

## ATTACHMENT A TO CHANGE ORDER

### Statement of Work

[BATPhone OE9]

#### **Background**

The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone (Broker Assisted Transfer) service for Open Enrollment 9 (OE9). The MHBE requires Broker connectivity to the call center telephony system for the period November 1, 2021 – January 15, 2022. System access, set up and training for Brokers will occur in October 2021. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting QHP insurance plans during OE9.

#### **Statement of Work**

MHBE has requested the BATPhone Program be extended for OE 9 (January 16, 2022 - February 28, 2022). MHBE has identified [REDACTED] primary Brokers to participate in the OE 9 program. MHBE understands that [REDACTED] VDI Desktop and Amazon Workstations (AWS) licenses will be required to grant Brokers the capability to work the BATPhone Program.

MHBE has also requested [REDACTED] Technical Support resources to support the BATPhone Brokers. This support will be provided by Special Project Team agents.

The Board approved NTE for this contract, of \$8,576,256.00 remains unchanged.

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Pricing Proposal

[BATPhone OE9] (Jan – Feb 2022)

Quote:

A breakdown of the BATPhone cost is provided below:

Cost Type	Unit Price	Amount	Total Cost
Software Licenses for Genesys for 1 month ( [REDACTED] Brokers)	[REDACTED]	[REDACTED]	[REDACTED]
AWS Desktop Subscriptions for 1 month ( [REDACTED] Brokers)*	[REDACTED]	[REDACTED]	[REDACTED]
Tech Support Leads ( [REDACTED] Jan 2022	[REDACTED]	[REDACTED]	[REDACTED]
Tech Support Leads ( [REDACTED] Feb 2022	[REDACTED]	[REDACTED]	[REDACTED]
<b>Total Cost of CSC Support to Host Extended BATPhone OE9</b>			<b>\$23,478.18</b>

Maximus will provide the following support associated with this Change Order:

- Software licenses for Brokers Amazon Workstation (AWS) connection for 1 additional month
- Technical support to Brokers provided by [REDACTED] Lead CSRs

John Palumbo

Authorized Individual Name

Project Director

Title

*John Palumbo*

Signature

Maximus

Company Name

26-030-7682

Company Tax ID #

2/14/2022

Date