THIRD AMENDMENT TO THE AGREEMENT
WITH DELOITTE CONSULTING LLP
FOR ONE-E-APP FOR HEALTH KIDS

THIS THIRD AMENDMENT TO AN AGREEMENT, entered into on this_____ day of _____, 2004, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and **DELOITTE CONSULTING LLP**, previously known as DELOITTE CONSULTING, hereinafter called "Contractor".

W I T N E S S E T H:

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 entered into a Second Amendment on December 16, 2003, to enhance the capabilities of One-e-App by streamlining the re-enrollment process; and

WHEREAS, the parties now wish to further amend the Agreement to provide for additional enhancements to the One-e-App Program, develop an implement an interface to the Welfare Case Data System, and extend the maintenance and Agreement to July 31, 2005.

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

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

The following Exhibits and Attachments are attached hereto and incorporated by reference herein:
- Exhibit A: Description of Services
- Exhibit A1: Description of Services for Phase II
- Exhibit A2: Expansion of One-e-App
- **Exhibit A3: Change Order Request #3 dated 7/20/04 – 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, **A3,** B, C, Attachments I, and Attachment II attached hereto and by this reference made a part thereof.

3. Section 3: **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 **$690,000, Six Hundred Ninety Thousand Dollars.**

4. 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.
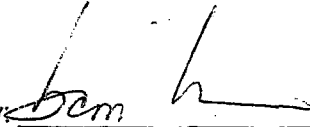
COUNTY OF SAN MATEO

By: _____
    President,
    Board of Supervisors

ATTEST:

Date: _____

_____
Clerk of the Board

Date: _____

DELOITTE CONSULTING LLP

By: _____

Bobbie C. Wilbur
Principal, Deloitte Consulting

Date: 9/30/04

Deloitte.

July 20, 2004

Elsa Dawson on behalf of San Mateo County
Human Services Agency of San Mateo County
550 Quarry Rd.
San Carlos, CA 94070

RE: Change Order Request #3 to Agreement for One-e-App Number 65995

Dear Elsa:

Based on our recent discussions with you regarding enhancements to San Mateo County's One-e-App we have summarized the change orders requested below and provided an estimated cost to complete the associated work. We understand that there is a sense of urgency for San Mateo to move forward on this work and we will work with San Mateo to help prioritize this work so that it is completed this in a reasonable timeframe.

Change Request #1: Verification Documents on Fax Cover Sheets

As a result of policy changes, the County would like to add and remove verification documents from the list on the Temporary and Permanent Fax Cover Sheets.

Proposed Solution #1: Update Required Verification Documents on Fax Cover Sheets

Deloitte will update the Temporary and Permanent Fax Cover Sheets based on new policies that have been implemented to more accurately reflect what verification documents are required for Healthy Kids application and enrollment.

The following are the steps to determine the requirements and complete the necessary modifications to One-e-App to allow for changes to the Temporary and Permanent Fax Cover Sheets.

- Conduct a requirements session via phone for about an hour to determine what new verification documents are required and those that are no longer required.
- Update the rules engine to accurately reflect the new policy changes that generate the requirement of verification documents.
- Modify the Temporary and Permanent Fax Cover Sheets to be able to list all necessary verification documents based on the new policies.
- Test the updates to validate that the changes are accurately reflected in the Fax Cover Sheets.
- The County will be responsible for completing User Acceptance Testing and reporting any issues to Deloitte. This includes the initial testing and retesting of bug fixes as required.

Change Request #2: Healthy Kids Liaison Workload Paging

The increasing number of records from new applications and renewal applications continues to build on the Healthy Kids Liaison Workload Page thus increasing the wait time for the system to retrieve and present the information when the user navigates to this page. San Mateo is requesting changes be made to change how the system retrieves and presents this workload data.

Proposed Solution #2: Healthy Kids Liaison Workload Paging

Deloitte will modify the Healthy Kids Liaison (HKL) Workload Page that lists all applications for final eligibility determination to display no more than 25 records on one workload page. Only a set of 25 records will be displayed on one workload page at any given time. If there are 50 records, two workload pages will cycle, each with a set of 25 records. The number of workload pages that are cycled will be determined by the number of records that need to be reviewed and dispositioned by the Healthy Kids Liaison. Deloitte will also fine tune the queries that retrieve this data so as to increase the performance of this screen and the records loaded.

The following are the steps to determine the requirements and complete the necessary modifications to One-e-App to allow for paging of the HKL Workload screen where preliminary eligible applicants await to be reviewed and dispositioned.

- Modify the page to limit the display of only 25 records at a time.
- Modify the screen to cycle and display the appropriate set of records depending upon the page number that is selected by the user.
- Modify the screen to view the Next set of records or the Previous set of records.
- Performance tune queries that retrieve information on applicants that are awaiting Healthy Kids disposition. Modify the sorting functionality on the page to work with the enhancements for paging. We will work with San Mateo to determine if the sorting function should only adjust the records that are currently displayed on the page or sort through entire record set...
- Test the performance of the enhanced screen.

Assumptions for this enhancement are summarized below.

- The Healthy Kids Liaison workload functions will not be modified in any way. The same functionality as exists now will remain the same (i.e., Reminders, Generate Fax Sheet, Generate Notice)
- Sorting of the records by any of the columns will only be done for the records that appear on the page. Sorting on one page will not automatically sort all other records viewed on another screen.
- It is assumed that all business logic will be applied to all the views of this workload.
- The County will be responsible for completing User Acceptance Testing and reporting any issues to Deloitte. This includes the initial testing and retesting of bug fixes as required.
- We will coordinate our work with San Mateo County to minimize any impacts on applications that are in the Healthy Kids Liaison Workload Page when this functionality is moved to production (www.oneapp.org).

Change Request #3: HPSM Interface Changes

Under the current setup for dealing with unique family indicators, One-e-App links renewal and change in circumstance applications by linking every application that is created to the original/initial Application ID. This linkage occurs only when the assistors begin the application through the Renew/Change Application function from the menu. The Application ID is a unique indicator for

every application that is created in the system. The Healthy Kids external systems such as AMISYS at the Health Plan of San Mateo (HPSM) currently use the original Application ID as the unique indicator for all records including data that was migrated into One-e-App.

Within an application, the unique indicator for a member of the household (applying or not) is the Member Sequence Number (MSN). The MSN is simply an incrementally generated sequential number within the application. The Application ID and the MSN are together the unique indicators for a member in One-e-App.

During the One-e-App Needs Meeting on April 12th, 2004 a business need for One-e-App to always maintain a unique indicator for every member in the system was identified. The unique indicator would be maintained in scenarios where Healthy Kids eligible members are re-added.

In addition, under the current setup a transaction code of "C" is sent for renewal applications and updates to member data (processed using the "Update Member Data" functionality). HPSM has identified the business need to distinguish between updates to member data and renewal applications. The business need is driven by the fact that under the current file layout and transaction types, HPSM is unable to identify which applications need to be invoiced.

Proposed Solution #3: HPSM Interface Changes

During subsequent discussions and follow up conference calls with the Health Plan of San Mateo the following solution modeled after the Santa Clara solution was proposed.

- Deloitte will send all transaction records as it currently does for all new add transactions to the HPSM.
- The HPSM will reject any duplicates that it identifies in the files that are received by One-e-App and send an electronic file to One-e-App indicating a rejection due to duplication with the original Application ID as stored in the AMISYS system.
- One-e-App will retrieve the files in the same evening and associate the new Application ID to the original Application ID as determined by the HPSM.
- Within 24 hours of the next interface run, One-e-App will resend the record with a re-add transaction code with the new information and the original Application ID.
- The individual is made eligible within 11 days of the send of the second transaction with the link to the original Application ID and the new information is sent to the HPSM.

In order for One-e-App to maintain a unique indicator in this circumstance, the following modifications to the system will need to be made.

- Develop functionality that will allow One-e-App to retrieve, decrypt, and read the files sent by HPSM.
- Develop business logic that will match the returned record and link the received original app ID to the new app ID.
- Modify the interfaces to the HPSM to resend the returned record with linked original app ID and the new application information with a new transaction code as appropriate.
- Modify the One-e-App data model to include the unique member level indicator for all applications once completed through Foundation proposal.
- Modify the interfaces to the Health Plan of San Mateo to transmit the new unique member indicator for current and proposed transaction types. The current and proposed transaction types are listed below.
    - o A – Addition of a new member to the Healthy Kids program (current)

- o   C – Change of information for an active Healthy Kids program (current)
- o   T – Termination or disenrollment of an active Healthy Kids member (current)
- o   R – Re-addition of a member who was previously enrolled in the Healthy Kids program. (proposed)
- o   Q – Reinstatement of a member who was previously enrolled in the Healthy Kids program (proposed)
- o   N – Renewal of an active member in the Healthy Kids program (proposed)
- o   B – Addition of a child on an existing application (proposed)
- Make the necessary data model changes to accommodate the different scenarios
- The Healthy Kids and Adult WELL Application Summary will need to display the new indicators.
- Modify all the search functionalities in One-e-App to include the indicators in the search criteria and results.

Key implications and assumptions are summarized below.

- We will need to work with the Health Plan of San Mateo to further understand the implications on the interface.
- The HPSM may need to change their system logic to process the new transaction codes and data from the interface and send the data back via the interface.
- In the event of a rejection of a record for duplicate reasons as identified by HPSM, HPSM will send the record with the original application ID and instructions as to whether the record should be a re-add, re-instatement, change, new, or termination of the child.
- The interface from HPSM will identify members that already exist vs. do not exist in their database for a given Application ID and if the member is a re-addition or reinstatement.
- This interface will be implemented simultaneously with the re-addition and reinstatement change orders.
- The HPSM will be responsible for identifying duplicates and providing Deloitte with the original Application IDs from their AMISYS system. This will include all applications that have been facilitated through One-e-App to date and also the migrated data from August 2003.
- Linking will only be performed against records that exist within One-e-App. The system will not be able to establish linkage between electronic applications that come through One-e-App and paper applications that were not entered into One-e-App.
- Deloitte will work with HPSM to test the interface for acceptance and implementation.
- Deloitte will only be responsible for providing Tier II help desk support that addresses system bugs.
- The Health Plan of San Mateo will be responsible for making any necessary changes to their systems to accept the new transaction indicators as a part of the interface.
- The historical records using the existing data and transaction types in One-e-App will not be revised to reflect the new and more granular transaction codes.

Change Request #4: Reinstatements for Healthy Kids

During the One-e-App Needs Meeting on April 12th, 2004 the business need for One-e-App to allow for reinstatement of disenrolled Healthy Kids members was identified. Reinstatement is defined as reactivating a previously disenrolled Healthy Kids member in a manner such that there is no gap in coverage.

Proposed Solution #4: Reinstatement Functionality for Healthy Kids

One-e-App could be modified to include reinstatements through the View Disenrolled Member functionality. Specifics of the proposed approach are below.

- In order to reinstate a Healthy Kids member who has been disenrolled the authorized user would first be required to search for disenrolled members using the "View Disenrolled Members" functionality.
- The authorized users would have the ability to select and reinstate the disenrolled members from this screen back to a specific period.

The following modifications will be required to the system.

- Modify the View Disenroll Member functionality to allow users to reinstate disenrolled applicants for the Healthy Kids Liaison.
- Make the necessary data model changes to store information on reinstatements.
- Develop business logic that will reinstate the selected members and align the coverage so as to avoid a gap in coverage.
- The financial contribution information sent to the HPSM will be that of the latest information received from the family by the assistor and entered into One-e-App.
- Modify the "Submitted Application Details" screen to display the member as having been reinstated as an active Healthy Kids member.

Key implications and assumptions are summarized below.

- The County and HPSM will provide subject matter experts for Deloitte to work with throughout this process.
- HPSM interface modifications to account for reinstatements are already included in Change Order #3.
- The County and HPSM will identify the scenarios where reinstatements are permitted and those in which they are not, which is directly associated to the disenrollment reasons.
- The County and HPSM will provide a list of disenrollment reasons that allow a reinstatement.
- The County and HPSM will be responsible for conducting the User Acceptance testing of this functionality. The UAT will be completed all in one scheduled period of a maximum of 3 days as identified by the County, HPSM, and Deloitte Consulting.
- Under the current setup, One-e-App allows authorized users to schedule a disenrollment in future. Reinstatements for these members would only be permitted after the actual disenrollment has occurred and the member is not active in One-e-App and the Health Plan of San Mateo.
- For Healthy Kids enrolled members who are reinstated, the annual period will remain the same as the one prior to the disenrollment.
- This reinstatement function will not apply to members that are scheduled to be disenrolled on a future scheduled date.
- The reinstatement function will only apply to those members that are still within their originally determined eligibility period (i.e., disenrolled member on May 1, 2004 and their termination date is Dec. 31, 2004).
- Should a member be reinstated for a period longer than the 12 months of the standard eligibility timeframe, the HPSM will manage these cases manually.
- The ability to reinstate members will only be available in English.

Change Request #5: Re-additions to Healthy Kids

During the One-e-App Needs Meeting on April 12th, 2004 the business need for One-e-App to allow for re-addition of members was identified. Re-addition refers to a situation where a member termed out of the Healthy Kids program and is now reapplying and determined eligible with a gap in coverage.

Proposed Solution #5: Re-addition Functionality to Healthy Kids

One-e-App could be modified to include "re-additions". To do so, an assistor will conduct an application search as per their training. Through the history results that are returned, the assistor is notified of the member being disenrolled and is not eligible to reapply. In this instance, the assistor will verify that the individual as disenrolled through the View Disenrolled Members functionality. Once the results are returned, the assistor can select to "re-add" the individual through the "re-add" button displayed on the View Disenrolled Members results screen. Specifics of the proposed approach are below:

- In order to re-add an individual who was previously a Healthy Kids member, the authorized user would first conduct an application search in the View Disenrolled Member search per their training.
- If the family chooses to reapply, the assistor must confirm they are eligible to reapply.
- When a match is found in the results of the search, the assistor will be provided the functionality to select "re-add" and begin a re-add application for the individual(s) based off the latest application information, thus linking the Application ID to the original application and maintaining the MSN of each individual in the family and on the application.

The following modifications will be required to the system.

- Make the necessary data model changes to store information to accommodate "re-additions".
- The financial contribution information sent to the HPSM will be that of the latest information received from the family by the assistor and entered into One-e-App.
- Modify the View Disenroll Member functionality to allow users to re-add disenrolled applicants for the application assistors.
- Develop business logic that will re-add the selected members.

Key implications and assumptions are summarized below.

- We will work with and will need assistance from the County and HPSM to identify the scenarios which are re-additions as opposed to reinstatements or additions.
- HPSM interface modifications to account for re-additions are already included in Change Order #3.
- The County and HPSM will provide a list of disenrollment reasons that allow a re-addition.
- The County and HPSM will be responsible for conducting the User Acceptance testing of this functionality. The UAT will be completed all in one scheduled period of a maximum of 3 days as identified by the County, HPSM, and Deloitte Consulting.
- Under the current setup, One-e-App allows authorized users to schedule a disenrollment in future. Re-additions for these members would only be permitted after the actual

- disenrollment has occurred and the member is not active in One-e-App and the Health Plan of San Mateo.
- Coverage for re-additions will begin on the 11th day after final eligibility is approved by the Human Services Agency.
- The ability to re-add members will only be available in English.

Change Request #6: Verification Documents Confirmation Received

Due to many applications submitted to the Healthy Kids Liaison that are not complete with verification documents, the County would like to require a checkpoint for the assistors to review and verify all verification documents prior to allowing the submission of the application to the Healthy Kids Liaison for eligibility determination.

Proposed Solution #6: Require Verification Documents Received Before Submission to Healthy Kids Liaison

Deloitte will modify the Applications Details Summary screen to require all verifications documents to be received, reviewed, and verified prior to submission of the application to the Healthy Kids Liaison for eligibility determination.

The following are the steps to determine the requirements and complete the necessary modifications to One-e-App to allow for changes to the Verification Documents checkpoint.

- Modify the workflow and navigation of applications from Submission to a new workload. This new workload will be designed to hold all submitted applications awaiting verification documents. The application will only be submitted to the Healthy Kids Liaison for disposition once all the verification documents have been received and confirmed by the application assistor. The assistor will have 14 days to collect the documents for first time applications.
- Develop business logic that will route the application from the assistor to the Healthy Kids Liaison once all verification documents have been received. At this point, it is imperative to note that all members who were determined preliminarily eligible for Healthy Kids will be submitted for disposition.
- Develop business logic that routes application that have been awaiting verification documents for more than 14 calendar days to the supervisors of the application assistor for first time applications.
- Develop a new workload screen for the supervisor to close these applications and flag them as incomplete.
- Develop a new notification letter that will be mailed to the primary informant if the application is closed by the supervisor.
- Modify the data model to store the new incomplete indicator. This indicator will also allow for tracking of these applications.
- Enhance the existing "drop off" business logic to drop off renewal applications that have been awaiting verification documents by the insurance termination date of the currently enrolled Healthy Kids members.
- Modify the existing routing logic for currently enrolled Healthy Kids members who were determined ineligible in the interview process during renewal.
- Develop functionality that will allow the application assistor to bring back the applications that were incomplete within a specified time frame.

- Modify the Healthy Kids Submitted Application workload to display the new "incomplete" status.
- Modify the Submitted Applications Details page to display "Incomplete" status for applications which did not have all verification documents received.

Key implications and assumption of the above enhancement are described below.

- Test the modifications and navigation to validate that the changes are accurately reflected in the workflow.
- The County will be responsible for completing User Acceptance Testing and reporting any issues to Deloitte. This includes the initial testing and retesting of bug fixes as required.
- The County will provide the text for the English and Spanish notification letters.
- The enhancement will not apply to existing applications that have all ready been submitted to the Healthy Kids Liaison and have been awaiting verification documents.
- All members on an application will be submitted to the Healthy Kids Liaison for disposition at the same time. The functionality does not allow for member level submission to the Healthy Kids Liaison for first time or renewal applications.

Change Request #7: Family Contribution Screens

As a result of policy changes July 2004, the County would like to replace the calculation and view of the family contribution screens for renewal applications with some language modifications on this screen given the type of application – renewal vs. new. Also for renewal applications, replace the Healthy Kids Liaison premium check screen.

Proposed Solution #7: Update Family Contribution Screens

Deloitte will replace the Family Contribution screens that are viewable in the Begin Application process for renewal applications that display the family contribution for the next year of membership. In addition, the language as displayed on the current Family Contribution screen needs to be updated to reflect the current policy changes of the renewal payments going directly to the Health Plan of San Mateo rather than the Human Services Agency. Also the Family Contribution checkpoint screen will be replaced for the Healthy Kids Liaison to review.

The following are the steps to determine the requirements and complete the necessary modifications to One-e-App to allow for changes to the Family Contribution screens.

- Conduct a requirements session via phone for about an hour to determine what new language is required and those that are no longer required on the Family Contribution screen for renewal vs. new applications.
- Update the rules engine to calculate the family contribution payments for new and renewal applications to display in the replaced Family Contribution screen.
- Modify the navigation and workflow to accommodate the different Family Contribution screens for new vs. renewal applications.
- Replace the Family Contribution check screen view for renewal applications for Healthy Kids Liaison
- Test the updates to validate that the changes are accurately reflected in the HPSM interface and Begin App process and Healthy Kids Liaison eligibility determination process.
- The County will be responsible for completing User Acceptance Testing and reporting any issues to Deloitte. This includes the initial testing and retesting of bug fixes, as required.

Key implications and assumptions are summarized below.

- We will work with and will need assistance from the County to identify the changes in language requested on the Family Contribution screens that are different for new vs. renewal applications.
- The Healthy Kids Liaison will have to complete the premium check information for all kids preliminary eligible for Healthy Kids on one application prior to submitting the application to the Health Plan.
- The County and HPSM will be responsible for conducting the User Acceptance testing of this functionality.

As a result of the County and HPSM still determining the policy around family contribution, this change order is subjective to revisions once the policy is made. The cost estimate provided in this document for Change Order #7 refers to the work as outlined here in Change Order #7. Should the policy change result in the work to be different as outlined here, Deloitte will reassess the cost estimate to complete the work to meet the County's business need.

Change Request #8: One-e-App to San Mateo Human Services Welfare Case Data System (CDS) Interface

The County would like to start the development of the One-e-App to CDS interface development and testing.

Proposed Solution #8: One-e-App to San Mateo Human Services Welfare Case Data System (CDS) Interface

Deloitte will work with the San Mateo Human Services to develop, test, and implement the CDS interface from One-e-App.

The following are the steps to determine the requirements and complete the necessary tasks to One-e-App to allow for the development and implementation of this interface.

- Conduct technical analysis of the business transaction of the CDS system that will include at the minimum the following.
  - o Identification of the user types/groups who are permitted to conduct the transaction in CDS.
  - o Identification of appropriate One-e-App users types who will be allowed to do the same.
  - o Identification of the pertinent CDS user account information that is needed to permit the business transaction.
  - o Configuration of One-e-App to ensure that the CDS user account information is available to the Universal Interface Framework.
- Conduct analysis of the business transaction in CDS that include the following tasks:
  - o Identification of the unique CDS screens that are involved in the business transaction.
  - o Identification of the different navigational controls available on a specific screen.
  - o Identification of different navigational paths that can lead to the completion the business transaction.

- o Identification of different errors that may be encountered during the business transaction process.
- o Identification of different codes that may be involved in the business transaction. The codes will include the following:
  - Code values for different data elements that need to be transmitted.
  - Color codes that may be used to visually distinguish information.
- o Identification of any hidden fields or dynamic data elements/validations that may have been programmed in the "green screen".
- Record navigational mapping that involves recording the appropriate navigational paths for the business transaction
- Develop extended data objects which are not core to One-e-app, to accommodate such situations a layer of extended data objects will need to be developed. The analysis of the business transaction will identify if this task is pertinent to the CDS business transaction being automated.
- Conduct data transformation with the assistance of the County CDS SME.
- Conduct data mapping of the One-e-App data objects (core and extended) to the user interface of the "green screen".
- Define, develop, and configure error handling that is custom to the interface to the remote system.
- Compile and unit test the interface process definition that involves compiling and unit testing of the interface process definition. The compilation and testing will be conducted through the Jacada MapMaker.
- Develop interactive screens defined as screens in One-e-App that facilitate user interaction (collection of data or viewing of results) during the execution of an interface. Interactive screens will only be developed for interfaces that require human (user) intervention during an electronic exchange of data. We will need to develop interactive screen for the interface if applicable.
- Develop integration scripts to manage the programmatic engine in context to the interface being developed.
- Configure runtime settings involving the configuration of runtime setting of the Jacada Host Connector.
- Conduct end to end testing involving testing of the interface when integrated into One-e-App. This critical step includes the following.
  - o Testing the automated business transaction from start to finish as integrated into One-e-App.
  - o Regression testing to ensure that deployment of the interface does not have any adverse effects on One-e-App. Analysis of the implications of the new interface to the other interfaces that have all ready been deployed using the framework.
  - o Testing the new interface in a multi user environment if applicable.
  - o Performance tuning the new interface.
- Integrate the interface to UIF monitors that involves integration of the newly developed interface into the UIF interface monitors.

Key implications and assumptions are summarized below.

- We will work with and will need assistance from the County Information Systems Department to gain access to the CDS test environment in San Mateo County.
- We will work with and will need assistance from the County CDS SMEs to determine the data mappings and navigation within the CDS system.

- We will work with and will need assistance from the County CDS SMEs to run batch processes on the CDS system in order to process test cases submitted through the interface.
- The County will be responsible for conducting the User Acceptance testing of this functionality.

Change Request #9: One-e-App Maintenance

As a result of the current One-e-App maintenance coming to an end as of July 31, 2004, the County would like to engage Deloitte in another year of maintenance.

Proposed Solution #9: Ongoing One-e-App Maintenance

Deloitte will continue to provide One-e-App maintenance support services that include such activities such as second tier help desk, ongoing maintenance checks of the hardware/software infrastructure, and back-up.

Maintain the One-e-App system for three 12-consecutive-month years, beginning on August 1, 2004, that consists of the following services:
- Secondary-level help desk support (8:00 AM – 5:00 PM PST)
- Bug fixes to the application as implemented
- Monitor and review system performance on a daily basis to ensure system availability and uptime. This consists of but is not limited to the following.
  - Application level components
  - Document management solution (including the fax server, the fax lines, the 800#s and the optical character recognition software)
  - Maintenance of real time and batch interface activity
  - Maintenance of daily batch jobs
  - Monitor all interfaces in place (i.e., health plan, Health-e-App, CDS)
  - Periodically validate that the Health-e-App interface stays in sync with state web application
  - Maintenance and monitoring of data replication processes and the FTP site
  - Testing One-e-App function performance on a monthly basis, or more frequently, if necessary
- Perform the database management functions
  - Daily maintenance of database integrity
  - Conduct performance monitoring weekly, that includes regular stress testing
  - Conduct database sizing analysis monthly
  - Monitor the county database instances
  - Monitor the timely and complete distribution of data to counties as set forth in the design
  - Database security
- Monitoring of the system architecture on a daily basis
  - Monitoring the activity on the network
  - Monitoring the web server memory, hard disk and CPU performance
  - Space management on production servers
- Hardware/Software maintenance:
  - Installing third party software upgrades
  - Maintaining or managing maintenance agreements with third party software vendors
  - Installing software patches

- o Installing necessary service packs
- o Installing point release upgrades
- o Weekly maintenance tasks to ensure that an optimal state of the system architecture (i.e. defragmentation of the operating system and databases)
- o Establish virus protection by running anti-virus software at the server level
- Maintaining a disaster recovery strategy
  - o Onsite transactional daily and hourly backup of the databases
  - o Onsite daily tape backup of production databases
  - o Offsite weekly tape backup of the entire application (code and database)
  - o Scheduled testing of the disaster recovery strategy
- Telecommunications infrastructure maintenance for the hosted solution at the Contractor's office:
  - o Switch
  - o Router
  - o T1 services
  - o Fax lines
  - o 1-800- Help Desk Lines
  - o VeriSign certificates and encryption key
- Perform FPL updates yearly as set by Federal rules
- Perform Healthy Kids eligibility rules changes that mirror those of Healthy Families when changes to Healthy Families are made. These changes will not exceed 40 hours/year of eligibility rules changes. Should the changes exceed 40 hours/year, Deloitte will provide the County with the resource, timeframe, and cost impacts of the proposed change.
- Monitor and report interconnections between Pilot Counties
- Provide weekly status reports on help desk calls.

Key implications and assumptions are summarized below.

- The County will be responsible for providing First Tier Help Desk Support.
- The County will be responsible for providing information as requested by the Help Desk staff in order to appropriately resolve issues.

Assumptions:
- Deloitte Consulting will facilitate the requirements and rapid application design sessions as described in each Change Order with County representatives to validate the requirements for the modifications described in this Change Order.
- The County Project Manager or contact is responsible for coordinating the attendance of the subject matter experts for the requirements and rapid application design sessions. It is expected that the attendees include users of the system, program managers, and policy decision-makers of the programs and business processes.
- The County will provide timely resolution of the County controlled issues that affect the project plan and schedule.
- Design, Development and the Integration Testing of the enhancements will be conducted in Deloitte Consulting's facility in Sacramento.
- The County's Project Manager or contact will coordinate the necessary resources to complete thorough user acceptance testing of the enhancements.
- The Counties will be responsible for training and supporting staff that will use these enhanced features in One-e-App.
- The Counties will provide first level help desk support for these enhanced features in One-e-App.

- Deloitte Consulting will provide second level help desk support for these enhanced features in One-e-App.
- Even given the enhancements identified by the change orders in this proposal, the County and HPSM may still encounter issues with cases that are inappropriately started in One-e-App or with migrated data. In such cases, the County and HPSM will work to train their staff as appropriate to effectively deal with these types of cases.
- If the scope of these enhancements is altered by a change in requirements or additional functionality requested, Deloitte Consulting will provide the County with the resource, timeframe and cost impacts of the proposed change. No work will be initiated on the expanded scope of work until approval has been received from the County.
- This maintenance contract includes 40 hours/year of eligibility rules changes to Healthy Kids in the event that Healthy Families rules changes. The County will work with Deloitte to identify and determine what the changes to the rules are for Healthy Kids based on the changes to the Healthy Families rules.

Cost Estimate

Based on the proposed modifications and assumptions outlined in this Change Order, we have provided an estimated cost to design, develop, test and implement the requested changes.

Change Order	Enhancement	Total Cost
1	Fax Cover Update	$ 5,000
2	Healthy Kids Liaison Paging	$ 5,000
3	Health Plan Interface	$ 22,500
4	Reinstatements	$ 19,000
5	Re-additions	$ 22,100
6	Verification Document Checkpoint	$ 23,500
7	Family Contribution Screen	$ 8,000
8	CDS Interface	$ 25,000
	Total:	$ 130,100
9	Maintenance*	$ 111,400

*Maintenance in this proposal begins August 1, 2004 and continues for 12 consecutive months until July 31, 2005.

The costs as estimated in the table above include all professional services as dedicated to conducting the analysis of the change so as not to disrupt other parts of the application, the requirements gathering to meet the business need, the design and development of the change, the testing of the changes in both the staging and production environment, the support of the User Acceptance Testing process for San Mateo users, and finally the publication and final testing to the production environment.

The resources allocated include a blended mix of some project management oversight, analysts, and developers as part of the team to complete the work. The total estimated work hours to complete all the changes in this proposal are 1805 hours. As requested, estimated hours for each enhancement is detailed in the table below.

Change Order	Enhancement	Estimated Time
1	Fax Cover Update	85
2	Healthy Kids Liaison Paging	85
3	Health Plan Interface	320
4	Reinstatements	210
5	Re-additions	315
6	Verification Document Checkpoint	275
7	Family Contribution Screen	135
8	CDS Interface	380
	Total:	**1805**

As previously mentioned, any change in scope will be discussed with the County of San Mateo, along with a cost estimate of the change in scope, before any additional work is initiated. Given the nature of these changes user acceptance testing will be a critical step before implementation. We have assumed that the County of San Mateo and the Health Plan of San Mateo will provide the necessary resources to complete thorough testing in a timely manner before the changes are moved into production.

The new functionality in this proposal will be paid solely by San Mateo County for their One-e-App users. Should the other pilot counties want these same exact functionality as San Mateo has requested, the pilot counties will be required to contribute their share of the cost for the enhanced functionality as outlined in this proposal. These items include:

- Healthy Kids Liaison Workload Paging
- Reinstatement Functionality for Healthy Kids
- Re-addition Functionality for Healthy Kids
- Verification Documents Confirmation Received

The cost of the CDS interface is already a shared cost among the Pilot Counties. The increase in the maintenance support takes into account the maintenance required for the enhanced functionalities.

We appreciate the opportunity to work with the County of San Mateo on this important project. If this Change Order is consistent with your understanding, please indicate so by countersigning this letter and returning it to our address set out above.

Sincerely,
DELOITTE.
By: Deloitte Consulting LLP

Bobbie C. Wilbur
Principal

READ AND AGREED:

_____

Authorized Signature

_____

Name (Printed or Typed)

_____

Title (Printed or Typed)

_____

Date of Signature

cc: Diana Lee, Deloitte Consulting LLP

Michael Nixon, Deloitte Consulting LLP

Salman Mukhtar, Deloitte Consulting LLP