



ATTACHMENT A TO CHANGE ORDER
Statement of Work
[BATPhone OE8]

Background

The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone (Broker Assisted Transfer) service for Open Enrollment 8 (OE8). The MHBE requires Broker connectivity to the call center telephony system for the period November 1, 2020 – December 31, 2020. System access, set up and training for Brokers will occur in October 2020. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting QHP insurance plans during OE8.

Statement of Work

The Contractor shall provide the following support associated with this Change Order:

- Software licences and desktop subscriptions for Brokers AWS connection to cover up to 3 months
- Technical support to Brokers provided by two Lead CSRs
- Replacement of two CSRs that are assigned as Technical Support

The Board approved NTE for this contract, of \$16,905,633.00 remains unchanged.

Contractor shall continue operations as described in the FIRST modification as executed on December 15, 2017.



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[BATPhone OE8]

Quote Form:

Cost Type	Unit Price	Amount	Total Cost <small>(Oct 2020 – Dec 2020)</small>
Software Licenses for CISCO for up to 3 months (31 Brokers)	[REDACTED]	[REDACTED]	[REDACTED]
Software Licenses for AWS for up to 3 months (7 Alternates)	[REDACTED]	[REDACTED]	[REDACTED]
Tech support Leads (2) Nov 1, 2020 – December 31, 2020	[REDACTED]	[REDACTED]	[REDACTED]
VDI/AWS Desktop Subscriptions	[REDACTED]	[REDACTED]	[REDACTED]
Training 2 replacement CSRs	[REDACTED]	[REDACTED]	[REDACTED]
Total			\$ 57,834.08

Artencia Hawkins-Bell

Authorized Individual Name

Title: Vice President

Artencia Hawkins-Bell

Signature

Maximus

Company Name

Company Tax ID # 26-030-7682

10/2/20

Date