

STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 FARMINGTON AVENUE - HARTFORD, CONNECTICUT 06105-5033

11-1-16

Jacqueline Engle
Vice President
First Data Government Solutions, LP
5565 Glenridge Connector NE, , GA .30342

CONTRACT #: 08DSS7402TE / 999FDG-ITS-01
PERIOD: 9/1/2008 To 6/30/2017

AMOUNT: \$28,338,800.00
AMENDMENT: A13

Dear Ms. Engle:

I am pleased to inform you that the above referenced amendment has been fully executed and approved. Attached is a scanned copy of the amendment for your files.

Requests for Payment should be completed and directed to the program contact identified below. The Department will process requests for payment in accordance with the terms of the contract. Your receipt of payment is contingent upon the continued availability of funds and your agency's compliance with the terms of the contract.

For issues or concerns related to the Program please direct your inquiries to:

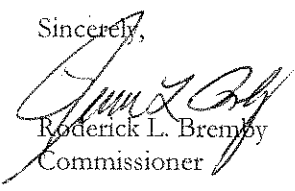
PROGRAM

Kathleen M. Brennan
(860) 424-5693
kathleen.brennan@ct.gov

CONTRACT

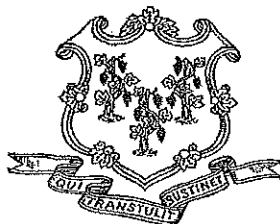
Tina McGill
(860) 424-5082
tina.mcgill@ct.gov

Sincerely,


Roderick L. Bremby
Commissioner

C: Kathleen M. Brennan
Vance Dean
Contract file

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: A13
Amount as Amended: \$28,338,800.00
Contract Term as Amended: 09/01/08 - 06/30/17

The contract between **First Data Government Solutions, LP** (the Contractor) and the Department of Social Services (the Department), which was last amended by the parties and approved the office of the Attorney General on March 8, 2016, is hereby further amended as follows:

1. The term of the contract is extended for an additional term of six months from December 31, 2016 to June 30, 2017 in order to support the completion of the ImpaCT Project (the Project). Through this amendment the Contractor shall continue to provide Quality Assurance and Quality Control services for the Project.
2. In support of the extension of the contract term, the funding of the contract is increased in the amount of \$8,977,450.00, and the total contract award is changed from \$19,361,350.00 to \$28,338,800.00.
 - a. Of the funding added, \$3,740,604.00 shall be used to reimburse the Contractor for services rendered in accordance with the terms of the contract during the period August 1, 2016 through December 31, 2016.
3. In addition to the Quality Assurance and Quality Control Services for the ImpaCT Project set forth in the original contract as amended, the Contractor shall provide the following additional resources:
 - a. DSS ImpaCT Project Director Executive Support: The Contractor shall provide a resource to work directly with, and as directed by, the Department's Project Director for ImpaCT. This resource shall support the Department's ImpaCT Project Director with the oversight tasks including contracts management, risk and issue identification and management, integrated work plan assessment, formal analysis of vendor status reports, deliverable acceptance, vendor Service Level Agreement adherence, vendor invoice and Change Order analysis, validation and approval, Implementation Advance Planning Document Update (IAPDU) budget planning and monitoring, analysis of financial data and comprehensive management reports, establishing internal controls, and ongoing executive management support throughout the development and implementation of the Connecticut DSS modernization effort and ImpaCT Project.

- i. The Contractor shall provide a DSS ImpaCT Project Director Executive Support resource with the following experience and capabilities:
 1. Successful executive management and implementation experience with a complex, automated web-based technical solution, including expertise in project management, Microsoft project management tools and software,
 2. Ability to support the Department's ImpaCT Project Director with presentations to DSS Executive Leadership and Connecticut project stakeholders;
 3. Demonstrated core competency in the software development lifecycle (SDLC) and expertise in strategic and tactical project management controls; and
 4. if possible, knowledge and familiarity with the Department's business process.

- b. ImpaCT Go Live Manager – The ImpaCT project is in the application and system delivery phase and immediate go live operations management expertise is needed to identify, coordinate, validate and manage the hundreds of tasks required for the successful production delivery of the new ImpaCT system. As the Department's System Integrator (SI) works to complete final development activities based on their Statement of Work, approved deliverables, and additional work products, the SI also continues work on finalizing additional Go Live system and process details.
 - i. The Contractor shall provide a Go Live Manager, who shall:
 1. Develop, manage and coordinate the detailed execution of the ImpaCT Project Go Live Plan activities for all deployment releases,
 2. Field Go Live issues, manage escalated issues and identify contingencies;
 3. Act as the primary project contact and Go Live execution manager throughout the ImpaCT system delivery phase. This shall include oversight of all pre-planning dry run and roll out activities, and identification and oversight of any post-implementation corrective actions.
 4. Provide feedback to the Department on the Release Plan, Go No Go Plan, and System and Local Office Readiness Evaluation utilizing input from applicable Business Team Members, and Infrastructure Team members; and correlate feedback and present comments for review.
 5. Identify, plan, and coordinate all required pre-Go Live activities.
 6. Support the Department with the integration of ImpaCT with the State of Connecticut's Healthcare Exchange (Access Health CT).
 7. Provide leadership and management as directed by the DSS ImpaCT Project Director, PMO, Business and Technical Teams.

- c. COBOL Expert – There is an immediate need for two senior level COBOL experts to respond to critical interface development and readiness demands during ImpaCT interface design, develop, and testing; without which, the Project cannot be assured the system interfaces required for Go Live can provide accurate and timely system data to the ImpaCT system trading partners. This level of COBOL expertise requires specific skills and knowledge well beyond a typical COBOL programmer.
 - i. The Contractor shall provide of two (2) COBOL resources. These resources shall be responsible for providing a complete review of the ImpaCT design and architecture deliverables, with a special emphasis on all legacy COBOL, JCL, CICS, etc., materials as they relate to ImpaCT system design, architecture, and performance engineering all interface layouts and FTP (s). The COBOL resources will collaborate with Project EMS Mainframe SME (s) in all required tasks and shall

be responsible for the reviewing and commenting on project interface deliverables. These resources, supported by current Mainframe subject matter experts (SMEs) shall discuss common business and technical needs related to the current interface architecture utilized by EMS to ensure the proposed interface development, configuration and testing approach will satisfy current needs.

1. The COBOL resources shall:
 - a. Have a strong understanding of legacy COBOL, JCL, CICS programming, file layouts and technical architecture as well as industry standard development and testing protocols;
 - b. Utilize the Business System Design Deliverable, Interface Control Documentation, and SME feedback in support of deliverable reviews;
 - c. Correlate feedback and present comments for review by the Business and Infrastructure Teams with suggested severity level and next-steps;
 - d. Facilitate any interface related comment resolution with the SI;
 - e. Work with the SI to determine additional interface development and design needs;
 - f. Work with the SI to ensure the final interface solution allows data to be sent, received and consumed, accurately and timely as required by all DSS ImpaCT system trading partners;
 - g. Provide support as directed by the ImpaCT Executive Team, PMO, Business and Technical.
- d. Technical Writer -- DSS has identified the need for a technical writer resource to establish technical documentation specification standards and to support DSS IT management in the organization and maintenance of project materials; ensure the completion of writing assignments are in accordance with set standards regarding order, clarity, consistency, style and terminology.
 - i. The Contractor shall provide a Technical Writer to work closely with the DSS Chief Information Officer (CIO) to provide a complete review of the ImpaCT technical-related deliverables. The Technical Writer shall:
 1. Complete a full review of currently released technical documentation deliverables and work products for adherence to technical documentation specification standards;
 2. Compile questions, comments and concerns with respect to each document and facilitate resolution of questions, comments, and concerns;
 3. Escalate concerns (as necessary) to Project Leadership including recommended mitigation strategy.
 4. Complete full review of upcoming technical documentation deliverables and work products;
 5. Participate in pre-submission and post submission review sessions; compile questions, comments and concerns with respect to each document; facilitate resolution of questions, comments, and concerns; escalate concerns (as necessary) to Project Leadership including recommended mitigation strategy;
 6. Provide security expertise and support to the DSS ISO. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- e. Senior Business / Systems Analyst -- There is an immediate need for additional Senior Business Analyst resources to support requirements gathering, design validation, User Acceptance Test (UAT) test case and test data development; UAT training, planning and

execution; UAT lab support; incident identification and validation; defect documentation, prioritization and planning; issue resolution and management reporting.

- i. The Contractor shall provide four (4) additional Senior Business Analysts to provide Joint Application Requirements (JRP) and Joint Application Design (JAD) session support, complete reviews of the updated Business Systems Design Deliverable (D.2.3), Business System Requirements (D.2.2) deliverables, manage the UAT test case and test data development activities, develop and conduct UAT process and test tool training, facilitate UAT execution and support daily debriefs, defect triage and prioritization sessions. The Senior Business Analysts shall:
 1. Participate in all JRP/JAD sessions;
 2. Review Project Management and Application Development Deliverables, including DED's and Application Development comments;
 3. Create/maintain ImpaCT UAT Work Plan and work closely with project management to provide plan updates;
 4. Attend project development, planning and testing meetings, as requested;
 5. Provide support in the project risk and issues identification and management process;
 6. Assist in providing IAPDU QA and UAT content, including resource planning and supporting budget documentation;
 7. Ensure Business RTM content accuracy and traceability through design requirements and test scenarios;
 8. Support proper disposition of deliverable comments/action items;
 9. Review System Integration Test (SIT) Scenarios;
 10. Provide eRoom oversight of all Application Development deliverables;
 11. Provide oversight to UAT process to ensure plan adequately supports design scope;
 12. Support project management team in Change Control Board creation, set up, preparation, analysis and planning;
 13. Support, manage, execute UAT, as needed;
 14. Work with stakeholders to identify and implement corrective actions, if necessary;
 15. Facilitate resolution of questions, comments, and concerns;
 16. Participate in the review of all BSD and testing related deliverables.
 17. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
4. Staffing for the continuation of existing services and the additional resources described in paragraph 3 of this amendment shall be provided in accordance with the staffing plan labeled the CT DSS EMS Replacement Project_First Data Staff Allocation and IAPDU Cost Estimates thru 06/30/17 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. Proposed staffing and costs are based on current rates for technical and business specialists as needed for specific tasks. The total cost of this amendment shall be considered as the maximum cap, not to be exceeded without written approval from the DSS Project manager.

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.

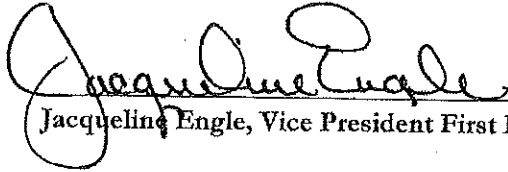
SIGNATURES AND APPROVALS

999FDG-ITS-01 / 08DSS7402TE A13

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

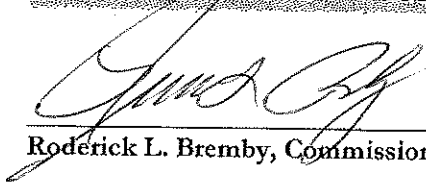


Jacqueline Engle, Vice President First Data Government Solutions

10-14-16

Date

DEPARTMENT OF SOCIAL SERVICES

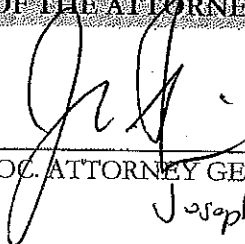


Roderick L. Bremby, Commissioner

10/26/2016

Date

OFFICE OF THE ATTORNEY GENERAL



ASST./ASSOC. ATTORNEY GENERAL (Approved as to form)

Joseph Rubin

10/1/16

Date