

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:** A12  
**Amount as Amended:** \$19,361,350.00  
**Contract Term as Amended:** 09/01/08 - 12/31/16

---

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 06/29/2015 is hereby further amended as follows:

1. The term of the contract is extended for an additional term of eleven months from January 31, 2016 to December 31, 2016 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 \$6,098,180.00, and the total contract award is changed from \$13,263,170.00 to \$19,361,350.00.
  - a. Of the funding added, \$2, 178,725.00 shall be used to reimburse the Contractor for services rendered in accordance with the terms of the contract during the period October 1, 2015 through January 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. Senior Project Architect – There is a need for a Senior Project Architect with critical systems technical architecture expertise, to support the complex technical Enterprise design requirements. The Contractor shall provide qualified personnel to the Project with a focus on technical architecture and enterprise solutions planning and support. The Contractor shall ensure that this resource has strong a technical architecture background and communication skills. The Senior Project Architect shall:
    - i. Work with DSS resources to support ImpaCT integration of Access Health CT;
    - ii. Actively participate in functional and technical design sessions for Access Health CT integration;
    - iii. Facilitate resolution of integration questions, comments, and concerns between the Department and SI;
    - iv. Support ImpaCT integration of EMPI with Access Health CT;
    - v. Provide technical-expertise to the Data Mining, Research and Reporting Expert;

- vi. Review and provide feedback on the Conceptual Data Model (CDM); Logical Data Model (LDM) and Physical Data Model (PDM) utilizing the Data Dictionary Deliverable, Business System Design (BSD) Deliverable, applicable Business Team Members, and Infrastructure Team members in support of the review;
  - vii. Present comments and suggestions to the ImpaCT Data Modeler for action; review and provide feedback; and
  - viii. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- b. Enterprise Data Modeler – The SI is now in the database design and conversion phase and immediate QA Enterprise Data Modeler support is needed to assist with number of tasks associated with the quality assurance validations of the data modeling approach, logical and physical data architecture, data conversion and data integrity. The Contractor shall provide the services of an expert Enterprise Data Modeler. The Enterprise Data Modeler shall:
- i. Work with DSS resources to provide feedback on the Conceptual Data Model (CDM); Logical Data Model (LDM) and Physical Data Model (PDM) utilizing the Data Dictionary Deliverable, Business System Design (BSD) Deliverable, applicable Business Team Members, and Infrastructure Team members in support of the review;
  - ii. Correlate feedback and present comments for review by the Business and Infrastructure Teams with suggested severity level and next-steps;
  - iii. Facilitate the comments resolution process with the SI;
  - iv. Support the Project’s integration with other applications/systems: Access Health Connecticut (ahCT); ConneCT; and Enterprise Master Person Index (EMPI); and
  - v. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- c. Data Mining and Analytics Expert – There is a need for a senior level Data Mining and Analytics expert to respond to critical Project leadership ad hoc reporting demands during ImpaCT implementation and rollout to ensure that the Project can provide accurate and timely report data. The Contractor shall provide the services of a Project Data Mining, Research and Reporting Expert that is well-versed with Microsoft SQL Server Reporting Services (SSRS), SQL Server Analysis Services (SSAS), and SAP Crystal Reports and will have an understanding of MIS / Entitlement Program policy and procedures as well as federal (FNS, CMS, etc., policy). The Data Mining and Analytics Expert shall:
- i. Maintain real time dashboards by level, with consistent metrics;
  - ii. Provide professional reports for Project leadership;
  - iii. Review and provide suggested revisions to the currently proposed ImpaCT ad-hoc reporting approach provided by the SI;
  - iv. Create and maintain real time dashboards and design and run professional reports for the Project executive team;
  - v. Work with DSS resources to review and provide feedback on the current ad-hoc approach;
  - vi. Utilize the Business System Design Deliverable, Reports Inventory in JAMA, and SME feedback in support of the review; correlate feedback and present comments for review by the Business and Infrastructure Teams with suggested severity level and next-steps;
  - vii. Facilitate any ah-hoc related comment resolution with the SI;
  - viii. Work with SI to determine additional ad-hoc reporting needs to ensure the final solution allows reports to be generated based on the target audience in a consistent manner; and
  - ix. Provide support as directed by the ImpaCT Executive Team, PMO, Business and Technical.
- d. Security Compliance Analyst – The Contractor shall provide the services of a Security Compliance Analyst to work closely with the DSS Information Security Officer (ISO). The Security Compliance Analyst shall:
- i. Conduct and complete a full review of currently released security documentation deliverables and work products;
  - ii. Compile questions, comments and concerns with respect to each document;

- iii. Facilitate resolution of questions, comments, and concerns escalating concerns and a recommended mitigation strategy as needed to Project Leadership;
  - iv. Conduct and complete a full review of upcoming security documentation deliverables and work products;
  - v. Participate in pre-submission and post submission review sessions; compile questions, comments and concerns with respect to each document;
  - vi. Facilitate resolution of questions, comments, and concerns escalating concerns and a recommended mitigation strategy as needed to Project Leadership;
  - vii. Provide security expertise and support to the DSS ISO; and
  - viii. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- e. EMPI Business and Technical Integration Analyst –An EMPI solution is critical to providing an authoritative source of the "single most accurate record" for shared clients across multiple systems. Currently there is no QA EMPI Business and Technical Integration analyst support to assist DSS in evaluating the completeness and efficiency of the planned EMPI design, before the solution is confirmed. The Contractor shall provide the services of an EMPI Business and Technical Integration Specialist to provide a complete review of the currently proposed EMPI solution. The EMPI Business and Technical Integration Analyst shall:
- i. Review Business Systems Design Deliverable (D.2.3), Business System Requirements (D.2.2) Amended, ImpaCT MPI to EMPI Assessment (D.2.8), Interface Control Document, Amended, NextGate deliverable suite;
  - ii. Identify any concerns related to the current NextGate methodology and if necessary, work with stakeholders to revise methodology;
  - iii. Facilitate resolution of questions, comments, and concerns;
  - iv. Participate in the review of all EMPI related deliverables;
  - v. Attend all requirements and design sessions; and
  - vi. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- f. Senior Technical Architect – The Contractor shall provide the short-term services of a technical architect to review the current ImpaCT technical architecture with respect to the future Tier IV implementation. The Technical Architect shall have experience in Enterprise System Data Modeling and Software Development Life Cycle (SDLC). The Senior Technical Architect shall:
- i. Conduct and complete a full review of current ImpaCT technical architecture;
  - ii. Identify and present to the Department any concerns related to the current Tier II and Tier III implementation;
  - iii. Facilitate resolution of questions, comments, and concerns;
  - iv. Provide technical-expertise to the Data Mining, Research and Reporting Expert; and
  - v. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.
- g. Imaging and Work Flow Industry Expert – The Contractor shall provide the services of an automated imaging and work flow expert, with FileNet workflow experience, to provide an analysis of current workflow and assessment of automated options. The Imaging and Work Flow Industry Expert will provide a complete review of the currently proposed workflow solution functionality and design while also examining the Client's overall work process needs to ensure alignment. The Imaging and Work Flow Industry Expert shall:
- i. Review and comment on the current Business Process Reengineering (BPR) documentation;
  - ii. Facilitate comment resolution with DSS and SI (if applicable);
  - iii. Review and comment on all documentation related to the currently proposed workflow management solution with respect to both proposal concerns and concerns related to the BPR documentation initially reviewed;
  - iv. Facilitate comment resolution with DSS and SI;
  - v. Provide recommendations of changes needed to the current SI-proposed workflow solution to best support the Department's needs; and
  - vi. Provide support as directed by the ImpaCT PMO, Business and Technical Teams.



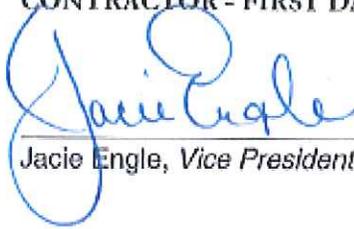
**SIGNATURES AND APPROVALS**

**999FDG-ITS-01 / 08DSS7402TE A12**

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**



---

Jacie Engle, *Vice President*

01.29.2016

---

Date

**DEPARTMENT OF SOCIAL SERVICES**



---

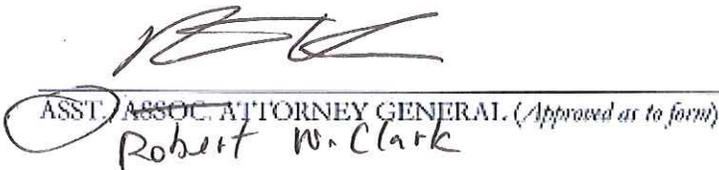
Roderick L. Bromby, *Commissioner*

1.29.2016

---

Date

**OFFICE OF THE ATTORNEY GENERAL**



---

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

Robert W. Clark

3/8/16

---

Date