

**STATE OF NEW MEXICO
HUMAN SERVICES
INFORMATION TECHNOLOGY AGREEMENT
AMENDMENT NO. 8**

SPD # PSC 12-630-8000-0015 A8

THIS CONTRACT AMENDMENT No. 8 to Information Technology Agreement PSC 12-630-8000-0015 (“Agreement”) is made and entered into by and between the State of New Mexico **Human Services Department**, hereinafter referred to as the “Procuring Agency” or “PROCURING AGENCY” and Conduent State Healthcare, LLC (formerly known as Xerox State Healthcare, LLC), hereinafter referred to as the “CONTRACTOR” and collectively referred to as the “Parties”. This Amendment 8 shall become effective upon the date of execution by both Parties (the “Effective Date”).

The purpose of this Amendment is to:

1. Amend Article 3 - Compensation, Section B (Payment) to adjust overall compensation (the “Amended Base Amount”).
2. Amend Article 5 to renew the Agreement for a one-year period. PROCURING AGENCY is exercising its option to extend the Agreement (and all associated Amendments) for a one-year period, from January 1, 2018 through December 31, 2018, for the CONTRACTOR to continue Fiscal Agent operations and all other work and deliverables, excluding Deliverable 49, as specified in the Agreement and Amendments. The Amended Base Amount is increased accordingly. See Amended Article 3 (“Compensation”) below. This extension includes:
 - Half of State Fiscal Year 2018 (2nd half: Jan. 1, 2018 – June 30, 2018) and
 - Half of State Fiscal Year 2019 (1st half: July 1, 2018 – Dec. 31, 2018)
3. Amend Deliverable 13 – (“State Level Registry”) Deliverable 13 shall be amended to decrease the price to the PROCURING AGENCY in the amount of \$11,000 per month. The reduction in price is based upon the elimination of two (2) SLR agents, as well as the elimination of all Deliverable 13 work currently performed by the two eliminated SLR agents. As such, Sections 13.2.7, 13.2.8 and 13.2.9 (State handles appeals) shall be deleted. See Appendix A, (“Amended Scope of Work”) below.
4. Amend Deliverable 40 –Deliverable 40 (“Customer Service Center Maintenance and Operations”) shall be terminated in conjunction with the start of Exhibit A, Scope of Work, Deliverable 61.

5. Add Deliverable 59 - ("Implementation") A one-time enhancement to upgrade the Provider Enrollment capabilities shall be added to the Scope of Work of the Agreement. See Appendix A, ("Amended Scope of Work") below.
6. Add Deliverable 60 - ("Implementation Customer Service Center") The Implementation of a Customer Service Center shall be added to the Scope of Work of the Agreement. See Appendix A, ("Amended Scope of Work") below.
7. Add Deliverable 61- ("Customer Service Center Maintenance and Operations"). Deliverable 61 will replace Deliverable 40 and will include maintenance and operations of a Customer Service Center. The Customer Service Center will respond to inquiries from recipients and the general public regarding Public Assistance Programs that include Medicaid, Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Low Income Home Energy Assistance Program (LIHEAP), YESNM and NM Works. See Appendix A, ("Amended Scope of Work") below.
8. Modify the Agreement to reflect that on February 15th, 2017, the Contractor, Xerox State Healthcare, LLC., formally changed its name to Conduent State Healthcare, LLC.

WHEREAS, the Parties hereto desire to amend the Agreement to as stated above and reflect the name change to Conduent State Healthcare, Inc.

NOW THEREFORE IT IS MUTUALLY AGREED BETWEEN THE PARTIES THAT THE FOLLOWING PROVISIONS OF THE ABOVE-REFERENCED AGREEMENT ARE AMENDED AS FOLLOWS:

1. **General Provisions.** This Amendment No. 8 shall be deemed and considered as part of the Agreement for all purposes. All the other provisions of the agreement not specifically deleted or modified herein shall remain in full force and effect.
2. **Amendment to Name.** First paragraph of agreement is amended as follows:

This Information Technology Agreement ("Agreement") is made by and between the State of New Mexico, **Procuring Agency of Human Services Department**, hereinafter referred to as the "Procuring Agency" or "PROCURING AGENCY" and Conduent State Healthcare, LLC., (formerly known as Xerox State Healthcare, LLC), hereinafter referred to as the "CONTRACTOR" and collectively referred to as the "Parties".

Additionally, wherever the name "Xerox State Healthcare, LLC" or "Xerox" appears

in the Agreement or related documents, it shall be deemed replaced by the term “Conduent State Healthcare, LLC” or “Conduent.”

3. **Article 3, Compensation, Paragraph B, is amended as follows:**

ARTICLE 3 - COMPENSATION

B. **Payment.** The total amount payable by the Procuring Agency to the CONTRACTOR during the term of this Agreement (CY12 – CY18) shall not exceed one hundred seventy-seventy million, eighty-eight thousand, eight hundred fifty-four dollars and seventy-four cents (\$177,088,854.74) the (“Amended Base Amount”), which amount is inclusive of New Mexico gross receipts tax.

The actual available budget for each State fiscal year shall be identified by the Procuring Agency at the time of renewal. Below is the pricing per State fiscal year for all years, including renewals, excluding the optional Deliverable 49:

State Fiscal Year 2012 (ending June, 2012):	\$ 268,360.88
State Fiscal Year 2013 (ending June, 2013):	\$ 23,344,088.35
State Fiscal Year 2014 (ending June, 2014):	\$ 30,084,757.42
State Fiscal Year 2015 (ending June, 2015):	\$ 25,063,321.00
State Fiscal Year 2016 (ending June, 2016):	\$ 25,976,443.74
State Fiscal Year 2017 (ending December, 2016):	\$ 12,814,939.85
State Fiscal Year 2017 (Jan. 2017 – June 2017):	\$ 12,824,246.95
State Fiscal Year 2018 (1 st half: July 2017 – Dec. 2017):	\$ 15,074,338.59
State Fiscal Year 2018 (2 nd half: Jan. 2018 – June 2018) (Base):	\$ 15,796,561.79
State Fiscal Year 2019 (1 st half: July 2018 – Dec. 2018) (Base):	\$ 15,841,796.17
State Fiscal Year 2019 (2 nd half: Jan. 2019 – June 2019) (Option):	\$ 15,941,899.31
State Fiscal Year 2020 (July, 2019 – June 2020) (Option):	\$ 16,095,730.04

The Amended Base Amount includes all services as stated in the Scope of Work, as amended, under this Agreement, and set forth in Exhibit A, attached to this Agreement; and Separately Invoiced Items and Services as identified in Article 3(G) of the Agreement, such Separately Invoiced Items and Services shall have a maximum State Fiscal Year amount of two million, one hundred thousand dollars (\$2,100,000.00).

Payment shall be made upon completion of each Deliverable and upon the receipt and acceptance of a detailed, certified Payment Invoice. Payment will be made to the CONTRACTOR’s designated mailing address. In accordance with Section 13-1-158 NMSA 1978, payment shall be tendered to the CONTRACTOR within thirty (30) days of the date of written certification of Acceptance. All Payment Invoices MUST BE received by the Procuring Agency no later than fifteen (15) business days after the end of the State Fiscal Year in which services were delivered. **Payment invoices received after such date WILL NOT BE PAID.**

4. **Article 5, Term, is amended as follows:**

ARTICLE 5 – TERM

THIS AGREEMENT SHALL NEITHER BE EFFECTIVE NOR BINDING UNTIL APPROVED BY THE DoIT, AND THE STATE PURCHASING AGENT. The term of the Agreement will be for eighty-two (82) months commencing on March 1, 2012 and terminating on December 31, 2018. The Procuring Agency reserves the right to renew this Agreement for up to one additional one-year period. In no event, however, will the term of the Agreement exceed eight (8) years from March 1, 2012. Furthermore, at any time during the term of the Agreement, the Agreement is subject to early termination or termination for lack of appropriations in accordance with Article 6.

The Procuring Agent, through this Amendment 8, exercises its option to renew the original Agreement, excluding Deliverable 49, for one one-year period (the second one-year option), from January 1, 2018 to December 31, 2018. One additional one-year renewal period remains at the option of the Procuring Agent. All other provisions of the paragraph in Article 5 remain intact.

5. Exhibit A, Scope of Work is amended as follows:

- a. The following definitions are added to Exhibit A, Scope of Work:
 - i. LIHEAP - Low Income Home Energy Assistance Program
 - ii. SNAP - Supplemental Nutrition Assistance Program
 - iii. NM Works – New Mexico Works
 - iv. ISD – Income Support Division
 - v. MAD – Medical Assistance Division
 - vi. ASPEN – Automated System Program and Eligibility Network
 - vii. Recipient – A beneficiary of one of the programs supported by the State
 - viii. Provider – A person or entity that is qualified to supply services to the Recipient
 - ix. CSC – Customer Service Center
 - x. ISD CSC – Income Support Division Customer Service Center
 - xi. PED- Presumptive Eligibility Determiner
 - xii. SLA- Service Level Agreement

- b. Exhibit A, Scope of Work, M. Deliverable Number 13: State Level Registry (SLR) – Ongoing Operation and Maintenance, Compensation and Tasks is amended as follows:
 - i. Compensation is decreased from one million, nine hundred sixty-three thousand, eight hundred eleven dollars and seventy-six cents (\$1,963,811.76) to one million, six hundred sixty-six thousand, eight hundred eleven dollars and seventy-six cents (\$1,666,811.76).
 - ii. Tasks 13.2.7, 13.2.8, and 13.2.9 are deleted in their entirety.
 - iii. Task 13.4.1 is deleted in its entirety and replaced with the following:

CONTRACTOR shall be paid a fixed monthly rate for delivering these

operations, plus the applicable New Mexico Gross Receipts Tax (NM GRT) for that month, with no retainage, according to the following schedule:

- 13.4.1.1 Jan 1, 2013 – Dec 31, 2013: \$ 32,526.00
- 13.4.1.2 Jan 1, 2014 – Dec 31, 2014: \$ 27,317.67
- 13.4.1.3 Jan 1, 2015 – Dec 31, 2015: \$ 20,026.00
- 13.4.1.4 Jan 1, 2016 – Dec 31, 2016: \$ 20,026.00

Three renewal years described in Article 5:

- 13.4.1.5 Jan 1, 2017 – Sept 30th, 2017: \$20,626.78
- 13.4.1.6 Oct 1, 2017 – Dec 31, 2017: \$9,626.78
- 13.4.1.7 Jan 1, 2018 – Dec 31, 2018: \$10,245.58
- 13.4.1.8 Jan 1, 2019 - Dec 31, 2019: \$10,882.95

- c. Exhibit A, Scope of Work, Deliverable Number 40, concerning the Customer Service Center Maintenance and Operations, will be terminated in conjunction with the start of Exhibit A, Scope of Work, Deliverable 61, concerning the Customer Service Center Maintenance and Operations, which is added to the Agreement in Section 5. f of this Amendment 8.
- d. Exhibit A, Scope of Work, Deliverable Number 59, concerning Implementation, is added as follows:

Deliverable Fifty-Nine		Due Date	Compensation
Upgrade Provider Enrollment Capabilities; [System Enhancement]		Start: January 1, 2018 End: Dec 31, 2019	\$234,000 Amount, inclusive of NM GRT (Total Compensation Not to Exceed \$234,000.00)
Task Item	Subtasks	Description	
59.1 Enhance Provider Enrollment capabilities	59.1.1 Enhancement Upgrade	One-time enhancement to upgrade the Provider Enrollment capabilities. This will provide the Procuring Agency with enhanced provider search, validation, and change notification functionality. The Parties acknowledge that such enhanced capabilities are	

	<p>59.1.2 Enhancement Operational</p>	<p>required to meet the most recent CMS Provider Enrollment regulations.</p> <p>Upon approval by the Procuring Agency, the CONTRACTOR shall implement the enhancements into production.</p> <p>This enhancement must be operational no later than April 1, 2018 unless the CONTRACTOR and Procuring Agency mutually agree upon an alternative implementation date.</p> <p>The CONTRACTOR shall provide ongoing provider credentialing support for the ongoing use of this enhancement at no additional cost.</p> <p>The CONTRACTOR shall have access to the product for continual validation and screening of provider's application to perform provider credentialing.</p> <p>One-hundred percent (100%) of the cost of this Deliverable shall be paid to the CONTRACTOR upon implementation of this enhancement into production.</p>
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- e. Exhibit A, Scope of Work, Deliverable Number 60, concerning the Customer Service Center Implementation, is added as follows:

Deliverable Sixty	Due Date	Compensation
<p>Customer Service Center (CSC) Implementation</p>	<p>Phased-in implementation shall begin on October 31, 2017 or 30 calendar days from the Effective Date, whichever is later and shall end</p>	<p>Not to Exceed: \$1,286,000.54 Amount, Plus NM GRT</p>

	<p>60.1.3 Hire and Train Staff for the CSC</p>	<p>increase in survey volume and ongoing telecommunications. This “Call Me Back” functionality will be implemented as soon as possible but no later than the full implementation date of deliverable 60</p> <p>60.1.2.4 The CONTRACTOR shall configure Microsoft Dynamics (CRM), network engineering, and other intercompany support.</p> <p>60.1.2.5 The CONTRACTOR shall be responsible for acquiring any additional hardware and software required to provision the CSC.</p> <p>60.1.2.6 The CONTRACTOR shall obtain a separate toll-free telephone number for the CSC to distinguish it from the Client Solutions Call Center and other call centers maintained under this Agreement.</p> <p>60.1.2.7 The CONTRACTOR shall install sufficient incoming lines so applicants and members of the general public are not given a busy signal but are placed on hold to ensure maximum opportunities for reaching a staff person in the order the calls are received.</p> <p>60.1.3 The CONTRACTOR shall hire and train personnel to manage and staff the CSC, respond to inquiries in both Spanish and English from Recipients and the general public regarding Public Assistance Programs that includes Medicaid, Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Low Income Home Energy Assistance Program (LIHEAP), YESNM and NM Works administered by the Procuring Agency that are received over the telephone, and monitor the quality of CSC operations.</p> <p>60.1.3.1 The CONTRACTOR will implement a “train the trainer” program to ensure CSC agents are trained on all approved materials provided by ISD.</p> <p>The CONTRACTOR shall:</p> <p>60.1.3.2 Ensure that each CSC staff member meets the following qualifications prior to taking a call:</p> <p>60.1.3.2.1 Is knowledgeable of the Procuring</p>
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<p>60.2 Manage CSC Implementation</p>	<p>60.2.1 Meet General Project Management Requirements</p>	<p>Agency's Income Support Programs;</p> <p>60.1.3.2.2 Has access to, understands, and can navigate Omnicaid, ASPEN and YESNM;</p> <p>60.1.3.2.3 Completes ISD approved training based on approved training curriculum provided by ISD;</p> <p>60.1.3.2.4 Understands eligibility and Managed Care Enrollment policies; and</p> <p>60.1.3.2.5 Understands the ISD phone tree selections to route according to the ISD qualifications and instructions.</p> <p>60.1.3.3 The CONTRACTOR shall develop and submit a CSC Staffing and Training Work Plan for review and approval by the Procuring Agency 14 days after execution of this Amendment.</p> <p>60.1.3.4 Hire and train sufficient staff fluent in Spanish to respond to inquiries and complete applications for Recipients whose primary fluency is in Spanish.</p> <p>60.1.3.5 If language is other than Spanish, the CONTRACTOR will utilize a contracted translation service.</p> <p>60.2.1.1 Provide management and oversight of the project, including written reports provided biweekly or as otherwise reasonably required by the Procuring Agency, on the accomplishments, status, and unresolved issues of the enhancement project, noting any deviations from the work plan or approved schedule.</p> <p>60.2.1.2 Identify, request, and schedule all coordination meetings as necessary to ensure that the CONTRACTOR has access to all information and requirements relevant to this implementation.</p> <p>60.2.1.3 Provide all management and staff resources with sufficient experience, knowledge, and management skills necessary to meet to requirements of this</p>
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<p>60.3 Phased-in Implementation Approach</p>	<p>60.2.2 Obtain State Approval for CSC Project Milestones</p> <p>60.3.1 <i>Phased Implementation shall start on October 31, 2017 or 30 calendar days from the Effective Date, whichever is later. Imlementation shall be finalized by December 31, 2017 or 90 calendar days from the Effective Date, whichever is later.</i></p>	<p>implementation.</p> <p>60.2.1.4 Meet the Procuring Agency’s Project Manager and other staff as reasonably required by the Procuring Agency.</p> <p>60.2.1.5 The Procuring Agency shall approve any subcontracting of work on this Deliverable by the CONTRACTOR other than individual employees working on a contract basis for the CONTRACTOR.</p> <p>During the planning and implementation of the CSC, the CONTRACTOR will deliver each of the following items and (except for the biweekly status report) obtain written Procuring Agency approval for each item.</p> <p>The CONTRACTOR will revise each of these items as necessary to obtain Procuring Agency approval:</p> <p>60.2.2.1 Work Plan/Staffing Plan 60.2.2.2 Training Plan 60.2.2.3 Biweekly Status Reports 60.2.2.4 Call Center Agent Training Materials</p> <p>60.3.1.1 The State and Conduent will mutually agree upon a subset of calls that will be transferred over to Conduent during the phased-in approach starting with Medicaid applications and IC/Waiver calls.</p> <p>60.3.1.2 The State will initiate a transfer of initial queues from their current ISD call center over to Conduent’s call center; and the Conduent technical team will configure the Conduent call center to accept the calls.</p> <p>60.3.1.3 Both parties agree and understand that, given the call volume of these queues, it is possible that the number of callers on the line (which means: talking to an agent; leaving a voicemail; or waiting in the queue) will exceed the number of lines that Conduent has in place prior to full implementation. If the number of calls exceeds the number of lines, the caller will receive a busy signal. The State and Conduent will work together</p>
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<p>60.4 Manage Agreed Payment Schedule for CSC Implementation</p>	<p>60.4.1 Invoice the State When Implementation is Complete</p>	<p>to adjust the required number of phone lines as necessary.</p> <p>60.3.1.4 Conduent will add eighteen (18) agents to their current staffing levels, which will total to twenty-seven (27) agents as well as management and support staff.</p> <p>60.3.1.5 There will be no SLA penalties assessed to Conduent during the phased in implementation.</p> <p>60.3.1.6 This is a good faith effort by both the State and Conduent. If issues arise that delay the start of the phased-in implementation, Conduent shall not be held liable.</p> <p>60.4.1.1 Payment for this Deliverable shall be made in full (100%) upon readiness of the CSC for operations, upon full implementation of this deliverable 60.</p>
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f. Exhibit A, Scope of Work, Deliverable Number 61, concerning the Customer Service Center Maintenance and Operations, is added as follows:

Deliverable Sixty-One		Due Date	Compensation
Customer Service Center (CSC) Maintenance and Operations		Start: Jan 1, 2018 or 90 days from the the Effective Date, whichever is later. End: Dec 31, 2019	Not to Exceed: \$12,500,568.38 Amount, Plus NM GRT, due per agreed payment schedule
Task Item	Subtasks	Description	
61.1 Customer Service Center (CSC)	61.1.1 Customer Service Center (CSC)	<p>61.1.1.1 The CONTRACTOR shall maintain and operate a Customer Service Center (CSC) to respond to inquiries in both Spanish and English from Recipients and the general public regarding Public Assistance Programs that include Medicaid, Supplemental Assistance Nutrition Assistance Program (SNAP), Cash Assistance, Low Income Home Energy Assistance Program (LIHEAP), YESNM, and NM Works administered by the Procuring Agency.</p> <p>61.1.1.2 The CONTRACTOR shall document in ASPEN case comments all interactions pertaining to Recipient inquiries to include emails, calls, correspondence and voicemail.</p> <p>61.1.1.3 CSC must be established within the continental United States.</p> <p>61.1.1.4 The CONTRACTOR shall provide the Recipient with the contact information of State resources in a particular county upon request.</p> <p>61.1.1.5 The CONTRACTOR shall identify discrepancies between Omnicaid and ASPEN and make referrals to MAD or the client's local ISD office as necessary to resolve.</p> <p>61.1.1.6 The CONTRACTOR will ensure the availability of staff fluent in Spanish to speak to Applicant and/or Recipient</p>	

<p>61.2 Staffing</p>	<p>61.2.1 Maintain adequate Staff levels for the CSC</p>	<p>whose primary fluency is Spanish.</p> <p>61.1.1.7 If language is other than Spanish, the CONTRACTOR will utilize a contracted translation service.</p> <p>61.1.1.9 The CONTRACTOR will respond to calls concerning verification of coverage, questions concerning managed care enrollment or status requests for replacement ID cards, and other eligibility and enrollment issues except those requiring the explicit interpretation of Medicaid Program policy or recipient eligibility policy, as directed by the Procuring Agency.</p> <p>61.1.1.10 At the option of the Procuring Agency, the CONTRACTOR shall use existing systems to support the new CSC:</p> <ul style="list-style-type: none">61.1.1.10.1 Communications Management System61.1.1.10.2 Call Management System61.1.1.10.3 Contact Tracking System61.1.1.10.4 Modular Messaging System61.1.1.10.5 Call Recording System <p>61.2.1.1 The CONTRACTOR shall hire and train additional personnel as needed to maintain staff levels in the CSC and respond to Recipient phone calls, emails, webmail and voicemails to meet SLAs.</p> <p>61.2.1.3 The CONTRACTOR will ensure that each CSC staff member meets the following qualifications prior to taking a call:</p> <ul style="list-style-type: none">61.2.1.3.1 Is knowledgeable of the Procuring Agency's Income Support Programs;61.2.1.3.2 Has access to, understands, and can navigate Omnicaid, ASPEN and YESNM;61.2.1.3.3 Completes ISD approved training
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<p>61.3 Reporting</p>	<p>61.3.1 Schedule Reporting</p>	<p>based on approved training curriculum provided by ISD;</p> <p>61.2.1.3.4 Understands eligibility and Manage Care Enrollment policies; and</p> <p>61.2.1.3.5 Understands the ISD phone tree selections to route according to the ISD qualifications and instructions.</p> <p>61.3.1.1 The CONTRACTOR shall monitor the performance of the CSC. Reports shall be sent Weekly and Monthly to the Procuring Agency throughout the contract or more frequently as requested by the Procuring Agency when there is a performance issue.</p> <p>61.3.1.2 The CONTRACTOR shall report the following measures:</p> <ul style="list-style-type: none">• Total calls received• Total calls by queue• Total number of calls answered• Percentage of calls answered• Abandonment rate percentage• Total calls abandoned• Total abandoned by caller in 30 seconds or less• Total abandoned by caller in 1 minute or less• Average wait before call• Average speed of answer• Average handle time• Calls routed to voice message by agents• Voicemails returned within 24 hours• Staffing levels<ul style="list-style-type: none">○ Agent stats○ Number of calls taken○ Average handle time○ Available time○ Number of calls transferred to ISD○ Callback stats <p>61.3.1.3 The CONTRACTOR shall report each measure for both Spanish and English calls for the following system queues:</p> <ul style="list-style-type: none">• Status• YESNM
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61.6 Restitution	YESNM Specifications	<p>61.5.1.4 The CONTRACTOR shall provide assistance to Recipient in linking YESNM accounts to their ISD Case Number.</p> <p>61.6.1.1 The CONTRACTOR shall refer Recipients who are calling regarding an over payment correspondence to 1 800 431 4593.</p> <p>61.7.1.1 The CONTRACTOR shall refer the Recipient to 1 800 432 6217 option 3 if Recipient is calling regarding child support information or has questions regarding child support.</p>
61.7 Child Support		<p>61.8.1.1 If the Recipient is calling in regard to contacting NM Works, then the CONTRACTOR will provide local NM Works office number.</p>
61.8 NM Works	61.6.1 Restitution Specifications	<p>61.9.1.1 If Recipient is calling regarding IC/Waiver, then the CONTRACTOR will verify the authorized representative to provide case information. The CONTRACTOR can advise caller to designate an authorized representative to complete or use the benefits being requested. If caller is not the authorized representative or has not designated an authorized representative, then no information can be released.</p>
61.9 IC/Waiver	61.7.1 Child Support Specifications	<p>61.9.1.2 If Provider is calling regarding IC/Waiver, then the CONTRACTOR will verify if provider is listed on the MAD 344. If Provider is not listed on the MAD 344, then the CONTRACTOR can only release status of pending, approved or denied. If CONTRACTOR is unable to resolve, then CONTRACTOR will transfer call to IC/Waiver Unit.</p>
	61.8.1 NM Works Specifications	<p>61.10.1.1 The CONTRACTOR shall respond to all eligibility inquiries.</p> <p>61.10.1.2 The CONTRACTOR shall determine if MCO Change is less than 90 days from approval, and if it is less than 90 days from approval, then update and approve. The CONTRACTOR shall provide address to Medical Assistance Division and instruct Recipient to send letter of reason for the change if more than 90 days after initial approval.</p>
	61.9.1 IC/Waiver Specifications	

<p>61.10 Medicaid</p>		<p>61.10.1.3 If the Recipient is calling regarding a PED application and/or required documentation submitted 24 calendar days or more, then the CONTRACTOR shall confirm the application and documents were received. If application and/or required documentation submitted 24 calendar days or more, the CONTRACTOR will transfer call to ISD CSC.</p> <p>61.10.1.4 The CONTRACTOR shall forward all calls to ISD CSC if the Recipient is calling to request retroactive eligibility.</p>
<p>61.11 SNAP</p>	<p>61.10.1 Medicaid Specificatio ns</p>	<p>61.11.1.1 If the Recipient is calling regarding application and/or required documentation submitted less or equal to 24 calendar days then the CONTRACTOR shall confirm the application and documents were received. If application and/or required documentation submitted more than 24 calendar days the CONTRACTOR will transfer call to ISD CSC.</p> <p>61.11.1.2 If Recipient indicates they are unable to make scheduled interview or the interview has passed, the CONTRACTOR will escalate to ISD CSC. If the Recipient wants to wait on the line for ISD and complete an interview, the CONTRACTOR will transfer the call to ISD CSC.</p>
<p>61.12 CASH Assistance</p>	<p>61.11.1 SNAP Specificatio</p>	<p>61.12.1.1 If the Recipient is calling regarding application and/or required documentation submitted less than or equal to 24 calendar days then the CONTRACTOR shall confirm the application and documents were received. If application and/or required documentation submitted more than 24 calendar days, then the CONTRACTOR will transfer call to ISD CSC.</p> <p>61.12.1.2 The CONTRACTOR will transfer Recipient to the ISD CSC interview line if Recipient has missed scheduled appointment.</p> <p>61.12.1.3 If Recipient is unable to make scheduled interview, then the CONTRACTOR will transfer to the ISD CSC.</p> <p>61.12.1.4 If Recipient has received a sanction notice, then the</p>

	<p>61.14.1 Paris Match Specifications</p> <p>61.15.1 Customer Service Center Specifications and Service level agreements.</p>	<p>61.15.1.3 The CONTRACTOR will respond to all webmail within one (1) business day of receipt of the webmail.</p> <p>61.15.1.4 The CONTRACTOR will ensure CSC agents are not to assist any other Conduent Call Centers. Any violation must be reported.</p> <p>61.15.1.5 The CONTRACTOR will document each telephone and written inquiry using the CONTRACTOR's automated contact tracking system and identify the reason for each inquiry to support management and reporting.</p> <p>61.15.1.6 The CONTRACTOR shall present a satisfaction survey option to callers as part of the quality assurance system, allowing callers to report their experience with CSC. The content of the survey shall be approved by the Procuring Agency prior to implementing the survey option. The CONTRACTOR shall tabulate survey responses and provide the Procuring Agency with a monthly summary report.</p> <p>61.15.1.7 The CONTRACTOR shall provide callers with a callback option. Callers must get an in-queue message providing the caller an option of a call back once the caller has been on hold greater than three (3) minutes.</p> <p>61.15.1.8 After six (6) months or earlier if deemed necessary by the Procuring Agency from go-live, the CONTRACTOR and Procuring Agency will meet to re-evaluate actual volumes, average handle time, month-to-month progress and other critical statistics to determine if the CONTRACTOR is staffed appropriately for the SLAs and determine if a possible expansion or relocation of the call center is necessary. SLAs and corresponding penalties will not be enforced if the call volumes are greater than 85,000 calls per month or if the percentage of calls that will require the CONTRACTOR to help the recipient fill out the application is greater than 5% of the total call volume for that month.</p> <p>61.15.1.9 The CONTRACTOR will be required to send one person per quarter to the Call Center located outside of New Mexico for purposes of evaluation and training.</p>
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61.15.1.10 The CONTRACTOR will ensure average speed of answer shall not exceed, on average more than two (2) minutes as measured on a monthly basis.

61.15.1.11 The CONTRACTOR will ensure the CSC call abandonment rate does not exceed 10%, as measured on a monthly basis.

61.15.1.12 The CONTRACTOR will ensure the CSC is available Monday through Friday from 8:00 AM to 6:00 PM Mountain Time, except for holidays approved by the Procuring Agency, to receive and respond to provider inquiries unless the Procuring Agency approves other hours of operation.

61.15.1.13 The CONTRACTOR will ensure CSC holiday schedule observes all state holidays.

61.15.1.14 The CONTRACTOR will provide a corrective action plan to the Procuring Agency if the abandonment rate exceeds 10% and/or average speed of answer exceed the maximum average two (2) minute. An excessive number of calls routed to voicemail by agents, as determined by the Procuring Agency, may prompt a request for corrective action.

61.15.1.15 For failure to meet average speed of answer or abandonment rate/percentage requirement the CONTRACTOR shall pay the Procuring Agency 2% of monthly compensation per week for which average speed of answer exceed two (2) minutes or abandonment rate exceed 10%. If average speed of answer or abandonment rate requirements are out of compliance beyond 20 business days the CONTRACTOR shall pay the Procuring Agency 3% of monthly compensation per week. If average speed of answer or abandonment rate requirements are out of compliance beyond 30 business days the CONTRACTOR shall pay the Procuring Agency 5% of monthly compensation per week. Penalty assessments will be capped at one thousand dollars (\$1,000.00) per day or ten percent (10%) of the total

<p>61.18 Manage Agreed Payment Schedule for Customer Service Center</p>	<p>61.16.1 Incentive payment</p> <p>61.17.1 Receive notice from Procuring Agency</p>	<p>61.17.1.4 The CONTRACTOR shall train the staff of the PROCURING AGENCY or its designated agent in the operation of the CSC.</p> <p>61.17.1.5 The CONTRACTOR shall not prohibit any staff or management working for the CSC from choosing to accept a position with the State of New Mexico.</p> <p>61.18.1.1 For as long as the PROCURING AGENCY exercises this option, the CONTRACTOR shall be paid a monthly rate based on total call volume for the month recorded on the last business day of the month for delivering these operations, plus the applicable New Mexico gross receipts Tax (NM GRT) for that month according to the Volume Tier Schedule below:</p> <p>Operations cost for the go-live month will be prorated and invoiced at the end of the go-live month. The prorated cost per day will be calculated as the monthly volume tier's price divided by the number of business days in the go-live month. The volume tier will be determined by multiplying average number of calendar days in the month. Added to this is the applicable New Mexico gross receipts Tax (NMGRT) for that month.</p> <p>Volume Tier Schedule</p> <p>Up to 50,000 calls/month</p> <p>Oct 1, 2017 – Dec 31, 2017 - \$318,531.17 Jan 1, 2018 – Dec 31, 2018 - \$326,430.25 Jan 2, 2019 - Dec 31, 2019 - \$334,447.92</p> <p>50,001 - 55,000 calls/month</p> <p>Oct 1, 2017 – Dec 31, 2017 - \$338,831.17 Jan 1, 2018 – Dec 31, 2018 - \$347,130.25 Jan 2, 2019 - Dec 31, 2019 - \$355,747.92</p> <p>55,001 - 60,000 calls/month</p> <p>Oct 1, 2017 – Dec 31, 2017 - \$359,031.17 Jan 1, 2018 – Dec 31, 2018 - \$367,930.25 Jan 2, 2019 - Dec 31, 2019 - \$376,947.92</p>
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	<p>61.18.1 Invoice the State According to the Agreed Monthly Rates if State Exercises this Option</p>	<p>60,001 - 65,000 calls/month Oct 1, 2017 – Dec 31, 2017 - \$379,331.17 Jan 1, 2018 – Dec 31, 2018 - \$388,630.25 Jan 2, 2019 - Dec 31, 2019 - \$398,147.92</p> <p>65,001 - 70,000 calls/month Oct 1, 2017 – Dec 31, 2017 - \$399,531.17 Jan 1, 2018 – Dec 31, 2018 - \$409,330.25 Jan 2, 2019 - Dec 31, 2019 - \$419,447.92</p> <p>70,001 - 75,000 calls/month Oct 1, 2017 – Dec 31, 2017 - \$419,831.17 Jan 1, 2018 – Dec 31, 2018 - \$430,130.25 Jan 1, 2019 - Dec 31, 2019 - \$440,647.92</p> <p>75,001 - 80,000 calls/month Oct 1, 2017 – Dec 31, 2017 - \$440,031.17 Jan 1, 2018 – Dec 31, 2018 - \$450,830.25 Jan 2, 2019 - Dec 31, 2019 - \$461,847.92</p> <p>80,001+ calls/month Oct 1, 2017 – Dec 31, 2017 - \$460,331.17 Jan 1, 2018 – Dec 31, 2018 - \$471,530.25 Jan 2, 2019 - Dec 31, 2019 - \$483,147.92</p>
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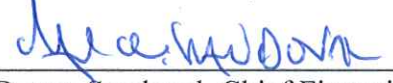
All other Articles, Terms, Conditions and Deliverables of PCS 12-630-8000-0015, the Original Agreement, and all subsequent Amendments, remain the same.

The remainder of this page intentionally left blank.

IN WITNESS WHEREOF, parties have executed this Agreement as of the date of signature by the State Purchasing Division, below, or a specified date, whichever is later.

By: 
Brent Earnest, Cabinet Secretary
Human Services Department

Date: 9/27/17

By: 
Danny Sandoval, Chief Financial Officer
Human Services Department

Date: 9/27/17

By: 
Shilo Stewart, Acting Chief Information Officer
Human Services Department

Date: 9/26/17

By: 
Donna Migoni, Senior Vice President
Conduent Inc.

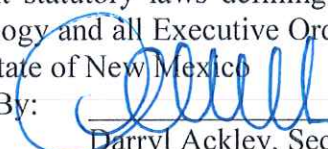
Date: 9/26/2017

Approved as to Form and Legal sufficiency:

By: 
Christopher Collins, HSD General Counsel

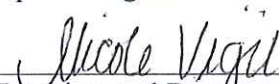
Date: 9/27/17

Approved as to information technology contractual specifications and compliance with all pertinent statutory laws defining the mission and authority of the Department of Information Technology and all Executive Orders relating to Information Technology issued by the Governor of the State of New Mexico

By: 
Darryl Ackley, Secretary and State CIO
Department of Information Technology

Date: 29 SEP 2017

The records of the Taxation and Revenue Department reflect that the CONTRACTOR is registered with the Taxation and Revenue Department of the State of New Mexico to pay gross receipts and compensating taxes. ID Number: **02-408915-000**

By: 
Taxation and Revenue Department

Date: 9/29/17

Taxation and Revenue is only verifying the registration and will not confirm or deny taxability statements contained in this contract.

This Agreement has been approved by the State Purchasing Division:

By: 
State Purchasing Agent

Date: 9/29/17