

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES

CONTRACT AMENDMENT

Contractor: FIRST DATA GOVERNMENT SOLUTIONS, LP
Contractor Address: 11311 CORNELL PARK DRIVE, SUITE 300, CINCINNATI, OH 45242
Contract Number: 999FDG-ITS-01 / 08DSS7402TE
Amendment Number: A10
Amount as Amended: \$13,263,170
Contract Term as Amended: 09/01/08 - 12/31/15

The contract between **First Data Government Solutions, LP** (the Contractor) and the Department of Social Services (the Department), which was last executed by the parties and approved the office of the Attorney General on 02/24/2015 is hereby further amended as follows:

1. The funding of the contract is increased in the amount of \$1,282,880, and the total contract award is changed from \$11,980,290 to \$13,263,170.
2. In addition to the work already being performed, the Contractor shall provide Quality Assurance (QA) Services as described in Proposed Change Order 8 for the CT DSS Balancing Incentive Program (BIP). The addition of these services became effective January 9, 2015.

A. OVERVIEW: The Contractor shall verify that BIP is built in accordance with the Department's design, development, and implementation (DDI) contract with Deloitte (hereinafter referred to as the "DDI Contractor"); is in alignment with the State's vision; and that a high standard of quality is met throughout the project lifecycle. Specifically, the Contractor shall:

- Work with DSS resources to provide a full assessment of the current system architecture, applications, integration points and high-risk areas. Support the planning team in developing the planning, requirements and design documentation for the BIP technical solution.
- Secure the services of senior business analyst / application development resource with significant experience in application and SDLC process management, with a strong background in risk and issue identification and management, work plan creation and management, and UAT oversight and delivery.
- Assist in the analysis and definition of business solutions, participate in the System Integration Test (SIT) and UAT effort, assist in Project planning and execution, with a focus on requirements and design reviews, SIT results review, UAT planning and execution and post-implementation test support, as necessary, during the Project's Design Development and Implementation (DDI) phase.

B. SPECIFIC TASKS: The Contractor shall:

- Serve as technical support for the BIP Project Manager and Project Management Team
- Review Technical Requirements and Design Deliverables, including DFD's, Database Design and Technical Requirements and Design Comments.
- Attend all BIP Technical and technical-related development meetings and BIP Management meetings, as requested
- Provide support in the Project Risk and Issues Identification and Management Process, with a focus on technical-related risks
- Assist in providing BIP IAPDU Technical-related content, including resource planning and supporting budget documentation
- Ensure the creation, content accuracy and traceability of the Technical Requirements Traceability Matrix (RTM)
- Ensure technical requirements traceability to design requirements
- Support proper disposition of technical-related deliverable comments/action items
- Review System Performance Plan and results documentation.
- Review environment set up and support plans, including all test environments.
- Support BIP Technical Team, as needed
- Review Project Management and Application Development Deliverables, including DED's and Application Development Comments
- Create/maintain BIP UAT Work Plan and work closely with BIP management to provide plan updates
- Attend BIP Management meetings, as requested
- Assist in providing BIP IAPDU QA and UAT content, including resource planning and supporting budget documentation
- Ensure Business RTM content accuracy and traceability through design requirements
- Support proper disposition of deliverable comments/action items
- Participate in BIP Application Development meetings
- Review System Integration Test Scenarios
- Provide eRoom oversight of all Application Development deliverables
- Provide over site to UAT process to ensure plan adequately supports design scope
- Support BIP Management Team in Change Control Board creation, set up, preparation, analysis and planning
- Support UAT, as needed
- Support BIP Management Team, as needed
- Serve as the Project UAT Lead during UAT test planning and execution phase
- Participate as a Senior Business Analyst, becoming an expert in requirements and design decisions during requirements gathering and design validation phases
- Ensure UAT will deliver the expected results—all application components meet approved requirements and design and are ready for transition to production
- Ensure RTM traceability of all scenarios to design requirements

- Review System Integration Test Scenarios
- Plan UAT test strategy, document test data strategy, lead development of UAT test documentation, and create and manage the resource plan and testing schedule
- Ensure First Data test team leads and/or supports the DSS UAT Team in all UAT related tasks, including the following:
- Test entrance criteria are met, UAT is focused on testing approved requirements, and design meets user expectations
- Version control process is established to manage requested changes
- Code migration to higher environments is documented and arrangements are made to accommodate testing
- Code freeze is established and UAT environment is baselined and updated with latest release
- Subject Matter Experts (SME) are involved in project requirements and design phases, are included as key participants in the UAT Team, have been trained, and have access to all testing tools
- Approved Requirements and Design documentation is up to date and available to UAT Team
- First Data Senior Business Analysts, DSS, stakeholder business SMEs, and development team representation are assigned to testing effort and documented in Test Plan
- Release schedule is established and documented, and UAT defect and Change Request Process is documented in Plan
- Test cases have been traced through the Requirements Traceability Matrix (RTM) and test cases, data, and scenarios have been created, received, and validated.
- UAT environment is accessible and connectivity site check is completed
- Proper user IDs and permissions required for testing have been obtained and verified
- UAT is executed, as per the Plan, and all test results are documented
- Defects have been identified, validated, documented, prioritized, and communicated to development team in Project's Incident Tracking Tool.
- All Change Requests have been identified, validated, prioritized, and documented
- Written Status to Project Management, including statistical reporting, is provided
- UAT Green Light session is conducted and approved and supporting documentation is provided
- Work closely with the Project Team in solving business problems, analyzing business to identify problems, and/or opportunities to define viable, affordable, and timely solutions
- Assist in extracting information needed from Business Users for successful application development projects.
- Assist Project Team in avoiding creeping and ambiguous requirements and design features, unnecessary system functionality, inaccurate planning timeframes, and in identifying minimal specifications that result in missing requirements and design features
- Work with Project Team to ensure sufficient and appropriate amount of business involvement
- Serve as resource during all requirements gathering and design sessions to assist business users in developing specific and precise about requirements, timely decisions , requirement priorities, prompt communications changes, and agreed upon Change Control process
- Work with Business Team in understanding Project constraints and potential development issues
- Ensure approved system requirements and design are complete, correct, feasible, necessary, prioritized, unambiguous, verifiable, traceable, and maintainable

- Assist in facilitating client meetings, delivering informative, well-organized presentations
- Provide in-depth and timely review and evaluation of Project deliverables, focusing on the Requirements Traceability Matrix, all requirements, design, and testing deliverables
- Assist DSS in the development of the DSS UAT Team
- Oversee UAT scenario and test data development during requirements gathering and design sessions
- Serve as key members of the UAT team, supporting the team's execution of scenarios, documenting defects, and working with development team to resolve
- Serve as a key UAT communication resources; planning meetings, developing supporting documentation; and facilitating, as appropriate
- Identify, document, and escalate risks to Project Management
- Serve as key resources during all phases of development, including UAT post-implementation test support, as required.

C. STAFFING ALLOCATION

Staffing shall be provided in accordance with the staffing plan labeled the **CT DSS BIP Staffing Allocation** attached hereto and made a part of this amendment. Contractor shall be permitted to alter the staffing plan by receiving prior written approval, email sufficient, from the Department.

All terms and conditions of the original contract, and any subsequent amendments thereto, which were not modified by this Amendment remain in full force and effect.

SIGNATURES AND APPROVALS

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The Contractor IS NOT a Business Associate under the Health Insurance Portability and Accountability Act of 1996 as amended.

Documentation necessary to demonstrate the authorization to sign must be attached.

CONTRACTOR - FIRST DATA GOVERNMENT SOLUTIONS, LP

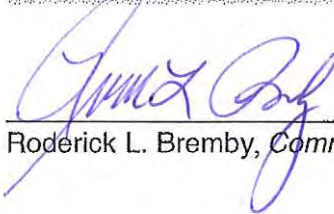


John Grubmuller, *Assistant Secretary*

6/24/2015

Date

DEPARTMENT OF SOCIAL SERVICES

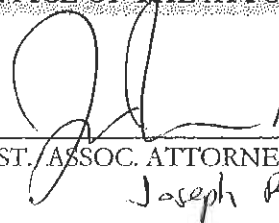


Roderick L. Bremby, *Commissioner*

6/25/2015

Date

OFFICE OF THE ATTORNEY GENERAL



ASST. ASSOC. ATTORNEY GENERAL (*Approved as to form*)
Joseph Rubin

ASSOC. ATTY. GENERAL

6/29/15

Date