

**STATE OF VERMONT, CONTRACT  
DEPARTMENT OF VERMONT HEALTH ACCESS  
MAXIMUS, INC.**

**PAGE 1 OF 4  
CONTRACT #20959A  
AMENDMENT #11**

**STATE OF VERMONT  
CONTRACT AMENDMENT**

It is hereby agreed by and between the State of Vermont, Department of Vermont Health Access (the "State") and Maximus Inc., with a principal place of business in McLean, VA (the "Contractor") that the Contract between them originally dated as of December 15, 2011, Contract # 20959A, as amended to date, (the "Contract") is hereby amended effective February 1, 2024, as follows:

**I. Attachment B, Payment Provisions.** The Payment Provisions are amended as follows:

- a. **Section 4.C Payment Discounts** is hereby deleted in its entirety and replaced as set forth below:

**C. Payment Discounts**

SLA #	SLA Title	Target	Service Level Credit
SLA # 18	Reporting	Must meet and document all of the minimum standards for financial and informational reports as defined in Attachment A, Number 18.	May be assessed at \$250.00 per week for each standard that is not met.
SLA # 19. A	Mailing, Enrollment & Data Transfer Standards	Contractor must meet and document all of the minimum standards for mailing, enrollment, and data transferred to the State as defined in Attachment A, Paragraph 19, Section A.	Assessed up to \$1,000.00 as determined by the State per standard during each month a standard is not met
SLA # 19.B. i	Call Abandon Rate	The call abandonment rate shall not exceed 5%.	\$15,000/month if over 5%
SLA #19. B. ii	Call Answer Speed	From November 1 <sup>st</sup> through December 31 <sup>st</sup> of each year of the Contract term during Coverage Hours, 75% of all incoming calls that opt to talk to a CSR shall be answered by a CSR within twenty-five (25) seconds of leaving the IVR	\$15,000/month if under 75%
SLA #19.B.iii	Call Answer Speed	From January 1 <sup>st</sup> through October 31 <sup>st</sup> of each year, Contactor must maintain a monthly minimum Average Speed of Answer (ASA) of 60 seconds for all incoming calls that opt to talk to a CSR through the IVR.	\$15,000/month if over 60 seconds
SLA # 19.C	Disaster Recovery	The Contractor will notify the State within 24 hours of a change if the Contractor has made a change in its Disaster Recovery Coordinator.	\$10,000 for each day that the notification did not occur.

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- b. **Section 8** of Attachment B for the period of July 1, 2020, through June 30, 2025, as added in Amendment 8 and previously modified in Amendment 9, is hereby deleted in its entirety and replaced as follows:

Monthly Fixed Cost July 1, 2020 – June 30, 2025	Annual Maximum Fixed Cost
\$208,647.28	\$2,503,767.36

Variable Activities	Rate Table July 1, 2020 – January 31, 2024
Minutes	\$1.053
Notices	\$0.83
Booklets	\$3.67
Applications & Forms	\$1.06
Walk-In	\$29.78
Bus Voucher Ten-Ride	\$15.00
Bus Voucher Single Ride	\$1.50

Variable Activities	Rate Table February 1, 2024 – June 30, 2025
Minutes	\$1.20
Notices	\$0.83
Booklets	\$3.67
Applications & Forms	\$1.06
Walk-In	\$29.78
Bus Voucher Ten-Ride	\$15.00
Bus Voucher Single Ride	\$1.50

Estimated Units July 1, 2020 - June 30, 2021	
Variable Activities	Annual Estimated Unit Total
Estimated Minutes	4,351,649
Notices	77,803
Booklets	4806
Applications & Forms	53,504
Walk-In Customers	4,416
Buss Voucher Ten-Ride	3,684
Bus Voucher Single Ride	1,278

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Estimated Units July 1, 2021 - June 30, 2025	
Variable Activities	Annual Estimated Unit Total
Estimated Minutes	4,549,552
Notices	84,184
Booklets	5,276
Applications & Forms	57,625
Walk-In Customers	4,416
Buss Voucher Ten-Ride	3,684
Bus Voucher Single Ride	672

Period	Variable Activities Not to Exceed**	Fixed Monthly Billing Not to Exceed	Not to Exceed Total Budget Amounts
July 1, 2020 – June 30, 2021	\$4,878,771.64	\$2,503,767.36	\$7,382,539.00
July 1, 2021 – June 30, 2022	\$4,459,986.26	\$2,503,767.36	\$6,963,753.62
July 1, 2022 – June 30, 2023	\$4,459,986.26	\$2,503,767.36	\$6,963,753.62
July 1, 2023 – June 30, 2024	\$5,797,557.02	\$2,503,767.36	\$8,301,324.38
July 1, 2024 – June 30, 2025	\$5,797,557.02	\$2,503,767.36	\$8,301,324.38
Task Orders*			\$250,000.00

\* Task Orders shall be billed in accordance with the State approved Task Order. Task Orders for the period of October 15, 2020 through the term of this agreement shall not exceed \$250,000.00.

\*\* Variable costs will be billed monthly based on actual volume of activities during each month and shall be billed at the rate in effect for the period of performance.

Taxes Due to the State. Contractor certifies under the pains and penalties of perjury that, as of the date this contract amendment is signed, the Contractor is in good standing with respect to, or in full compliance with a plan to pay, any and all taxes due the State of Vermont.

Child Support (Applicable to natural persons only; not applicable to corporations, partnerships or LLCs). Contractor is under no obligation to pay child support or is in good standing with respect to or in full compliance with a plan to pay any and all child support payable under a support order as of the date of this amendment.

Certification Regarding Suspension or Debarment. Contractor certifies under the pains and penalties of perjury that, as of the date this contract amendment is signed, neither Contractor nor Contractor's principals (officers, directors, owners, or partners) are presently debarred, suspended, proposed for debarment, declared ineligible or excluded from participation in federal programs, or programs supported in whole or in part by federal funds.

Contractor further certifies under pains and penalties of perjury that, as of the date this contract amendment is signed, Contractor is not presently debarred, suspended, nor named on the State's debarment list at: <http://bgs.vermont.gov/purchasing-contracting/debarment>

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Sole Source Contract for Services. This Contract results from a “sole source” procurement under State of Vermont Administrative Bulletin 3.5 process and Contractor hereby certifies that it is and will remain in compliance with the campaign contribution restrictions under 17 V.S.A. § 2950.

Cybersecurity Standard Update 2023-01. Contractor confirms that all products and services provided to or for the use of the State under this Agreement shall be in compliance with *State of Vermont Cybersecurity Standard Update 2023-01*, which prohibits the use of certain branded products in State information systems or any vendor system that is supporting State information systems, and is available on-line at: <https://digitalservices.vermont.gov/cybersecurity/cybersecurity-standards-and-directives> .

This document consists of 4 pages. Except as modified by this Amendment No. 11, all provisions of the Contract remain in full force and effect.

The signatures of the undersigned indicate that each has read and agrees to be bound by this Amendment to the Contract.

**STATE OF VERMONT  
DEPARTMENT OF VERMONT HEALTH ACCESS**

DocuSigned by:

*Adaline Strumolo*

2/16/2024

ADALINE R. STRUMOLO, ACTING COMMISSIONER

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

Phone: 1-802-503-7482

Email: [Adaline.Strumolo@vermont.gov](mailto:Adaline.Strumolo@vermont.gov)

**CONTRACTOR  
MAXIMUS, INC.**

DocuSigned by:

*Monica Patino*

2/16/2024

MONICA PATINO, ASST. CHIEF COUNSEL

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McLean, VA 22102 Email: [contracts@maximus.com](mailto:contracts@maximus.com)