

STATE OF TEXAS

HHSC CONTRACT # 529-14-0006-00001K

COUNTY OF TRAVIS

**AMENDMENT 10
TO THE
ELIGIBILITY SUPPORT SERVICES AGREEMENT
BETWEEN THE
HEALTH AND HUMAN SERVICES COMMISSION
AND
MAXIMUS, INC.**

PURPOSE, AUTHORITY AND OBJECTIVES

Section 1.01 Purpose.

The Health and Human Services Commission (HHSC) and MAXIMUS, Inc. (CONTRACTOR) hereby enter into these amendments (the Amendment) to the Eligibility Support Services Agreement between HHSC and CONTRACTOR, HHSC Contract No. 529-14-0006-00001 (the Agreement). The purpose of this Amendment is to modify the scope of work for ESS contract No. 529-14-0006-00001 in regard to increasing the staffing levels for a Pandemic-EBT (P-EBT) queue.

Section 1.02 Authority.

This Amendment is entered into in accordance with Article VII of the Agreement.

Section 1.03 Objective.

The objective of this Amendment is to increase staffing levels to operate a new queue for callers inquiring on the P-EBT benefits that will be available for children on reduced or free school lunches.

Section 1.04 Effective *Date of the Amendment.*

This Amendment is effective upon the date of execution by both Parties; or, if signed by the Parties on different dates, upon the date of execution by the latter of the two Parties.

AMENDMENT TO THE OBLIGATIONS OF THE PARTIES

Section 2.01 *Payment for Additional Services.*

CONTRACTOR will implement a staffing and technology solution to operate a new queue for callers inquiring on the Pandemic-EBT (P-EBT) benefits that will be available for children on reduced or free school lunches. The actual costs incurred for this amendment will be billed to HHSC separately. The contract Fee Ceiling calculation and limitations will not apply to this amendment and costs billed will not be included in the Retrospective Cost Settlement Audit. All pricing provided for both options below are subject to change based on changing requirements and actual conditions. In accord with Change Order Number X, " P-EBT Call Handling", Version 2.0 dated May 18, 2020 (Exhibit A to this Amendment), a copy of which is attached to this Amendment and incorporated herein for all purposes.

Section 2.02 *Amount of Increase in CONTRACTOR Fees.*

This agreement is hereby amended to add \$3,620,085.43 to the agreement for a total not to exceed \$744,973,537.43. These added dollars will be expensed by the Contractor in accordance with all applicable provisions of the Agreement.

REPRESENTATIONS AND AGREEMENT OF THE PARTIES

Section 3.01 *No Waiver of Agreement Terms.*

HHSC and CONTRACTOR acknowledge and agree the terms of the Agreement will remain in full force and effect and will not be deemed to have been modified, altered or changed in any respect except to the extent such terms have been expressly modified by this Amendment. The parties specifically acknowledge and agree that neither the language of this Amendment nor any payment by HHSC to CONTRACTOR will constitute a waiver of or limitation on the rights of either party to assert and pursue any claim of damages, or to seek any other legal or equitable relief to which it may be entitled, whether such claim or relief is sought in connection with matters related to the subject matter of this Amendment or any other matters within the scope of the Agreement as amended.

Section 3.02 Incorporation of Documents.

By signing this Amendment, HHSC and CONTRACTOR acknowledge and agree that the provisions contained in this Amendment, including the provisions in Exhibit A to this Amendment, are hereby made a part of the Agreement for all purposes and are expressly incorporated into the Agreement as if fully set forth therein.

Section 3.03 Authority to Execute Amendment.

The signatories to this Amendment represent that they have executed this Amendment in their respective capacities as indicated below, and each represents to the other and to the parties hereto that, as of the date of execution, he or she has been duly authorized to bind his or her respective organization for all purposes contemplated by this Amendment.

IN WITNESS WHEREOF, HHSC and CONTRACTOR have each caused this Amendment to be signed and delivered by its duly authorized representative.

HEALTH & HUMAN SERVICES COMMISSION

DocuSigned by:
Phil Wilson
356B1E5284794AF...
Phil Wilson

Executive Commissioner

Date June 3, 2020

MAXIMUS, INC.

DocuSigned by:
Bruce Perkins
DF8667C5DCA9461...
Bruce Perkins

Sr. Vice President

Date May 29, 2020

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ATTACHMENT A

MAXIMUS Change Order Request (COR)

ELIGIBILITY SUPPORT SERVICES AGREEMENT
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AND
MAXIMUS, INC.

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MAXIMUS Change Order Request (COR)

Pandemic – Electronic Benefit Transfer (P-EBT) Call Handling

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CHANGE ORDER REQUEST

Change Order Topic: P-EBT Call Handling

Change Order Number: TBD

Date Submitted:

Version 1.0: May 13, 2020

Version 2.0: May 18, 2020

I) Background

The Texas Health and Human Services Commission (HHSC) requested that MAXIMUS provide a staffing and technology solution to operate a new queue for callers inquiring on the Pandemic - Electronic Benefit Transfer (P-EBT) available for children eligible for reduced cost or free school lunches. The scope of these calls will be limited to:

- Answering questions regarding these benefits, and
- Providing referrals to other entities.

Additionally, HHSC requested MAXIMUS review calls received by the Texas Eligibility Support Services (ESS) Call Center (211 Option 2) to determine if any call types could be handled by a lower skilled agent.

On April 28, 2020, MAXIMUS provided the P-EBT Call Handling Proposal for HHSC review and identified the following call types that may be appropriate for routing to the P-EBT queue.

- Stimulus checks and how they may impact current or new benefits
- Potential scam calls
- HHSC Quality Control audits
- IRS Tax Forms
- Employment Success Participant Payments
- General Program Eligibility Guidelines

The ability to estimate the volume of calls is hindered by the level of detail currently available in the Call Center Inquiry (CCI) tool.

MAXIMUS assumes that the 211 IVR will be modified to route the seven listed call types directly to the P-EBT queue. Without this change to the 211 IVR call routing, there will be no reduction to the current ESS call volume in the 211 Option 2 IVR. As the scope of the call inquiries routed to the P-EBT queue is limited to providing information and referrals, MAXIMUS proposed to staff this queue with call center agents of entry-level skill to reduce costs associated with agent pay.

MAXIMUS also recommended that phone applications be re-routed from the 211 Option 2 IVR to the P-EBT queue. MAXIMUS previously piloted moving these longer calls to a separate call queue but ended the pilot recently because of the challenge of proving

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savings. This initiative should be reviewed again considering the change in goal – from increased savings to increased service. MAXIMUS recommended a waiver (if available) be implemented for the telephonic signature requirements as this queue will not be staffed with agents with access to the Call Center Inquiry (CCI) tool. Agents can complete these calls with use of the yourtexasbenefits.com system; however, MAXIMUS will require HHSC input as to whether completing over-the-phone applications can feasibly be completed without the use of CCI independent of the telephonic signature requirement. There may be technology dependencies for agents to complete over-the-phone applications that are not known to MAXIMUS.

MAXIMUS provided the following assumptions that were used to draft the P-EBT call handling proposal.

Staffing Assumptions

It is not known at this time how many agents may be required for the P-EBT calls or off-loaded 211 Option 2 calls as call volume is unknown. MAXIMUS can ramp up the P-EBT queue by adding agents at a rate of approximately 100 call center representatives (“CCRs”) per week. Additionally, MAXIMUS Texas Enrollment Broker (EB) staff can assist with call taking during implementation but not for the entire duration of this work. This will allow for up to 35 additional agents to begin taking calls at implementation. For the purposes of pricing estimates and timeline considerations, MAXIMUS submitted pricing for both 300 and 500 maximum agents needed, with the inclusion of EB agents as part of this proposal.

Technical Assumptions

MAXIMUS identified the following technical assumptions.

- No access to HHSC data entry systems is required by the CCRs in the P-EBT queue
- Calls will not be recorded (video or audio)
- Basic reporting will be provided and limited to metrics such as calls offered, calls handled and call handling time
- Calls can be transferred between the P-EBT queue and 2-1-1 and will be done as a cold transfer
- There will not be an IVR option in the 2-1-1 IVR that will route callers to the P-EBT queue for inquiries regarding P-EBT, but there will be a recorded message referring callers to the newly established toll-free number

Performance Management Assumptions

To manage the P-EBT queue, the following assumptions were made regarding call center operation and performance management:

- While the IVR system will be 24 hours, seven days per week, the P-EBT queue will be staffed with CCRs from 8:00 am. to 6:00 pm Central Time, Monday through Friday

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- There will be no key performance requirements for the P-EBT queue. In the event HHSC chooses to extend this project beyond July 2020, key performance requirement may be assigned based upon HHSC's need.
- Formal Quality Control activities will not be performed but support to CCRs will be provided
- HHSC will provide content such as FAQ's from which MAXIMUS will develop job aides, work instructions, and training materials for the P-EBT staff

MAXIMUS also requests permission to start all new hires pending full background check completion to start the new hires as soon as possible. MAXIMUS will work with its staffing agencies to expedite at a minimum the clearance of the MedScan check within five days of the CCR's hire. MedScan verifies that the social security number of the candidate has not been associated with fraud. The remaining background check of criminal history, education and employment verification would be cleared within 30-90 days of the CCR's hire.

Cost Assumptions

MAXIMUS assumes this work will be performed via an amendment to the current TX ESS Contract 529-14-0006-00001. The actual costs incurred for this amendment will be billed to HHSC separately. The amounts billed and paid under this amendment will not be added or included in the amounts that are used to calculate the Fee Ceiling and costs billed will not be subject to or included in the Retrospective Cost Settlement Audit. All pricing provided is subject to change based on changing requirements and actual conditions.

It is also MAXIMUS' understanding that HHSC cannot authorize commencement of operations without an executed amendment and that a letter of intent is not an available option. Due to the accelerated nature of this request, the parties will need to expedite execution of a written amendment to allow commencement in time for the implementation date or find a mechanism that provides authority for payment prior to execution.

The following solution was proposed to HHSC for the handling of P-EBT Calls.

Texas ESS Project Solution Including Procurement of Equipment

MAXIMUS can deploy Texas ESS project resources to recruit and hire the required number of Call Center agents, working from home in or near the existing project locations in Texas. As noted in the Staffing Assumptions, MAXIMUS will work with existing staffing partners to recruit and hire a total of 100 agents per week until the correct number of agents have been hired. However, by using the existing staffing partners this puts regular TX ESS new hire call center classes at risk due to the competing nature of the volume the agencies will be recruiting and hiring.

HHSC requested that the P-EBT queue be established, staffed, and ready to receive calls by a date to be determined upon formal written authorization to work. MAXIMUS provided an estimated timeline considering only the first wave of 100 agents and stated the timeline was dependent on a signed amendment by the date noted.

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The Texas ESS project would also provide support staff to manage and oversee P-EBT queue and provide all ancillary staff necessary to establish training and article development. The following support staff will be provided to stand up and manage this P-EBT queue:

- Call Center staff
- Call Center supervisors
- Call Center Manager
- Project Manager
- Article Development
- Training Development
- Training Delivery
- Business Analysis
- Work Force Management
- Human Capital resources
- Information Technology resources

MAXIMUS will procure laptops for the CCRs for the P-EBT queue. The equipment will be considered an allowable non-pass through cost and will be billed to HHSC in full in the month after costs are incurred. With approval of this COR, MAXIMUS assumes HHSC will waive any additional approvals required for the purchase of equipment, up to 306 laptops. Additional purchases must be approved by HHSC. The equipment purchased by MAXIMUS will be retained in the TX ESS project and redeployed to TX ESS staff after the P-EBT queue is discontinued, allowing HHSC to receive the benefit of this equipment. At the time of eventual redeployment to ESS, MAXIMUS will coordinate with HHSC for additionally needed peripherals (monitor, mouse, keyboard, etc.) for a TX ESS agent, and this may result as an added cost (not included in this COR).

MAXIMUS assumes that HHSC will provide the telephony solution and any necessary provisioning for the CCRs to work from home in Texas. MAXIMUS will assist HHSC in configuring and deploying the desktops to reduce the time this activity will take. However, MAXIMUS will require the assistance of HHSC IT to expedite the provisioning and configuring of equipment at all three sites in order to have the first wave of staff ready to take calls. MAXIMUS will acquire the needed jabber headsets (up to 300.) to support the P-EBT queue, and similarly can only provide cost per unit information at this time.

The following accounts will need to be created and provisioned by HHSC:

- Txaccess LDAP AD network/windows logon and ieevpn access
- HHSC LDAP AD accounts
- Jabber accounts

As the CCRs will be hired in waves of approximately 100 per week, HHSC will need to provide the above accounts weekly for an unknown period. It is estimated that account provisioning, end user configuration and end user account testing may take four to seven days.

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Additionally, MAXIMUS assumes that HHSC will be responsible for establishing the new toll-free number and associated call queue(s) for this new population of callers. As a result, circuit charges, toll charges, and all telecommunications infrastructure costs are the responsibility of HHSC.

The TX ESS Project will use this new group of CCRs as candidates to transition into the TX ESS Project as Call Center new team members once the operational period of this queue has ended. Not all agents will be transitioned into TX ESS Project Call Center agents as they will still be subject to the necessary skills required and an evaluation of their abilities will be done on an individual basis. Using P-EBT CCRs as potential TX ESS team members will reduce the recruitment needs to fill classes and assist in call fill rates.

MAXIMUS provided a cost estimate for this solution based on current information and assumptions. MAXIMUS indicated the price for this solution may change as more information is received and assumptions are changed.

On May 11, 2020, via State Action Request M05112020C-822, HHSC requested MAXIMUS provide a Change Order Request (COR) to capture the P-EBT Call Handling Scope. HHSC confirmed that the P-EBT proposal will increase staffing levels by providing a staffing and technology solution to operate a new queue for callers inquiring on the P-EBT benefits that will be available for children on reduced or free school lunches. This will change the scope of work for the proposal and will require MAXIMUS to maintain CCRs to fulfill the requirements of the contract under the new Call Center from 8:00 a.m. – 6:00 p.m., Central Time, Monday through Friday, ensuring the best possible client experience.

To support this new scope, MAXIMUS will follow the plan proposed in the P-EBT Call Handling Proposal, submitted to HHSC via email on April 28, 2020.

MAXIMUS will work with existing staffing partners to recruit and hire approximately 100 agents per week up to 325 agents. Should call volume require additional staff, MAXIMUS will continue to employ 100 agents per week until the correct number of agents have been hired, with approval from HHSC, should it exceed beyond 325 staff.

HHSC requested that this queue be established, staffed, and ready to receive calls by a date to be determined upon formal written authorization to work. As a date for the implementation of the new call queue has not been provided, MAXIMUS will use the following timeline to hire the first wave of 100 agents. The timeline will start from date MAXIMUS receives a fully executed amendment. In order to ensure MAXIMUS is able to meet the go-live date to be provided by HHSC later, MAXIMUS will need HHSC to provide the go-live date a minimum of 10 business days prior to the slated implementation.

Project Task:	Days to Complete:
Signed Amendment	Day 1
Job Offers/Hiring	Day 6
Training/Provisioning Period	Day 9
Go-live Date	Day 10

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MAXIMUS will also provide support staff to manage and oversee this queue and provide all ancillary staff necessary to establish training and article development as stated in the proposal.

MAXIMUS has incurred costs in preparation for implementation of this project and will include those costs in the first invoice to HHSC. These costs were included in the pricing quoted to HHSC in the proposal

MAXIMUS will procure laptops for the CCRs for the new queue as stated in the proposal in order to expedite the procurement process and expects that HHSC waives any additional approvals required for the purchase of equipment, up to 306 laptops. Additional purchases must be approved by HHSC

Furthermore, the TX ESS Project will use this new group of CCRs as candidates to transition into the TX ESS Project as Call Center new team members once the operational period of this queue has ended. Not all agents will be transitioned into TX ESS Project Call Center agents as they will still be subject to the necessary skills required and an evaluation of their abilities will be done on an individual basis.

II) Purpose

The purpose of this COR is to amend the scope of the Agreement between HHSC and MAXIMUS for Eligibility Support Services, HHSC Contract Number 529-14-0006-00001 (the "Agreement") to include additional scope for handling P-EBT related calls.

III) Approach

This COR is based on the MAXIMUS P-EBT Call Handling Proposal v.2.0 provided to HHSC on April 28, 2020, and confirmed as a change to Texas ESS scope of work by HHSC on May 11, 2022 via SAR M05112020C-822, the terms of which are incorporated by reference unless specifically contradicted in this COR.

IV) MAXIMUS Scope

The SOW is expanded to include the following:

- Handling of P-EBT related calls via a call queue created by HHSC. The go-live date for this scope is to be provided by HHSC at a later date.
- MAXIMUS will deploy TX ESS project resources to recruit and hire the required number of CCRs, working from home in or near the existing project locations in Texas.
- MAXIMUS will hire and train 100 staff per week up to 325 agents. Should call volume require additional staff, MAXIMUS will continue to employ 100 agents per week until the correct number of agents have been hired, with approval from HHSC, should it exceed beyond 325 staff. As a date for the implementation of the P-EBT queue has not been provided, MAXIMUS will use the following timeline to hire the first wave of 100 agents. The timeline will start from date MAXIMUS receives a fully executed amendment. To ensure MAXIMUS is able to meet the go-live date to be provided by HHSC later,

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MAXIMUS will need HHSC to provide the go-live date a minimum of 10 business days prior to the slated implementation.

Project Task:	Days to Complete:
Signed Amendment	Day 1
Job Offers/Hiring	Day 6
Training Period	Day 9
Go-live Date	Day 10

V) Implementation Schedule

Effective on the go-live date to be provided by HHSC on a later date, MAXIMUS will handle calls related to P-EBT via a separate call queue established by HHSC and will bill costs at the agreed to P-EBT Billable rate.

Cost incurred in preparation for implementation of this project will be include in the first invoice to HHSC. These costs were included in the pricing quoted to HHSC in the proposal

VI) Changes to Resource Hours

The COR includes cost to support Pandemic EBT Call Handling, but MAXIMUS requires updates to the labor categories listed below in order to meet the needs documented in this COR:

Additional Labor Costs Include:

- Call Center
- Training
- Curricula Development
- Business Analysis
- Operations Procedures
- Human Capital
- Information Technology
- Workforce
- Management Oversight

VII) Non-Labor Impacts

Non-Labor costs include:

- Employee Background Checks
- Laptops
- Jabber headsets and Ethernet cabling
- Language Line
- IT Setup

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VIII) Historically Underutilized Business (HUB) Subcontractor Plan (HSP) Impacts

MAXIMUS has determined no changes will be made to the approved HUB Subcontracting Plan (HSP) because of this COR.

IX) Changes to Price

The actual costs incurred for this amendment will be billed to HHSC separately. The contract Fee Ceiling calculation and limitations will not apply to this amendment and costs billed will not be included in the Retrospective Cost Settlement Audit. All pricing provided for both options below are subject to change based on changing requirements and actual conditions.

X) Changes to Contract

This COR contains changes to the scope of the Agreement between HHSC and MAXIMUS for the Eligibility Support Services Agreement, HHSC Contract Number 529-14-0006-00001. When this COR is accepted by both HHSC and MAXIMUS, any such changes are hereby incorporated into the Eligibility Support Services Agreement. Where there are discrepancies between this COR and the Agreement, this COR controls.

XI) Assumptions

The following assumptions were documented via the MAXIMUS P-EBT Call Handling Proposal.

Staffing Assumptions

MAXIMUS can ramp up the new call center by adding CCRs at a rate of approximately 100 CCRs per week. It is not known at this time how many agents may be required for the P-EBT calls or off-loaded 2-1-1 Option 2 calls as call volume is unknown. Additionally, MAXIMUS EB staff can assist with call taking during implementation but not for the entire duration of this work. This will allow for up to 35 additional agents to begin taking calls at implementation.

Technical Assumptions

- No access to HHSC data entry systems is required by the CCRs in the P-EBT queue
- Calls will not be recorded (video or audio)
- Basic reporting will be provided and limited to metrics such as calls offered, calls handled and call handling time
- Calls can be transferred between the P-EBT queue and 2-1-1 and will be done as a cold transfer

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- There will not be an IVR option in the 2-1-1 IVR that will route callers to the P-EBT queue for inquiries regarding P-EBT, but there will be a recorded message referring callers to the newly established toll-free number

Performance Management Assumptions

- While the IVR system will be 24 hours, seven days per week, the P-EBT queue will be staffed with CCRs from 8:00 am. to 6:00 pm Central Time, Monday through Friday
- There will be no key performance requirements for the P-EBT queue. In the event HHSC chooses to extend this project beyond July 2020, key performance requirement may be assigned based upon HHSC's need.
- Formal Quality Control activities will not be performed but support to CCRs will be provided
- HHSC will provide content such as FAQ's from which MAXIMUS will develop job aides, work instructions, and training materials for the P-EBT staff
- HHSC approves for MAXIMUS to start all new hires pending full background check completion to start the new hires as soon as possible. MAXIMUS will work with its staffing agencies to expedite at a minimum the clearance of the MedScan check within five days of the CCR's hire. MedScan verifies that the social security number of the candidate has not be associated with fraud. The remaining background check of criminal history, education and employment verification would be cleared within 30-90 days of the CCR's hire.

Cost Assumptions

The actual costs incurred for this amendment will be billed to HHSC separately. The amounts billed and paid under this amendment will not be added or included in the amounts that are used to calculate the contract Fee Ceiling and costs billed will not be included in the Retrospective Cost Settlement Audit. All pricing provided is subject to change based on changing requirements and actual conditions.

Other Assumptions

- To expedite the procurement process, MAXIMUS expects HHSC will waive any additional approvals required for the purchase of equipment after approval of this proposal up to the 306 laptops. Additional purchases require HHSC approval.
- MAXIMUS assumes that HHSC will provide the telephony solution and any necessary provisioning for the call center staff to work from home in Texas. MAXIMUS will assist HHSC in configuring and deploying the desktops to reduce the time this activity will take. However, MAXIMUS will require the assistance of HHSC IT to expedite the provisioning and configuring of equipment at all three sites in order to have the first wave of staff ready to take calls.
- MAXIMUS will acquire the needed jabber headsets (up to 300.) to support the new call center, and similarly can only provide cost per unit information at this time.

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- MAXIMUS assumes that HHSC will be responsible for establishing the new toll-free number and associated call queue(s) for this new population of callers. As a result, circuit charges, toll charges, and all telecommunications infrastructure costs are the responsibility of HHSC.

XII) Changes to Assumptions

The following information represents changes in assumptions to the MAXIMUS P-EBT Pandemic Plan.

Cost Assumptions

- The actual costs incurred for this amendment will be billed to HHSC separately. The amounts billed and paid under this amendment will not be added or included in the amounts that are used to calculate the Fee Ceiling and will not apply to this amendment and costs billed will not be included in the Retrospective Cost Settlement Audit. All pricing provided is subject to change based on changing requirements and actual conditions. Any change in indirect rates will be included as part of the year end true-up process.
- MAXIMUS incurred costs in preparation for implementation of this project will be included in the first invoice to HHSC. These costs were included in the pricing quoted to HHSC in the proposal

Other Assumptions

- To expedite the procurement process, MAXIMUS expects HHSC will waive any additional approvals required for the purchase of equipment after approval of this COR, up to 306 laptops. Additional purchase must be approved by HHSC. These will be billed to HHSC as non-pass through costs and include Texas Indirect and Fee as indicated in proposal.
- MAXIMUS assumes that HHSC will provide the telephony solution and any necessary provisioning for the call center staff to work from home in Texas. MAXIMUS will assist HHSC in configuring and deploying the desktops to reduce the time this activity will take. However, MAXIMUS will require the assistance of HHSC IT to expedite the provisioning and configuring of equipment at all three sites in order to have the first wave of staff ready to take calls.
- MAXIMUS will acquire the needed jabber headsets (up to 300.) to support the new call center, and similarly can only provide cost per unit information at this time.
- MAXIMUS assumes that HHSC will be responsible for establishing the new toll-free number and associated call queue(s) for this new population of callers. As a result, circuit charges, toll charges, and all telecommunications infrastructure costs are the responsibility of HHSC.
- A formal knowledge base system will not be created for this scope. Job aides, work instructions, and training materials for the P-EBT will be provided to staff via email or a shared workspace.

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- MAXIMUS assumes HHSC will create and provision all network accounts (listed below) within one day of receipt of the users. This assumption allows for the most expedient go-live date given the urgency of this new initiative.
 - TXAccess LDAP AD network/windows logon and ieevpn access
 - HHSC LDAP AD accounts
 - Jabber accounts
- MAXIMUS assumes HHSC will create agent IDs to complete Verint set-up within one day of receipt of the users. This assumption allows for the most expedient go-live date given the urgency of this new initiative.
- Current scope does not provide functionality for a dedicated Supervisor escalation queue for P-EBT. If a caller requests to speak to a supervisor there will not be a way for the CCR to transfer the caller to a supervisor for assistance. MAXIMUS assumes that should a caller on the P-EBT queue request a supervisor the CCRs will inform the caller a supervisor is not available to take their call.
- Actual costs may come in higher than expected if MAXIMUS is unable to recruit staff at the hourly rate quoted in the proposal. HHSC must approve monthly labor costs that exceed \$1.2 million.
- Costs for this project may be incurred May 2020 through July 2020. HHSC may authorize an extension for these services to be continued for an additional 90-day extension, with a monthly labor cost not to exceed \$1.2 million.

XIII) Billing Schedule

All actual costs will be billed to HHSC in the month after they are incurred.