exhibits and Attachments hereto, County shall make payment to Contractor in the manner and amounts specified in the Exhibits and Attachments. In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination. In no event shall total payment under this Agreement exceed \$448,5

4. Section 12: **Governing Law and Severability** is hereby amended to read as follows:

This Agreement, including the Exhibits and Attachments shall be governed, **to the extent applicable, by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated there under, as amended, and incorporated by reference herein** and as constructed in accordance with, the laws of the State of California (without giving effect to the choice of law principles thereof) with venue in the County of San Mateo Superior Court. If any provision of these terms is found by a court of competent jurisdiction to be unenforceable, such provision shall be deemed modified to the extent necessary to render it enforceable, preserving to the fullest extent permissible the intent of the parties set forth herein.

6. All other terms and conditions of the Agreement dated March 14, 2003 and subsequent Amendments between the County and Contractor shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives,  
have affixed their hands.

COUNTY OF SAN MATEO

ATTEST:


By: \_\_\_\_\_  
Rose Jacobs Gibson, President  
Board of Supervisors

Date: \_\_\_\_\_

\_\_\_\_\_  
Clerk of the Board

Date: \_\_\_\_\_

DELOITTE CONSULTING L.P.  
By: Deloitte Consulting (US) LLC

By:  \_\_\_\_\_

Bobbie C. Wilbur  
Principal, Deloitte Consulting

Date: 11/26/03

**Expansion of the One-E-App Program  
Deloitte Consulting  
March 14, 2003 through June 30, 2004**

**Contractor's Responsibilities**

Goal 1: Change the program so that the One-E-App system will generate a Healthy Kids printable renewal application where the left column displays the latest data collected from the applicant and the right column will be changed to allow for specific changes to the corresponding information on the left.

To make this change the Contractor will make the following modifications to the system:

- Develop a printable renewal form with the left column displaying the latest application data and right column allowing for specific changes;
- Work with San Mateo and Santa Clara counties to design a Healthy Kids paper renewal form that is easy to use for the applicants, which will be generated in PDF file format;
- Include the Rights and Declarations, and Consent to Share Data in the new paper renewal form, which will be signed manually by the applicant and then faxed into the system;
- Make the necessary modifications to the Optical Character Recognition module of the application;
- Develop screens that will allow the entering of the changes that were marked on the right hand side; (See Goal 2)
- Include a fax cover sheet for temporary document required for programs that applicants were eligible for in the prior year/period. The fax cover sheet will be similar to the one that is used in the regular application process and will display a generic list of documents that may be required in the renewal process;
- Develop functionality that keeps track of the number of paper renewal forms that were generated for mailing to the applicant. Requirements for the number of printable renewal forms and fax cover sheets that can be mailed to an applicant will need to be determined by the policy experts and programmed. This information must be provided by the Counties' at the Rapid Application Design Session;
- Develop functionality that allows the person entering data to search and select a new provider for the applying members;
- Develop functionality that will not allow duplicate renewal/change process to be started in One-E-App;
- Develop . . . that will track renewals processed through using the printed renewal application method;

- Develop functionality that will provide workload management such as reminders, extensions, due dates for the printable renewal applications;
- Modify the Health Plan interface to accept records without any family contribution payments (i.e., check numbers, check date, amount and frequency); and
- Not make any changes to the Preliminary eligibility logic, Workflow and routing application, or to the Logic that determines funders for the Healthy Kids program.

Goal 2: Allow users to have the ability in One-E-App to select an option on the Main Menu to data enter information collected from a completed paper application either for new enrollment or renewal on a few select screens. The current data entry process is different from the “Begin a New Application” process because it does not require the user to complete all seven steps of the One-E-App business process, rather all the information is captured on a limited number of screens.

To make this change the Contractor will make the following modifications to allow for the data entry of completed applications for enrollment or renewal:

- Develop screens that allow for the data entry of first time paper applications or renewals;
- Facilitate the rapid application design session for San Mateo County in collaboration with Santa Clara and Alameda Counties to validate the requirements for this enhancement;
- Enhance the features of the data entry screens to allow the following:
  - Feature similar data edits and validations to the regular interview style application process;
  - Allow users the ability to “pend” applications that are not yet complete;
  - Allow users to have a workload screen to view “pending” applications not yet complete;
  - Applications entered through the data entry module to be tracked and flagged accordingly for reporting purposes;
  - The data entry module will feature the determination of preliminary eligibility for different programs that are included in One-E-App;
  - The data entry module will also feature the collection of program specific information such as the selection of a provider for Healthy Kids; and
  - Name Search will be programmed to run a search after all demographic data has been entered to indicate who is seeking assistance;
- Modify the Health Plan interface to accept records without any family contribution payments (i.e., check numbers, check date, amount and frequency).

For the purpose of completing both goals the Contractor will:

- Facilitate one three-hour rapid application design session with representatives of San Mateo and Santa Clara counties to validate the requirements for the renewal paper forms and data entry capability enhancements;
- Conduct design, development and the Integration of the enhancements in their facility in Sacramento;
- Provide second level help desk support for the enhanced features in One-E-App; and
- Provide the Counties' with the resource, timeframe and cost impacts if the scope of the enhancements is altered by change in requirements or additional functionality requested.

### **Counties' Responsibilities**

For the purpose of completing both goals the County of San Mateo in collaboration with the County of Santa Clara will:

- Coordinate the attendance of the subject matter experts for the rapid application design session. Attendees will include system users, program managers, and policy decision-makers of the programs and business processes;
- Share in the expense for the renewal and data entry enhancements as outlined in the Cost Estimate Section of this exhibit;
- Provide timely resolution of the County controlled issues that affect the project and plan schedule;
- Coordinate the necessary resources to complete thorough user acceptance testing of the enhancements;
- Be responsible for training and supporting staff that will use the enhanced features in the One-E-App system; and
- Provide first level help desk support for the enhanced features in the One-E-App system.

### **Cost:**

Based on the modifications requested in Goals 1 and 2, the following cost includes development, testing and implementation.

The County shall pay contractor monthly for actual costs incurred upon receipt and approval of invoices. The full cost of services described in this exhibit shall not exceed \$6,500 without the County's prior approval. Notwithstanding the foregoing, the County acknowledges that Contractor has not been engaged to perform services on a fixed or not-to-exceed price basis.

**SAN MATEO COUNTY  
MEMORANDUM**

**DATE:** 12/6/02  
**TO:** Priscilla Harris Morse FAX: 363-4864 PONY: EPS 163  
**FROM:** Carla Damante FAX: (650) 596-3478 PONY: HSA210  
**SUBJECT:** Contract Insurance Approval

The following is to be completed by the department before submission to Risk Management:

**CONTRACTOR NAME:** Deloitte Consulting One-e-App for Healthy Kids

**DOES THE CONTRACTOR TRAVEL AS A PART OF THE CONTRACT SERVICES?:**  
No

**NUMBER OF EMPLOYEES WORKING FOR CONTRACTOR:** N/A

**DUTIES TO BE PERFORMED BY CONTRACTOR FOR COUNTY:** Initiate the design, development, and implementation of One-e-App, a web-based application processing system that facilitates the processing, collection and storage of data for the Healthy Kids and other locally managed eligibility programs.

The following will be completed by Risk Management:

INSURANCE COVERAGE:	Amount	Approve	Waive	Modify
Comprehensive General Liability	\$ _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Motor Vehicle Liability	\$ _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional Liability	\$ _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Workers' Compensation	\$ _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>REMARKS/COMMENTS:</b>				

*Priscilla Morse*  
Risk Management Signature

12-9-02  
Date

**MARSH CERTIFICATE OF INSURANCE** POLICY NUMBER NY02-90741-03

**PRODUCER**  
 MARSH USA INC.  
 1166 AVENUE OF THE AMERICAS  
 NEW YORK, NY 10036  
 Attn: (212)345-5000

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES DESCRIBED HEREIN.

530003-CAS-03-04

**COMPANIES AFFORDING COVERAGE**

**INSURED**  
 Deloitte & Touche USA LLP  
 10 Westport Road  
 P.O. Box 820  
 Wilton, CT 06897-0820

- COMPANY  
A TRANSPORTATION INSURANCE CO
- COMPANY  
B CONTINENTAL CASUALTY CO
- COMPANY  
C N/A
- COMPANY  
D VALLEY FORGE INSURANCE COMPANY

**COVERAGE**

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE DESCRIBED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED  
 LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY	GL 247869885	06/01/03	06/01/04	GENERAL AGGREGATE \$ 1,000,000
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY	GL 247869806 {CANADA}	06/01/03	06/01/04	PRODUCTS - COMP/OP AGG \$ 1,000,000
B	<input checked="" type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	GL 247869868 {PUERTO RICO}	06/01/03	06/01/04	PERSONAL & ADV INJURY \$ 1,000,000
	<input type="checkbox"/> OWNER'S & CONTRACTOR'S PROT				EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> HOST LIQUOR LIABILITY				FIRE DAMAGE (Any one fire) \$ 1,000,000
					MED EXP (Any one person) \$ 10,000
A	AUTOMOBILE LIABILITY	BUA 247869871 {A/S}	06/01/03	06/01/04	COMBINED SINGLE LIMIT \$ 1,000,000
B	<input checked="" type="checkbox"/> ANY AUTO	BUA 247869837 {PUERTO RICO}	06/01/03	06/01/04	
B	<input type="checkbox"/> ALL OWNED AUTOS	BUA 247869787 {PHD A/S}	06/01/03	06/01/04	BODILY INJURY (Per person) \$
A	<input type="checkbox"/> SCHEDULED AUTOS	BUA 247869854 {PARTNERS TX}	06/01/03	06/01/04	BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE \$
	<input type="checkbox"/> NON-OWNED AUTOS				
	<input checked="" type="checkbox"/> AUTO PHYSICAL DAMAGE	\$500 DEDUCTIBLE COMP/COLL			
	GARAGE LIABILITY				ALTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY: \$
					EACH ACCIDENT \$
					AGGREGATE \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	<input type="checkbox"/> UMBRELLA FORM				AGGREGATE \$
	<input type="checkbox"/> OTHER THAN UMBRELLA FORM				\$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	WC 247869773 {AOS}	06/01/03	06/01/04	<input checked="" type="checkbox"/> WC STAT. TORY LIMITS <input type="checkbox"/> OTHER \$ 1,000,000
D		WC 247869823 {CA}	06/01/03	06/01/04	EL EACH ACCIDENT \$ 1,000,000
A	THE PROPRIETOR/PARTNER/SEXUAL OFFICERS ARE: <input type="checkbox"/> INCL. <input checked="" type="checkbox"/> EXCL.	WC 247869790 {HAWAII}	06/01/03	06/01/04	EL DISEASE POLICY LIMIT \$ 1,000,000
					EL DISEASE EACH EMPLOYEE \$ 1,000,000

DESCRIPTION OF OPERATION(S)/LOCATION(S)/VEHICLE(S)/SPECIAL ITEMS  
 Reference: Human Services Agency

**CERTIFICATE HOLDER** **CANCELLATION**

San Mateo County  
 Attn: THERESA RABE  
 555 COUNTY CENTER  
 REDWOOD CITY, CA 94063-1665

SHOULD ANY OF THE POLICIES DESCRIBED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES OR THE ISSUER OF THIS CERTIFICATE.

MARSH USA INC.  
 By: Nancy Bertolino *Nancy Bertolino*

VALID AS OF 06/04/03