



CONTRACTS UPDATE

January Board Meeting

Contract Request Summary

Title	Request	Finance Committee Recommendation
New hCentive Maintenance and Operations contract	Board approval of new M&O contract with hCentive for the period between February and Dec 2015. <i>Though the total value of the contract is \$797K, there is no additional funding needed since this is (1) a reassignment of the contract from CGI to hCentive and (2) utilizes a portion of the FY 2015 CR budget.</i>	Approve contract
New Oracle virtual machines (VM)	Approval of additional \$154K/year for new VM servers in support of better integration and testing between SES and C4HCO in both test and production environments. <i>Funding to come from the FY2015 CR budget.</i>	Approve contract
Carrier Coordination Team (CCT) CR	Approval of CR for \$150K for CCT in February while Staff works with Ops Committee on full impact. <i>The funding for this CR will come from the FY 2015 CR budget.</i>	Approve CR, work with Ops Committee (OC) on full request
CR to Develop Workarounds & Provide Support for Enrollment and Change Processing for FA customers	Approval of CGI CR for \$322K to provide support for eligibility and RMC changes for the time period between 1/12/15 and 2/28/15. Recognition that there will be additional costs that can not be predicted now but will be known by end of Feb. <i>This is a request for funds above the existing budget.</i>	Approve CR for \$322K and work with OC (and HCPF) to develop full cost estimate for review by beginning of March.

hCentive M&O

Description: C4HCO, hCentive and CGI recommend that we revise our M&O agreements so that C4HCO contracts directly with hCentive for M&O related to product customizations.

Pros/Cons:

Advantages of moving to the new agreement:

- Covers All portals (individual, SHOP, broker, assistance site and plan mgt. modules)
- Covers Product customizations only: not core product (a large portion of this is SES)
- Resolution of all defects regardless of severity
- Implementation of minor Change Requests included
- Reduce Budget Risk: All minor CRs are now provided for within the yearly fixed price.

Dis-Advantages of moving to the new agreement:

- None identified

Contract Cost: \$797K

Funding Sources: 2015 FY M&O Budget (\$400k), CGI M&O Reassignment (\$273k), 2015 CR Budget (\$124k)

Timeframe: Covers February-December 2015

Recommendation: Request Approval for Year 1 Agreement

VM Servers

Description: CR to add servers to our test and production environments to support single sign-on between SES and C4HCO.

Note: this item was included in the hCentive M&O slides for the presentation to the Finance Committee. It is separated for this presentation for clarity.

Pros/Cons:

Advantages of moving to the new agreement:

- Improved integration and testing between SES and C4HCO in both test and production environments.

Dis-Advantages of moving to the new agreement:

- Ongoing hardware costs that need to be included in future budgets

Contract Cost: \$154k/year

Funding Sources: Change Request Budget (\$154k)

Timeframe: Covers February-December 2015

Recommendation: Request Approval for Year 1 Agreement

Carrier Coordination Team CR

Description: Since Sept 2014, C4HCO has been using CGI M&O and service center budget and hours to perform activities that support technical and operational integration with carriers. It has since become clearer what the on-going support required will be to manage carrier interfaces.

Pros/Cons:

Advantages of moving to the new agreement:

- Gain higher value from CGI M&O hours
- Helps ensure the team's objective to ensure smooth operation of carrier-facing activities
- Improved resolution of production issues: technology, account based
- Improves monitoring of production data transfers
- Moves transition of technology components into production

Dis-Advantages of moving to the new agreement:

- Covers one month only; additional planning required to scale human and capital solutions for on-going carrier support

Contract Cost: \$150k (for February)

Funding Sources: Change Request Budget (\$150k)

Timeframe: Covers February, 2015

Next Steps: Work immediately with Ops Comm. to define/approve on-going support required

Recommendation: Approve CR

Eligibility Support

Description: Some customers seeking APTC / CSR need more support than expected to enroll for 2015 coverage due to system issues and questions about the eligibility application and results. Also, the SES Report My Change (RMC) function must be enhanced to support additional enrollment scenarios.

Pros/Cons:

Advantages of moving to the new agreement:

- Complete 2015 enrollments; Support for one-off issues, escalations and solutions
- Design, development, testing, implementation of workarounds for systemic problems
- Development of solutions and a plan for the implementation of the full RMC solution.

Dis-Advantages of moving to the new agreement:

- The full fix for RMC is not expected until Q3 '15 and not included in this proposal
- Covers 1.5 months only; additional planning and funding required to scale human and capital solutions for now-known on-going SES improvements and support will be required

Contract Cost: \$322k

Funding Sources: Operational Reserve Funds

Timeframe: Covers January & February, 2015

Next Steps: Work immediately with Ops & Finance Comms. & HCPF to define/approve on-going support required

Recommendation: Approve CR