

MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Jason Hetherington, Chief Information Officer
Date: November 6, 2015
Re: Work Order for Dell Marketing, LLP to Develop and Test for hCentive Release 7.1 & 7.2

BACKGROUND

As part of the transition to national health care reform, the Health Connector has worked closely with Dell Marketing, LLP (Dell), our Customer Service Contact Center and Business Operations Services vendor, to implement a broad range of activities to support customers, promote compliance with the Affordable Care Act (ACA) and supplement website technology. During this collaboration, Dell has developed and tested the new functionality as releases are deployed by Optum and hCentive. There is new functionality that will be needed to support federally required processes for immigration eligibility, otherwise known as Verification of Lawful Presence (VLP) steps two and three, and other upgrades which are scheduled for release in early 2016.

This work order accounts for the development work to integrate with new functionalities in hCentive, including retroactive eligibility and the federally required VLP steps two and three. As indicated in prior memoranda from the December 2014 and June 2015 Board of Directors meetings on this topic, the functionality and capabilities defined here constitute new projects and enhancements to the hCentive and Financial Management System (FMS) platforms and are not related to the initial deployment in November 2014.

MAINTENANCE AND DISPOSITION OF DELL FMS 2.0

Scope

The scope of the work order consists of staffing to support all development and required testing, including integration testing with hCentive, for two (2) releases in the hCentive portal: Release 7.1 and Release 7.2. These releases provide additional functionality for the portal, including the ability to support retroactive eligibility, VLP steps 2 and 3 and fixes for existing system defects. Additionally, this work order provides for full performance and regression testing of all FMS components for each release. Based on discussions between the Health Connector and Dell Marketing, LLP, milestones and associated level of effort has been determined.

Terms of Work Order

The term of this work order will be from December 1, 2015 through February 28, 2016. The work order provides for staff augmentation of the existing Dell team. The Health Connector and Dell will meet weekly to review staffing and scope and adjust the team as necessary.

The total cost of this work order is not to exceed \$900,000 and consists of monthly fees through the term of the work order. Activities related to this work order were contemplated within the approved upon FY2016 Health Connector administrative budget as part of the operations projections. We are asking the Board to allow the Health Connector to proceed with a new work order for the scope of services outlined in this memorandum.

Cost Category	Cost
Development and QA (through 2/28/16)	\$828,000.00
Governance and Oversight (through 2/28/16)	\$72,00.00
Total	\$900,000.00

BOARD RECOMMENDATION

We recommend that the Health Connector enter into the work order with Dell Marketing, LLP that is described above for \$900,000.