

AMENDMENT

It is agreed by and between the State of Vermont, Department of Vermont Health Access (hereafter called the "State") and Archetype Consulting, Inc. (hereafter called the "Contractor") that the contract on the subject of personal services for Business Intelligence and Reporting related to the State's on-line health insurance exchange, effective January 3, 2015, is hereby amended effective November 9, 2016, as follows:

1. By deleting Section 3 (Maximum Amount) on page 1 of 48 of the base agreement, as previously amended, and substituting in lieu thereof the following Section 3:

3. Maximum Amount. In consideration of the services to be performed by Contract, the State agrees to pay Contractor, in accordance with the payment provisions specified in Attachment B, a sum not to exceed \$7,821,049.

2. By deleting Section 4 (Contract Term) on page 1 of 48 of the base agreement, as previously amended, and substituting in lieu thereof the following Section 4:

4. Contract Term. The period of Contractor's performance shall begin on January 3, 2015 ("Effective Date"), and end on December 31, 2016.

3. By deleting in Attachment A, Section I (Detailed Description of Products and Services), beginning on page 3 of 48 of the base agreement, as previously amended, and substituting in lieu thereof the following, which updates 2015 work and adds scope for 2016 services:

I.1 DETAILED DESCRIPTION OF PRODUCTS AND SERVICES FOR THE 2015 CALENDAR YEAR:

- A) New Development Activities - Contractor shall perform the following, as further detailed in Section III "Work products/Deliverables," below:
- i. Internal Revenue Service (IRS) Reporting: Complete Monthly Report updates, Annual Report, and support the 1095A Notice and correction process
 - ii. Centers for Medicare and Medicaid Services (CMS) Reporting: Comply with Federal Reporting mandates from CMS which include annual enrollment report and updates to Weekly, Monthly, and Quarterly reports
 - iii. Provide Financial Reporting
 - iv. Create & Update Operational Dashboards
 - v. Provide Carrier Reconciliation Reporting
 - vi. Provide COC Reporting
 - vii. Provide Renewals Reporting
 - viii. Provide Internal Revenue Service (IRS) Reporting: Develop the Annual Report and support the 1094B and 1095B Notices process.
 - ix. Provide Medicaid Reconciliation Reporting
 - x. Provide QHP Reconciliation Reporting
- B) Maintenance and Operations (M&O) – Contractor shall provide ongoing application support for OBIEE (Oracle Business Intelligence Enterprise Edition) and ODI (Oracle Data Integrator) as follows:
- i. M&O Defects:
 - ii. Troubleshoot defects that result from user changes or system changes made in Siebel, OPA (Oracle Rules Engine), Archetype-built portions of the Data

- Warehouse, WebCenter, etc.
- iii. OBIEE Deployments to maintain report stability
- iv. End User Support: Support daily State activities including report development, data validation, and subject matter experts on use of data to answer business decisions

I.2 DETAILED DESCRIPTION OF PRODUCTS AND SERVICES FOR THE 2016 CALENDAR YEAR:

- A) New Development Activities** - Contractor shall perform the following, as further detailed in Section IV "Work products/Deliverables," below:
- i. Create and Provide Financial Reporting to the Operations Team and Business Office
 - ii. Create and Provide QHP Carrier Reconciliation Reporting
 - iii. Create and Provide Medicaid Reconciliation Reporting
 - iv. Integrate Call Center Metrics into the Data Warehouse
 - v. Develop and Provide QHP Renewals Reporting for the 2017 Coverage Year
 - vi. Develop and Provide Medicaid Renewals Reporting
 - vii. OBIEE and Data Warehouse Report Remediation for new version of OneGate
 - viii. Develop and Provide a standardized methodology and "best practices" for measuring eligibility and enrollment at the Vermont Health Connect.
 - ix. Develop and Provide a standardized set of "Briefing Books" for executive-level reporting at Vermont Health Connect
 - x. Develop and Provide Self-Service capability to the IRS 1095A/B Reporting to allow VT resources to run this report within OBIEE.
 - xi. Develop and Provide Self-Service capability for CMS CCHIOO Quarterly, Monthly/Weekly reports to allow VT resources to run this report within OBIEE.
- B) Operational Reporting** – Contractor shall provide ongoing support for the following items related to operational excellence:
- i. Internal Revenue Service (IRS) Reporting:
 - a. Complete Monthly Report updates, Annual Report, and support the 1095A Notice and correction process
 - b. Develop the Annual Report and support the 1094B and 1095B Notices process.
 - ii. Create & Update Operational Dashboards
 - iii. Centers for Medicare and Medicaid Services (CMS) Reporting: Support the State of Vermont in compliance with Federal Reporting mandates from CMS which include annual enrollment report and updates to Weekly, Monthly, and Quarterly reports
 - iv. Develop the System, Design, and Training Documentation for Reports, Reporting Artifacts and Structures built for the Vermont Health Connect
 - v. End User Support: Support daily State activities including report development, data validation, and subject matter experts on use of data to answer business decisions
- C) Maintenance and Operations (M&O)** – Contractor shall provide ongoing application support for OBIEE (Oracle Business Intelligence Enterprise Edition) and ODI (Oracle Data Integrator) as follows:
- i. M&O Defects
 - ii. Troubleshoot defects that result from user changes or system changes made in Siebel, OPA (Oracle Rules Engine), Archetype-built portions of the Data

- Warehouse, WebCenter, etc.
iii. OBIEE Deployments to maintain report stability

4. By deleting in Attachment A, Section ii (Work Products/Deliverables), previously Section B, beginning on page 3 of 48 of the base agreement, as previously amended, and substituting in lieu thereof the following, which updates 2015 deliverables and adds deliverables for 2016:

II.1 WORK PRODUCTS/DELIVERABLES FOR THE 2015 CALENDAR YEAR

- A) Interim Renewals Reporting – Contractor shall provide end of year VHC enrollment numbers for 2015, together with detailed reporting and analysis, as required
- B) Financial Reporting – contractor shall provide financial reporting for the 2015 covered year;
- i. AR Report
 - ii. 820 QHP reporting
 - iii. Benaissance “All Data” reporting
- C) IRS Reporting for 2014 Coverage Year– Pursuant to a separate contract with the State, contractor is developing Federally mandated monthly and annual reporting. Monthly submissions and updates will continue through December 31, 2015 as necessary and Contractor shall submit the annual 1095A report on behalf of the State in January 2015. The Contractor will create and deliver the XML files in accordance with IRS specifications on or before January 31, 2015.
- i. On or before 1/31/2015 – Annual IRS report complete, and approved by the IRS based on IRS testing guidelines following submission.
 - ii. Contractor shall perform ongoing correction and process updating throughout 2015.
- D) Change of Circumstance Reporting Functionality Contractor shall continue to provide key operational reports to support the day to day needs of the business, including automated change of circumstance reporting, PDSR processing, and 834 errors. The contract will support the development of additional control reports as needed to help the State measure quality and data integrity.
- E) Fully Integrated Renewal Reporting – In anticipation of automated renewal functionality during Open Enrollment for 2016 coverage, Contractor shall re-design the current renewal functionality to align with new data model updates and triggers.
- i. No later than 11/30/2016 Contractor shall deliver Full Renewal Reporting based on updated OneGate versions and functionality.
- F) Ad-hoc reporting requests – State and VHC leadership and functional teams are likely to require numerous ad hoc reports to support issue investigation, outreach, operational decision-making and other needs. The Contractor will continue to provide such reports as prioritized by the State, up to the maximum payment amount allowed under this contract. All ad-hoc requests shall be directed by the State in writing through Cassandra Gekas: Cassandra.Gekas@vermont.gov or designee. The Contractor shall not perform ad-hoc work that has been requested by any person other than Cassandra Gekas, unless the State has designated an alternative contact in writing. It is expected that approximately 20% of the Contractor’s time will be spent on ad-hoc activities, but that is subject to State prioritization.
- G) Maintenance – Contractor will maintain Oracle Data Integrator interfaces and troubleshoot and fix any issues due to data structure changes in the source systems, or unexpected data which cause the interfaces to fail. Additional maintenance of the data

warehouse and existing reports in Oracle Business Intelligence Enterprise Edition will be performed if issues or performance impacts occur.

The maintenance of the OLAP server and tools are not considered in scope for this contract. Upgrades to Oracle Data Integrator, Oracle Business Intelligence Enterprise Edition, and the reporting server are not considered in scope.

- H) Medicaid Reconciliation – Contractor shall develop a new reporting function for the State to conduct Medicaid Reconciliation activities.
 - i. Contractor shall provide new Medicaid Reconciliation reporting to the State no later than 3/31/2016
 - ii. Contractor shall integrate the Medicaid source-system (ACCESS) data-extracts into the VHC Production Data Warehouse for use in the Medicaid Reconciliation project.
- D) QHP Reconciliation – Contractor shall develop a new reporting function for the State to conduct QHP Reconciliation activities.
 - i. Contractor shall continue to provide new QHP Reconciliation reporting to the State for the 2015 plan year for the calendar year 2016, as requested.
 - ii. Contract shall provide QHP Reconciliation reporting to the State for the 2016 plan year for the calendar year 2016, as requested.

II.2 WORK PRODUCTS/DELIVERABLES FOR THE 2016 CALENDAR YEAR

- A) Financial Reporting – Contractor shall provide financial reporting for the 2016 coverage year, providing the State supplies additional fields and data points pursuant to the information contained in: Billing & Payment Enhancements- Part 1 Release 2A & 2B Amendment 8 / Stream 7 Doc ID: D-0502. In addition, the fields and data points must be deployed to Production sometime in Q1 or Q2 of 2016 for inclusion in the 2016 Contract work. Lastly, due to data limitations or technical challenges, the reports may not be able to be completed. In this instance, the Contractor and the State shall work together towards a suitable replacement for the work AND/OR resolving the issue preventing the work from being accomplished.
- B) QHP Carrier Reconciliation Reporting
 - i. The Contractor shall work to provide automated QHP reconciliation reporting to the VHC by June 30, 2016. See Section IX: Transition Plan for Assumptions.
- C) Medicaid Reconciliation – Contractor shall develop a new reporting function for the State to conduct Medicaid Reconciliation activities.
 - i. Contractor shall provide new Medicaid Reconciliation reporting to the State Monthly through 2016.
 - ii. Contractor shall integrate the Medicaid source-system (ACCESS) data-extracts into the VHC Production Data Warehouse for use in the Medicaid Reconciliation project.
- D) CMS Reporting
 - i. Develop and provide Self-Service capability for CMS CCIIOO Quarterly, Monthly/Weekly reports to allow VT resources to run this report within OBIEE.
 - ii. Update and develop new reporting requirements for the CMS weekly, monthly and quarterly reporting to allow State of Vermont to be compliant with Federal reporting mandates.
- E) Integration of New Data Sources:
 - i. Call Center Metrics into the Data Warehouse for use in the CMS Federal reporting submissions

- ii. 1095B/Medicaid Reconciliation data sources into the data warehouse for the respective work streams.
- F) QHP 2017 Renewals Reporting - In anticipation of renewal functionality available during Open Enrollment for 2017 coverage, Contractor shall support renewals reporting no later than 11/30/2017.
- G) Medicaid Renewals Reporting – In anticipation of Medicaid renewals being performed at the VHC during the 2016 calendar year, the Contractor shall support Medicaid renewals reporting as requested by the client:
 - i. Tracking Legacy Medicaid Renewals through the noticing and enrollment process
 - ii. Working with VHC and Optum to identify Medicaid populations to renew
 - iii. Supporting VHC and Optum with data updates to Siebel to ensure Medicaid data meets the requirements for renewals processing
 - iv. Creating reports and dashboards to support progress monitoring on Medicaid Renewals
 - v. This functionality will be developed and deployed on an on-going basis throughout Q1 2016.
- H) OBIEE/Data Warehouse Remediation for one (1x) new version of OneGate. This includes re-design of the data model to align with the OneGate functionality and data triggers.
- D) Executive Reporting & Alignment:
 - i. Develop and Provide a standardized methodology and “best practices” user guide for measuring eligibility and enrollment at the Vermont Health Connect.
 - ii. Develop and Provide a standardized set of “Briefing Books” for executive-level reporting at Vermont Health Connect
 - iii. Align reports in OBIEE with the CMS SBM reports to reflect a singular methodology for measuring effectuations and other key metrics for Vermont Health Connect
- J) IRS Reporting for 2015 Coverage Year- The contractor is developing federally mandated monthly and annual reporting.
 - i. Contractor shall submit the annual 1095A report on behalf of the State in January 2016. The Contractor will create and deliver the XML files in accordance with IRS specifications on or before January 31, 2016.
 - ii. On or before 1/31/2016 – Annual IRS 1095A report complete, and approved by the IRS based on IRS testing guidelines following submission.
 - iii. The Contractor shall submit the annual 1094B/1095B report on behalf of the State of Vermont. The Contractor will create and electronically deliver the XML files in accordance with IRS Specifications on or before March 31, 2016
 - iv. The 1095B notice creation and bursting will be handled by the active vendor working with the State of Vermont. . The Contractor shall create and deliver the data for the 1095B notices on or before January 18, 2016 to allow for the notices to be reviewed and printed by January 31, 2016.
 - v. The State will assign a designee to review and provide sign-off to the Contractor on 1095B testing results. The State shall define requirements, make policy decisions, and direct the development of the Contractor’s team.
- K) Operational Reporting -- Contractor shall provide ongoing support for the following items related to operational excellence:
 - i. Develop and complete Monthly IRS Report updates as part of supporting the

- ii. 1095A Notice and correction process
 - iii. Develop and complete Monthly IRS Report updates as part of supporting the 1095B Notice and correction process
 - iv. Create & Update Operational Dashboards
 - v. Develop System, Design, and Training Documentation for Reports, Reporting Artifacts and Structures built for the Vermont Health Connect
 - vi. End User Support: Support daily State activities including report development, data validation, and subject matter experts on use of data to answer business decisions
 - vii. Ad-hoc reporting requests – State and VHC leadership and functional teams are likely to require numerous ad hoc reports to support issue investigation, outreach, operational decision-making and other needs. The Contractor will continue to provide such reports as prioritized by the State, up to the maximum payment amount allowed under this contract. All ad-hoc requests shall be directed by the State in writing through Cassandra Gekas: Cassandra.Gekas@vermont.gov. or designee. The Contractor shall not perform ad-hoc work that has been requested by any person other than Cassandra Gekas, unless the State has designated an alternative contact in writing. It is expected that approximately 20% of the Contractor’s time will be spent on ad-hoc activities, but that is subject to State prioritization.
 - viii. Documentation of all data warehouse and OBIEE elements built by the contractor for use by the VHC. This includes logical architecture, a data dictionary, and design documentation for the reporting solution.
- L) Maintenance – Contractor will maintain Oracle Data Integrator interfaces and troubleshoot and fix any issues due to data structure changes in the source systems, or unexpected data which cause the interfaces to fail. Additional maintenance of the data warehouse and existing reports in Oracle Business Intelligence Enterprise Edition will be performed if issues or performance impacts occur. This will include bug fixes, development, and deployments to maintain the stability of the Contractor-developed reports within the OBIEE platform.

The maintenance of the OLAP server and tools are not considered in scope for this contract. Maintenance of the “Archetype Remote Desktop” server and tools are not considered in-scope for this contract. Upgrades to Oracle Data Integrator, Oracle Business Intelligence Enterprise Edition, and the reporting server are not considered in scope.

5. By deleting, Section IV.E (Key Project Staff) within Attachment A on page 7 of 48 of the base agreement as previously amended, and substituting in lieu thereof the following:

- E. Contractor shall assign the following “Key Project Staff,” to meet the requirements of Sections I.1, I.2, II.1, and II.2 at a minimum of 40 hours per week in the roles listed below as full time noted with an “X” and “Variable” will be determined collaboratively by the State and the Contractor.

Role	Full Time
Engagement Manager	Variable
Solutions Architect	Variable

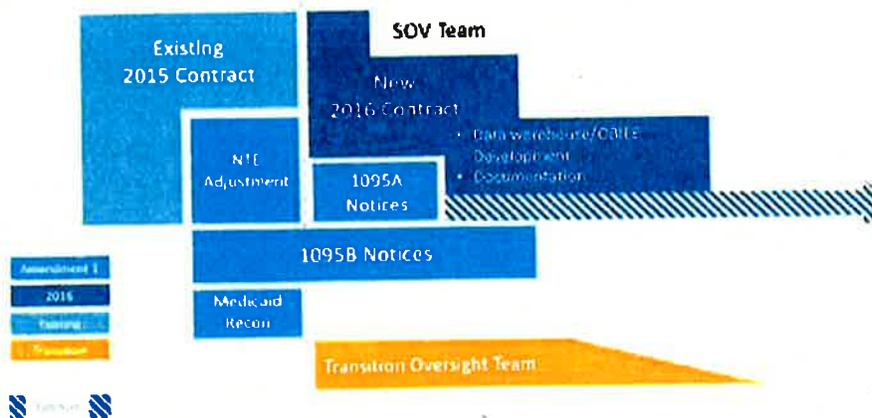
Functional Lead	X
ETL Developer Lead	X
ETL Developer 1	X
Report Developer 1	X
Report Developer 2	X
Senior Data and Business Analyst	X
ETL Developer 2	X
1095B & Medicaid Reconciliation Technical Lead	X
Developer (1095B & Medicaid Reconciliation)	X
Reporting Developer (1095B & Medicaid Reconciliation)	X
ETL Developer (1095B & Medicaid Reconciliation)	X
Center of Excellence Transition Lead*	Variable

* Only needed if VT desires "Center of Excellence" transition model

6. By adding to Attachment A beginning on page 3 of 48 of the base agreement, the following Section IX: Transition Plan:
 If the State desires to transition knowledge from the Contractor to an internal State team, the following Exhibits shall detail the transaction:

Level of effort required through end of 2016

SCENARIO B - TRANSITION ARCHETYPE'S ACTIVITIES TO VT TEAM



archetype.

Q1 2016 (March 31st) Milestones:

- State team director hired & completes all State trainings, on-boarding processes
- Establish & begin hiring against job rec's for Q2 deadlines
- Establish Stakeholder Checkpoint Meetings
- Complete at least 3 checkpoint meetings with Contractor and State stakeholders
- Gather internal sign-off and stakeholder alignment on deliverables and plan
- SLA agreement & sign-off achieved (Vermont Internal)

Q2 2016 (June 31st) Milestones:

- 3 report developers hired
- Establish & begin hiring against job requirements for Q3 deadlines
- Oracle University training completed & passed for new hires
- On-the-job training/shadow sessions with the Contractor
- Completed 3x Functional Knowledge Transfer sessions lead by the Contractor
- Complete at least 6 checkpoint meetings with the Contractor and State stakeholders
- The Contractor finalizes transfer of Operational Report requests to State team

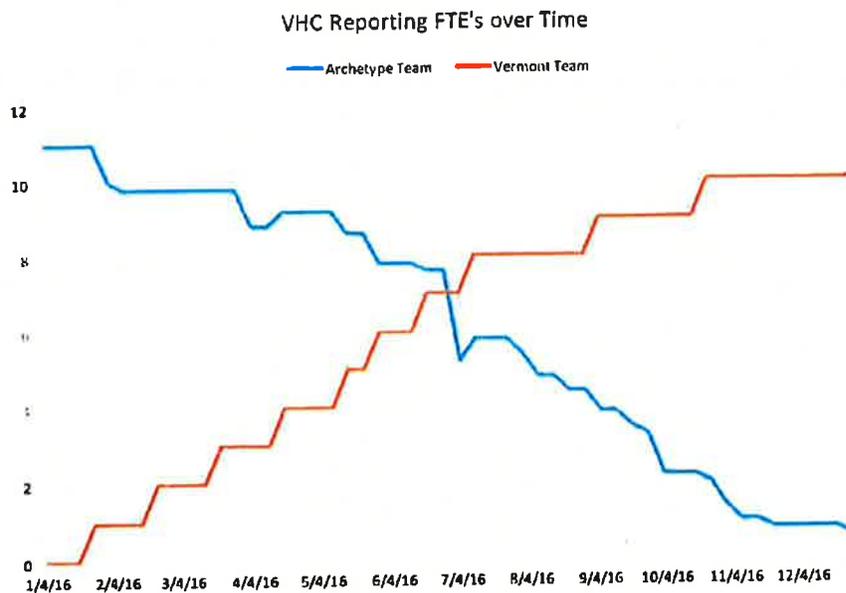
Q3 2016 (Sep 31st) Milestones:

- 2 ETL/DW developers hired
- 1 report developer hired
- Establish & begin hiring against job requirements for Q4 deadlines
- Oracle University training completed & passed for new hires
- On-the-job training/shadow sessions with the Contractor
- Completed 3x Functional Knowledge Transfer Sessions lead by the Contractor
- Complete at least 9 checkpoint meetings with the Contractor and State stakeholders
- The Contractor finalizes transfer of IRS reporting to the State team

Q4 2016 (Dec 31st) Milestones:

- 3 ETL/DW developers hired
- Oracle University training completed & passed for new hires
- On-the-job training/shadow sessions with the Contractor
- Completed 3x Functional Knowledge Transfer Sessions lead by the Contractor
- Complete at least 12 checkpoint meetings with the Contractor and State stakeholders
- Minimal Contractor support of Ad-hoc requests and IRS Reporting moving forward

Contractor Staffing Transition to the State shall follow approximately this timeline:



Assumptions on 2016 Reporting Scope (Section II.2) and Transition Activities (Section IX):

- i. Should the State decide not to begin the Transition Activities defined in Section IX, the Contractor will devote 20% of the project time to ad-hoc requests and supporting operations requests for the duration of the contract.
- ii. Alternatively, should the State decide to move forward with Section IX activities, the Contractor will support ad-hoc requests at 20% of project time for the first quarter, and then a linear ramp down in Q2 to 0% of project time by 7/1/16. This ad-hoc request time will be absorbed by the VHC Reporting team.
- iii. SHOP is not included in the 2016 scope under Section II.2. Any support or requests SHOP related will need to be a contract amendment by State of Vermont.
- iv. All environment / infrastructure management and configuration to be maintained by State's primary implementation partner. The primary implementation partner will be the Systems Integrator defined by the State outside of this contract.
- v. Should Transition Plan milestones detailed in Section IX not be met by either the Contractor or the State of Vermont as a result of the State's internal team not being fully staffed to take on the Contractor's activities detailed in Section II.2.
- vi. New source system integration will be needed for call center metrics & reporting. This contract assumes that such data is reasonably available for integration within the VHC environment. The State will submit any Change Requests with downstream vendors to support the integration of call center metrics into the VHC Data Warehouse. Call Center source data needs to be available for integration into the Data Warehouse by 7/31/16.
- vii. There will be no additional reporting on Benaissance (Premium Processor) data beyond standard operational requests from the "All Data" file and existing QHP/Medicaid reconciliation reporting based on 834 audit files. Financial Reporting, Financial Reconciliation, or Payment audit reporting is out of scope.
- viii. The State shall provide the environment and tools necessary for leveraging the Benaissance "ALL DATA" file in ad-hoc and operational reporting. This should include access to a Microsoft SQL Server (Express or Full) environment and the ability to extract, transform, and load the data into the Oracle Data Warehouse in the VHC Environment. Starting 1/1/2016, the Contractor will cease using the "ALL DATA" file on computers which are not owned and operated by the State. If the State requests data from the "ALL DATA" file after 1/1/2016 and does not have an environment supporting the data file, the Contractor will not provide any support until the proper tools are in place or a waiver is granted by the State's Department of Information and Innovation Security Officer signing off on the data security.
- ix. Additional reporting on carrier data, beyond existing QHP reconciliation reporting leveraging 834 audit files and/or flat files, will be considered out-of-scope for the 2016 contract. This includes operational requests and/or ad-hoc against the carrier data contained within the data warehouse. If the State requires additional ad-hoc carrier reporting, then a Change Request should be pursued.
- x. There is no contingency built in for currently unidentified scope items
- xi. Any new hires on the Contractor's team shall receive VHC environment access within 10 business days of the request to the State to support development activities by the Contractor on behalf of the State. All Contractor new hires requiring database or Siebel or OBIEE Access shall pass the required Vermont security and privacy trainings prior to gaining access to such systems.
- xii. The current COE staff transition from the Contractor to State personnel has not been reviewed with State leadership. Accordingly, these transition estimates need to be validated and approved.

- xiii. All State new hires for the reporting transition shall attend Oracle training for the relevant tool or skill needed for the position: Oracle Business Intelligence, Oracle SQL, or Oracle Data Integrator. This will greatly streamline the Contractor to a State transition.
 - OBIEE: Oracle BI 11g R1: Create Analyses and Dashboards
 - ODI: Oracle Data Integrator 11g: Integration and Administration
 - Oracle SQL: Oracle Database 12c: Introduction to SQL Ed 1.1
- xiv. The Contractor shall not be responsible for on-the-job training on the Oracle tools, Oracle SQL, or Oracle work-flow processes. The Oracle training listed above contains the technical training needed to understand the tools, the Contractor will provide the implementation specific training and functional understanding.
- xv. State of Vermont has a very important role in the project to define requirements, make policy decisions, and direct the development of the Contractor's team. The Contractor's success is based on their support and decisions. Important decisions around policy or requirements shall be made within 3 business days of the request for decision being presented by the Contractor.
- xvi. All State new hires shall ramp up according to this rate:
 - Month 1: 33% effectiveness (Requires significant Contractor support for tasks)
 - Month 2: 67% effectiveness (Requires some Contractor oversight for tasks)
 - Month 3: 100% effectiveness (No longer need Contractor support for tasks)
- xvii. Cross-functional cooperation is needed between SI Vendor and Contractor teams to be successful at the 2016 work streams:
 - State of Vermont will ensure an SI Vendor will provide infrastructure and environment assistance in the Contractor's development and integration of the QHP Recon files (834 audit files from Benaissance, MVP, BCBS, NEDD, or other file types as desired) into location in the Optum environment that is accessible via Oracle Data Integrator. The Contractor will use this data as a source for the QHP Recon work stream.
 - State of Vermont will ensure an SI Vendor will provide infrastructure and environment assistance in the Contractor's development and integration of the Medicaid Recon files (flat files from ACCESS, or other types of source files) into location in the Optum environment that is accessible via Oracle Data Integrator. The Contractor will use this data as a source for the Medicaid Recon work stream.
 - State of Vermont will ensure an SI Vendor will provide appropriate environments to seed test cases. This includes the Contractor's current access of "CSR" logins to create and work with Siebel test cases, and support to work around environment limitations that limit the creation of fully-representative cases. (The test cases are used for internal testing as well as integration testing.) This access shall be provided no later than January 15th, 2015.

7. By adding to Attachment A (Specifications of Work to be Performed) beginning on page 3 of 48 of the base agreement, the following Section X: OneGate Support Staffing:

Section X. OneGate Support Staffing

A. DETAILED DESCRIPTION OF SERVICES

Contractor shall provide the Services of no less than 5.75 Full Time Equivalent employees (FTE) defined as those working 40 hours per week, with an average of 3 FTE on-site in Burlington, VT, for the period from November 9, 2015 to May 31, 2016, for activities in the following work streams:

- A. Qualified Health Plan Operational Support

- i. Analyze and triage issues related to the OneGate product
 - ii. Provide the Maintenance & Operations team with analysis and recommendations for resolutions of functional issues and gaps
- B. Medicaid Renewals Readiness
- i. Provide functional and system design support
 - ii. Assist in developing and assessing operating procedures, training material, and quality assurance plans
- C. Medicaid Operational Support
- i. Analyze and triage issues related to the OneGate product
 - ii. Provide the Maintenance & Operations team with detailed analysis and recommendations for resolutions of functional issues and system gaps

B. WORK PRODUCTS/DELIVERABLES

The contractor will develop and provided the following deliverables associated with the work streams in which the Contractor is providing services, unless otherwise directed by Cassandra Gekas or designee:

A. Qualified Health Plan Operational Support

- i. Issue Report and Resolution Design – a document providing functional analysis of an issue and specify required behavior. Where possible a technical analysis will be provided along with technical triage recommendations. Delivered on an on-demand basis.
- ii. Functional Enhancement Design – a functional design document that can be used to remediate a functional gap within Vermont Health Connect. Delivered on an on-demand basis.
- iii. Functional Issue and Enhancement Status Report – a monthly review of all issues and functional enhancements analyzed, the status of the issues and their impact operationally provided on the last business day of the month.

B. Medicaid Renewals Readiness

- i. Gap Analysis of Medicaid Business Processes – a gap analysis document of business processes needed to support Medicaid renewals; delivered incrementally no less than on a monthly basis.
- ii. Gap Analysis of Medicaid Configuration Plan – a gap analysis document of system configurations needed to support Medicaid renewals; delivered incrementally no less than on a monthly basis.
- iii. Medicaid Training Material Validation Assessment – a document assessing the completeness and validity of training materials for caseworkers processing Medicaid renewals; delivered incrementally no less than on a monthly basis.
- iv. Medicaid Test Plan Validation and Assessment – a document assessing of the completeness and validity of the functional and system test plans for Medicaid renewals; delivered incrementally no less than on a monthly basis.

C. Medicaid Operational Support

- i. Issue Report and Resolution Design – a document providing functional analysis of an issue and specify required behavior. Where possible a technical analysis will be provided along with technical triage recommendations. Delivered on an on-demand basis.
- ii. Functional Enhancement Design – a functional design document that can be used to remediate a functional gap within Vermont Health Connect. Delivered on an on-demand basis.

- iii. Functional Issue and Enhancement Status Report – a monthly review of all issues and functional enhancements analyzed, the status of the issues and their impact operationally provided on the last business day of the month.
- D. Ad Hoc
- i. Unidentified Support Items: An additional \$250,000 is included in the contact amount to account for additional, unidentified scope. This scope will need to be formally identified by Cassandra Gekas (or designee), and accessed via the State's Change Control process as defined by the project PMP

C. SOV SOFTWARE/SUPPLIER SOFTWARE/SUBCONTRACTOR MATERIALS

- A. The State will provide the Contractor with the right to use the following SOV Software as necessary for the Contractor to provide the services: Baseline OneGate for HIX Software, SQL Developer, SoapUI, VM, Mozilla Firefox (newest version with Selenium loaded) Internet Explorer 8 and Microsoft Office (including Visio and Project), FTP client (e.g. Putty, MobaXterm or Winscp), Siebel Tools, RedHat operating system software, and any other software in the VDI environment necessary for the Contractor personnel to provide the services.
- B. The State will provide reasonable office space and facilities for Contractor personnel providing services on-site. Contractor will provide their personnel with laptops.
- C. Hosting of Amazon Web Services for up six OneGate environments, consists of servers supporting Oracle Policy Automation, Oracle Siebel, Oracle SOA, Oracle Database, Liferay Portal.

D. ONEGATE STAFFING

Contractor shall assign 5.75 FTE's against the following roles to meet the requirements under this Section X. In addition to the 5.75 committed staff, the Contractor shall provide a 0.75 FTE contingency to cover hours related to additional support in specific, closely contained work streams such as policy analysis. These work streams require very specific skills for a short period of time. As such, the Contractor will be staffing them only when needed, minimizing the ongoing staffing model and related cost. The Contractor plans to staff the following individuals with the following roles; individuals who would be leveraged as part of the contingency are noted as "On Demand". The Contractor reserves the right to modify the staffing plan to address unforeseen concerns; however, any changes in staffing will require prior approval of Cassandra Gekas or designee.

Role	Type
Engagement Manager	On Demand
Team Lead	Staffed
Business Analyst	On Demand
Systems Analyst	Staffed
Systems Analyst	On Demand
Policy Analyst	On Demand

8. By deleting Attachment B beginning on page 12 of 48 of the base agreement, as previously amended, and substituting in lieu thereof the following:

**ATTACHMENT B
PAYMENT PROVISIONS**

The maximum dollar amount payable under this agreement is not intended as any form of a guaranteed amount. The Contractor will be paid for products or services actually performed as specified in Attachment A up to the maximum allowable amount specified in this agreement. State of Vermont payment terms are Net 30 days from date of invoice, payments against this contract will comply with the State's payment terms. The payment schedule for delivered products, or rates for services performed, and any additional reimbursements, are included in this attachment. The following provisions specifying payments are:

1. Contractor invoices shall be submitted no more frequently than monthly, but no later than quarterly, and shall include the number of hours worked during the specified billing by period and the total amount billed. The State shall pay the Contractor at the blended hourly rate as indicated in the Section 7 below for time, materials, and travel expenses not to exceed **\$7,821,049**, payable after the State's acceptance and approval of deliverables and work products specified within Attachment A.
2. No benefits or insurance will be reimbursed by the State.
3. Invoices shall reference this contract number, include date of submission, invoice number, period of performance, number of hours worked, amount billed for each project and total amount billed. Invoices shall be submitted electronically to:

Meaghan Kelley: Meaghan.Kelley@vermont.gov

4. The Contractor is responsible for holding receipts and documentation on file for all contract expenditures and shall make documentation available upon request by the State in accordance with Attachment C to this Contract.
5. Services performed between January 3, 2015 and the start of this contract that are in conformity with Attachment A can be billed under this contract.
6. The total maximum amount payable under this contract for hourly billing and travel expenses shall not exceed **\$7,821,049**.
7. The following chart depicts the budget and rate per hour among the projects as specified within Attachment A. Upon the State's acceptance of the deliverables and work products identified in Attachment A, the State shall pay the Contractor for the following projects:

#	Project	Budget	Period of Performance
1	1095A (2016 Submission for 2015 Coverage) Scope Items: Section II, D (i, ii)	\$99,900	January 1, 2016 – January 31, 2016
2	1095B (2016 Submission for 2015 Coverage) Scope Items: Section II, D (ii, iii, iv)	\$519,816	January 1, 2016 – April 30, 2016
3	Medicaid Reconciliation	\$59,136	January 1, 2016 – April 30,

	Scope Items: Section II, I		2016
4	Continued Staffing for Base Agreement in 2015	\$152,000	October 16, 2015 – December 31, 2015
5	2015 Scope Work from Base Agreement * Scope Items: Section II, A,B,C,E,F,G,H	\$2,571,307	January 3, 2015 – December 31, 2015
6	2016 Scope Work from Amendment 2 (Reporting 2016)	\$2,800,000	January 1, 2016 – December 31, 2016
7	OneGate Support Staffing **to be billed at a blended rate of \$197/hour	\$1,595,510	November 9, 2015 – December 31, 2016
8	Amazon Web Services ***to be billed at \$3,980/month for up to 6 months	\$23,380	December 1, 2015 – May 31, 2016
Total Budget		\$7,821,049	

*note: Base agreement was submitted at a blended rate of \$165 from January 3, 2015 to October 10, 2015. During this time, travel expenses were paid out in addition to the rate per hour. As of October 11, 2016, Projects 1-6 in the chart above shall be billed at \$185 per hour, inclusive of time, material, and travel.

**The Contractor shall bill the State for Project 7 (OneGate Support Staffing) at a rate of \$197/hour for staff costs, which is inclusive of all staff expenses, benefits, and time.

***The Contractor shall bill the State for Amazon Web Services at a rate of \$3,980 per month not to exceed six months of service

8. LIQUIDATED DAMAGES

The parties agree that liquidated damages may be assessed for the failure of the Contractor to meet the obligations in Attachment A, ROMAN NUMERAL II.2, (J) i, (J) ii, (J) iii, and (J) iv and Attachment A, ROMAN NUMERAL X, (B) A, (B) B, and (B) C. Liquidated damages may be assessed in the amount of \$400.00 per day.

In the event such damages are assessed, the Contractor will be given written notice of the contractor's failure to meet such obligations, including the reasoning for such assessment, and the contractor will be given an opportunity to respond, before the state assesses such liquidated damages.

This amendment consists of 14 pages. Except as modified by this amendment and any previous amendments, all provisions of this contract, (#28363) dated January 3, 2015 shall remain unchanged and in full force and effect.

STATE OF VERMONT
 DEPARTMENT OF VERMONT HEALTH ACCESS

CONTRACTOR
 ARCHETYPE CONSULTING, INC.

STEVEN COSTANTINO, COMMISSIONER DATE
 312 Hurricane Lane, Suite 201
 Williston, VT 05495-2087
 Phone: 802-879-5901
 Email: Steven.Costantino@vermont.gov

JASON WEBSTER, PRESIDENT DATE
 180 Canal Street #600
 Boston, MA 02116
 Phone: 617-967-2669
 Email: JWebster@archetypeconsulting.com