

## EXHIBIT B-6

### Task Order No. 6

#### MEP Operations and Maintenance

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## **EXHIBIT B-6**

### **Task Order No. 6**

#### **Time-and-Materials Task Order**

#### **MEP Operations and Maintenance**

This Task Order No. 6 (this “Task Order”) is entered into as of [September 30], 2014 (the “Effective Date”) under that certain Master Services Agreement between Client and Contractor dated as of [September 30], 2014 (the “MSA”), and describes certain Services under the MSA. Capitalized terms used herein but not defined shall have the meanings set forth in the MSA.

#### **I. Summary**

This Task Order describes T&M Services related to certain operations and maintenance services (“Operations and Maintenance”).

The term of this Task Order is May 1, 2014 through April 30, 2015 (the “Term”). The Services described in Exhibit A, Part II, were authorized by Client and provided and delivered by Contractor before the Effective Date of this Task Order. In addition, certain of the Services described in Exhibit A, Part I, were authorized by Client and provided by Contractor prior to the Effective Date of this Task Order, and will continue to be provided after the Effective Date.

#### **A. Services**

The Services under this Task Order are as generally described in Exhibit A. The Services described in Exhibit A, as well as other Services that may be added to this Task Order in the future pursuant to mutually agreed to Change Orders shall identified as separate tasks (“Tasks”).

Contractor has provided the Services set forth in Exhibit A, Part II prior to the Effective Date of this Task Order. In addition, Contractor has provided certain of the Services set forth in Exhibit A, Part I. prior to the Effective Date of this Task Order, which Services will continue to be provided after the Effective Date. For the avoidance of doubt, the parties agree that the MSA will apply to Services set forth in Exhibit A provided prior to the Effective Date of this Task Order.

Due to the emergency nature of the procurement of Services under the MSA and this Task Order, the parties agree that provisions of the MSA that require Contractor to implement or adhere to the CommonWay Methodology do not apply to the Services provided under this Task Order.

#### **II. Project Management**

#### **A. Project Managers; Other Client Personnel**

The Project Managers for Contractor and Client for this Task Order are set forth below:

Contractor: [REDACTED]

Client: [REDACTED], MassIT

Certain other Personnel of Client shall be points of contact for Contractor for certain aspects of this Task Order as forth below:

Client Logicworks Liaison: [REDACTED], MassIT

Client Monad Liaison: [REDACTED], MassIT

**B. Key Personnel**

The following individuals are Key Personnel for this Task Order until the End Date specified:

Name	End Date
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015
[REDACTED]	3/31/2015

**C. Key Subcontractors**

None

**D. Invoicing and Payment**

Invoices for Services provided under this Task Order shall be in Excel format, the form of such invoice to be mutually agreed between the parties. Without limiting the foregoing, invoices must contain the following:

- Contractor's name and address; invoice date; MSA number; name, title, phone number, and email and mailing address of the individual to be notified in the event of a questions concerning the invoice(s);
- the name, labor category and rate of each resource delivering Services during the period covered by the invoice; and
- the following detail with respect to Services performed by each resource: either (i) for Services performed on or prior to September 30, 2014, the total number of hours the resource performed for Services under this Task Order for the month covered by the invoice, or (ii) for Services performed after September 30, 2014, the dates and number of hours by day that the resource performed for Services under this Task Order for the month covered by the invoice; and

- total amount charged on a monthly basis for each resource.

In addition, with respect to invoices for Other Costs (as defined below), except for Per Diem Allowances (as defined below), Contractor must provide a monthly summary of Other Costs per person by expense category. Expense categories will include Airfare, Lodging/Hotel/Apartment, Lodging Tax, Travel Day Per Diem, Non-Travel Day Per Diem, Parking/Tolls, Personal Car Mileage, Taxi/Shuttle, Car-Rental, Gas-Rental Cars, and Other Travel Expenses. “Per Diem Allowances” means allowances for meals and incidental expenses paid to resources that are required to travel in order to perform Services under this Task Order, which will be paid for the 02108 zip code in accordance with the rates specified by the U.S. General Services Administration (<http://www.gsa.gov/portal/category/100120>). Partial per diems, not full per diems, will be used for travel days. When claiming reimbursement for Per Diem Allowances, Contractor shall provide the name of the applicable resource and the days on which he/she was traveling for the applicable period.

Client shall pay Contractor for the Services provided and listed in Exhibit A in accordance with the invoicing and payment provisions of the MSA and the Commonwealth Terms. Client shall review and pay invoices in accordance with the time frames set forth in the Commonwealth Terms. Notwithstanding the foregoing, for invoices relating to Services performed prior to the Effective Date of this Task Order, the parties agree that Client will review, accept, and pay invoices within sixty (60) calendar days after receipt.

Client shall have the right to conduct sample-based reviews of invoices provided under this Task Order. To facilitate such sample-based reviews, Client may request and Contractor shall provide to Client detail to substantiate the hours and expenses invoiced. Should any review by Client reveal that there was an overpayment by Client, Contractor shall provide Client with a credit on future invoices under the Agreement in an amount equal to the overage. If, as a result of an audit by Client, it is determined that Contractor overcharged Client five percent (5%) or more on any given invoice, Contractor will reimburse Client for its costs and expenses associated with the audit.

#### **E. Not-to-Exceed Price**

This Task Order includes a Not-to-Exceed Price (“NTE Price”) of \$22,640,000. The NTE Price constitutes a ceiling that Contractor may not exceed without Client’s prior written approval. The NTE Price includes all hourly professional fees incurred in the provision of the Services plus other costs incurred in performing the Services, including, but not limited to, all travel and related out-of-pocket expenses (“Other Costs”).

### **III. Facility Resources and Technology Resources**

#### **A. Client Provided Facility Resources**

Client will provide the Facility Resources as set forth in the MSA (but excluding computers and peripheral devices, printers, copy and fax machines) to Contractor for the performance of the Services under this Task Order at Client’s One Congress Street, Boston, MA office (“One

Congress”) and other Client owned facilities where the Services may be provided. Client shall also provide:

- Standard and customary access to its Client facilities where the Services are required to be provided during business hours, as outlined in the MSA and this Task Order.
- Badge access, if required to provide the Services, for required Personnel to One Congress and Client’s Quincy, MA location and CCA offices, outside of normal business hours.

#### **B. Client Provided Technology Resources**

Client will provide the following Technology Resources to Contractor for the performance of the Services under this Task Order:

- Network and internet access as required to support the Services.

#### **IV. Other**

##### **A. Staffing**

Contractor shall deliver to Client an initial staffing plan for this Task Order which will cover the period beginning on October 6, 2014. For the avoidance of doubt, the provisions of Section 22.1(a) in the MSA shall only apply prospectively. The Project Managers will review the staffing plan on a weekly basis during the term of this Task Order and will agree to any increases or decreases in staffing levels, as well as any Excess Hours that will be permitted by Non-Exempt Employees.

#### **V. Exhibits**

Exhibit A	Description of Services
	I. General Description of Services
	II. Description of Services Provided Prior to Term

## **EXHIBIT B-6**

### **Exhibit A**

#### **Description of Services**

##### **I. General Description of Services**

###### **A. Task 1: Support MEP Production System**

This task involves supporting, maintaining, and operating the current MEP production system. Because MEP integrates with other federal and state systems, Contractor is responsible for coordinating activities with integration entities.

This task also involves direct support of all layers of the MEP production system other than the infrastructure which is serviced by Logicworks. Contractor must, however, coordinate, communicate, and manage all activities with Logicworks such that the infrastructure is sufficiently monitored, maintained, and supported. Charlie Desourdy from MassIT will serve as the Logicworks liaison and will be available to help manage issues between Contractor and Logicworks as needed.

Client will provide resource(s) through the Monad organization in order to supplement Contractor's resources in the eligibility rules and notices areas. Contractor will identify the work needed to be performed and manage the delivery of that work. Daniel Adam from MassIT will serve as the Monad liaison and will be available to help manage issues between Contractor and Monad as needed. Contractor will document and communicate a Release Management Plan which includes all steps involved and checklists used in the process to deploy code from one environment to another. The Release Management Plan will include the need for the Commonwealth to provide paper applications to validate deployments to the production environment.

The table below describes Contractor's production support team activities and the services under each activity. The resource levels for these teams fluctuate based on work volume, and resources are shared among the teams to gain efficiency and create back-ups.

The following definitions are applicable to the production support activities described in this task:

- "Central Communications Management" is a group of services operated and managed from the iMOCC that include incident, change, and problem notifications distributed to all Contractor and Client stakeholders.
- "Change Management" is Contractor's process for managing changes to services and applications.
- "Change Management Requests" (HIX CRs) are requests to change services and applications from their original requirements and design
- "Incident" (PIMs) means a material failure of a Hosted System (as defined in Task Order No. 3) to function in accordance with its requirements or an unplanned interruption or degradation in the performance of a Hosted System or Managed Application (as defined in Task Order No. 3).

- “Incident Management” means Contractor’s process for monitoring, entering, reviewing and resolving Incidents and Service Requests. The objective of Incident Management is to restore functionality of the applicable Managed Application (as defined in Task Order No. 3).
- “Problem Management” means Contractor’s process of determining the root cause of Incidents and resolving such underlying root cause with a fix or workaround that is designed in a manner to prevent the Incidents from recurring.
- “Service Request” (HIX TRs) means either a Discretionary Service Request or a Non-Discretionary Service Request (as each term is defined in Task Order No. 3).
- “War Room Coordination” consists of communications to impacted stakeholders, coordination and management of all resources engaged in war room, escalation management and reporting.

<b>Production Support Activities</b>	<b>Services</b>
Incident Triage	<ul style="list-style-type: none"> <li>• Triage, classify, and assign incidents</li> <li>• Communicate status with Client on PIMs, TRs, SRs, and CRs</li> </ul>
Notices Review	<ul style="list-style-type: none"> <li>• Update denial notices each week including updating the Denial Dashboard and meeting with Client</li> <li>• Review notices daily</li> </ul>
Batch and Data Management	<ul style="list-style-type: none"> <li>• Review all the data changes</li> <li>• Create data scripts for data changes requested</li> <li>• Coordinate data changes with the iMOCC, Data Base Analyst (“DBA”), Change Management and Release Management teams</li> <li>• Validate data changes after the deployments</li> <li>• Monitor batch jobs and handle/report incidents</li> </ul>
Incident Management	<ul style="list-style-type: none"> <li>• Analyze PIMs, TRs, SRs, and CRs, workarounds and fixes</li> <li>• Respond to and resolve PIMs, TRs, SRs, and CRs</li> <li>• Monitor and report on the status of the application</li> <li>• Participate in iMOCC Priority 1 and Priority 2 war rooms</li> <li>• Execute production application check out for changes</li> <li>• Design, develop and test solutions to incidents</li> <li>• Provide alerts on a 24x7 basis for incidents</li> </ul>
Release Readiness	<ul style="list-style-type: none"> <li>• Work with development teams to gain the knowledge about the enhancements and prepare for support of those post production deployment</li> <li>• Execute release readiness using the Optum Release Entry Framework (“REF”) and Gatekeeper processes and procedures</li> <li>• Develop release notes for Production Support related minor enhancements and defects.</li> </ul>
Program/Application Maintenance	<ul style="list-style-type: none"> <li>• Conduct root cause analysis and solutioning for defects (Break fixes)</li> <li>• Develop minor enhancements</li> <li>• Monitor and tune to maintain system performance</li> </ul>

<b>Production Support Activities</b>	<b>Services</b>
	<ul style="list-style-type: none"> <li>• Monitor online services and escalate as necessary</li> <li>• Serve as a backup support for Incident Management</li> </ul>
Service Level and Executive Management	<ul style="list-style-type: none"> <li>• Plan for and allocate resources for all Production Support functions</li> <li>• War room attendance, communication and escalations</li> <li>• Provide status report to leadership and business (“Operations and Maintenance Report”)</li> </ul>

### Key Production Support Jobs

The following table reflects the current production support jobs. The production support jobs may change from month to month, and as such, a report of all current jobs will be provided to Client. This Project Work is listed below.

<b>Batch Jobs</b>	<b>Frequency</b>	<b>Description</b>
Daily Notice Batch (For Approval Notices)	Daily (Sunday To Thursday)	Send the notices which are either approved or provisionally approved.
Nightly Notice Denial Batch	Every Thursday	Send the denial notices
Scheduled And Ad Hoc Data Fixes	On Need Basis	To enable data correction on applications which are in a completed or a submitted status
Ad Hoc Data Fixes-App Status Update	Every day at 4.00pm and 10.00 pm	Update the application status for apps that have been left in the submitted state.
Change Status Of Application To Draft	Every day Monday to Friday	JIRA tickets change the status to draft. The prerequisite is that the application should be in a completed or suspended status.
Outreach Query For Denials	Every Thursday	For all applications that have been identified as true denials
Notice Correction Batch	Every Thursday	This batch basically updates the dates for the true denials
Scheduled Legacy HIX/IES (as defined below) Batches For Data Correction	Scheduled Every Night	These are the following cron jobs: AddressGateWay_Batch Calidate Lawful Presence (VLP)_Batch Employer Sponsored Insurance (“ESI”)_Batch Non-Employer Sponsored Insurance (“Non-ESI”)_Batch (HIXIR-11380) Social Security Administration (“SSA”)_Batch



<b>Batch Jobs</b>	<b>Frequency</b>	<b>Description</b>
Ad Hoc Suspended Denials	On Need Basis	Send certain denials to a suspended status so that they can be provided temporary AA coverage
CCA Financial Reference	On Need Basis	Customer Service Vendor's ("CSV") FMS and updates the account status in the Legacy HIX/IES database.
Member Extract Job	On Need Basis	The batch process produces a list of the newly created or modified entities: Individuals, Employers, Brokers, Broker Organizations, Navigators, and Navigator.
One Time DB Update Job	On Need Basis	This was the one time database update job to update the MEDI_INSU_COVERAGE_TYPE_ID column if it is null
Member Level Premium Update Job	On Need Basis	The job is divided into two jobs: One will only generate a report and the other will actually update the premiums in the Legacy HIX/IES in the new column original_premium_amt
FMTMP Jobs	Daily	Send the data financial data to Dell on a daily basis.

#### Key Dashboard and Reports

The following table reflects the current dashboards and reports that Contractor provides. The dashboards and reports may change from month to month, and as such, a report of all current dashboards and reports will be provided to Client. This Project Work is listed below.

<b>Reporting</b>	<b>Frequency</b>	<b>Description</b>
Environment Report	Weekly	Environment Availability Report
Batch Report	Daily	List of batch jobs and its execution status
AKAMAI Report	Daily	User Analytics and business related analytics
JIRA Report	Daily	Defect status
Denial Dashboard Report	Weekly - Wednesday	Denial dashboard notices dashboard report
UND new applicant	Weekly - Wednesday	New applicant with undocumented immigration status report
UND new applicant – 30 Day lapse. Re-determination	Weekly - Wednesday	New applicant with undocumented immigration status report – lapsed 30 days as part of re-determination process.

Investigating on members' IDs	Backlog	Investigating the member's ID for missing and suspended notices. Currently a backlog, might be a weekly activity later
Notices Print – Manual verification	Daily	Manually validate the daily batch of printed notices to those on MEP system (approximately 100-200 notices per day).
Service level Report	Weekly	Total ticket counts (Open & Closed), Availability Status on all operational activities, Issues, Risks etc.
7 AM State Reports	Daily	Denial extract, AppCountsbySource, AppcountsbyType, DailyCounts, QHP MH Breakdown, Sent Notices Counts, WPL Counts

## B. Task 2: Provide Infrastructure Operation Support

This task involves maintaining the infrastructure of the MEP production system and monitoring all system activities, including security.

The table below describes Contractor's infrastructure operation team activities and the services under each activity. The resource levels for these teams fluctuate based on work volume, and resources are shared among the teams to gain efficiency and create back-ups.

Infrastructure Operations Activities	Services
Maintain System Infrastructure	<ul style="list-style-type: none"> <li>Monitor infrastructure and provide 24x7x365 physical monitoring and support basis including but not limited to: (i) Oracle Database Administration &amp; Support and (ii) Linux &amp; Windows Administration &amp; Support using the following tools: <ul style="list-style-type: none"> <li>New Relic</li> <li>Gomez</li> <li>EM7</li> <li>Google Analytics</li> <li>Gecko Boards</li> </ul> </li> <li>Manage and plan system capacity</li> <li>Administer access to all components of the system</li> <li>Purge, archive, back up and restore required data (e.g., log files)</li> <li>Monitor and provide adequate space allocations for the log files</li> <li>Monitor and tune to maintain systems performance</li> <li>Monitor MEP online services and escalate issues to be resolved immediately</li> </ul>
Maintain	<ul style="list-style-type: none"> <li>Manage vulnerability, including running AppScan</li> </ul>

Infrastructure Operations Activities	Services
System Security	<ul style="list-style-type: none"> <li>• Update security documents to reflect changes to MEP security</li> <li>• Manage system monitoring services</li> <li>• Ensuring system infrastructure including storage, logging, data retention and associated data protections are maintained</li> <li>• Support and assist with coordinating and executing mitigation activities as required by Federal agencies resulting from advisories or audit events</li> <li>• Manage security incidents</li> <li>• Assist and support the state's security controls team</li> <li>• Remediate high priority risks including but not limited to findings from the Plan of Action and Milestones ("POAM") document, provided that the Client give Optum direction to proceed</li> <li>• Provide security architecture support</li> <li>• Administer Adaptive Security Appliance ("ASA") firewall policy</li> <li>• Administer load balancer policy and Web Application Firewall ("WAF") policy</li> <li>• Administer Windows Active Directory ("AD") servers (Domain Name Servers ("DNS") only)</li> </ul>
Monitor System (iMOCC)	<ul style="list-style-type: none"> <li>• Administer business continuity and evacuation processes</li> <li>• Monitor DataPower with Client and carrier notification</li> <li>• Provide website and performance statistics and dashboards</li> <li>• Administer and execute synthetic transaction recording</li> <li>• Managing ITSM processes which include: <ul style="list-style-type: none"> <li>○ Incident Management</li> <li>○ Problem Management</li> <li>○ Change Management</li> </ul> </li> <li>• Continue to provide Central Communications Management</li> <li>• Escalate and manage production incidents and problems</li> <li>• Continue providing War Room Coordination</li> <li>• Manage facility requirements at One Congress Street in Boston, including: <ul style="list-style-type: none"> <li>○ 24 hour camera surveillance monitoring</li> <li>○ Administration of Card access system</li> <li>○ Manage voice and data networks</li> </ul> </li> <li>• Continue to provide first-level support (Triage) for MEP systems</li> </ul>

## EXHIBIT B-6

### II. Description of Services Provided Prior to Term

#### A. Task 3: Test and Deploy Release 1.2 to Production

This task involves testing and releasing to production Release 1.2. Release 1.2 includes a variety of changes to enhance and fix defects primarily in the areas of eligibility program determination and notices. Release 1.2 completed two cycles of integration system testing by CGI, with one cycle representing “gates up” testing and the other representing “gates down” testing. Contractor will repeat both cycles of integration system testing and deploy the “gates down” version of Release 1.2 to the production system. Work on this task was completed on September 12, 2014.

Release 1.2 Test and Deployment Activities	Services
Conduct testing with “gates down”	<ul style="list-style-type: none"><li>• Conduct smoke test</li><li>• Conduct integration system test</li></ul>
Conduct testing with “gates up”	<ul style="list-style-type: none"><li>• Conduct smoke test</li><li>• Conduct integration system test</li></ul>
Deploy “gates down” version of code to production	<ul style="list-style-type: none"><li>• Develop production deployment plan</li><li>• Move Release 1.2 code to staging environment including Release 1.2 database and scripts</li><li>• Complete smoke test on Release 1.2 code in staging environment, including integration with external services such as Medicaid Management Information Systems (“MMIS”) and AIMS</li><li>• Conduct rollback to Release 1.1.11 to confirm rollback process</li><li>• Re-deploy Release 1.2 code to staging environment including Release 1.2 database and scripts</li><li>• Complete another smoke test on Release 1.2 code in staging environment, including integration with external services such as MMIS and AIMS</li><li>• Present staging smoke test results to Change Advisory Board (CAB) for approval to move to production</li><li>• Move Release 1.2 code into production environment including Release 1.2 database and scripts</li><li>• Complete production validation test on Release 1.2 code in production including integration with external services such as MMIS and AIMS</li><li>• Deploy “gates down” code to User Acceptance Testing (“UAT”)</li></ul>