

**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
CONTRACT AMENDMENT #3**

C-2223-14-0250-3

This is Amendment #3 to the Contract for Services between the Ohio Department of Job and Family Services (ODJFS) and Deloitte Consulting, LLP (CONTRACTOR), signed by ODJFS on August 25, 2021 and amended on April 7, 2022 and June 1, 2022, to renew the Contract identified as C-2021-14-0677, which included the Contract and nine Amendments (Amendments #1 through #9).

The Contract has been amended as follows:

1. The uFACTS PUA/DUA SOW, Attachment A, has been updated as follows and reflected in the attached, where amended language is in bold, italics and underlined:
 - a. Updated Project Timeline section to update the overall support services to align to this request.
 - b. Updated Price and Payment Schedule section to include the services and associated fees for the amendment.
 - i. Provide Operations services from March 2023 through June 2023; and
 - ii. Implement three (3) PUA application enhancements requested by ODJFS.
2. Updated Attachment C: Cost Summary to increase the Contract amount by \$554,560.00 to cover the cost of this Amendment.
3. All other terms of the Contract are hereby affirmed.

**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
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SIGNATURE PAGE

C-2223-14-0250-3

The parties have executed this Amendment #3 to the Contract as of the date of the signature of the Director of the Ohio Department of Job and Family Services.

Deloitte Consulting LLP

Ohio Department of Job and Family Services



Matthew M. Damschroder, Director

Signature (Blue Ink Please)

John B. White

Printed Name

Date

1/27/2023

Date

30 East Broad Street, 32nd Floor
Columbus, Ohio 43215

330 Rush Alley, Suite 800
Columbus, OH 43215

ATTACHMENT A**uFACTS PUA/DUA Statement of Work – Amendment #3 to C-2223-14-0250**

This amended Statement of Work incorporated as Contract Amendment **3**, C-2223-14-0250-**3**, is by and between Deloitte Consulting LLP (“Deloitte” or “Deloitte Consulting”) and the State of Ohio Department of Job and Family Services (the “State”), effective as of the latest date of the executed Contract Amendment **2**, C-2223-14-0250-**2**, and is governed by the uFACTS SOW General Terms and Conditions and the uFACTS CSA of Contract C-2021-14-0677, dated as of April 13, 2020, and including Amendments #1 through #9, which are incorporated herein by this reference.

Project Approach

Deloitte will implement a cloud-based version of our Unemployment Framework for Automated Claim & Tax Services (uFACTS) solution to meet Pandemic Unemployment Assistance (PUA) requirements of the CARES Act and UI Disaster Unemployment Assistance (DUA) claims. The solution provides the State Pandemic Unemployment Assistance (PUA) functionality necessary to support the CARES act, including processing the additional claims load and making PUA and PFUC payments. The solution also supports any regular DUA declarations, providing the State with a DUA solution.

Functional Overview

uFACTS is designed to let the State define and operate PUA/DUA programs. System administrators can define program parameters for PUA and DUA benefit programs. The administrator enters the proper program parameters (effective dates, eligibility criteria, monetary parameters, etc.) and creates the program. The system creates the new program type and name and creates the necessary flows to allow claimants to apply for and, if eligible, receive benefits.

uFACTS for PUA/DUA meets the following high-level functional requirements:

- The system needs to comply with UIPL 16-20 and its associated attachments. Any out of scope requirements will be subject to a standard change request and approval process.
- PUA/DUA Program Setup - The system allows staff to system administrators the program parameters such as begin date, incident date, declaration date, etc. and to successfully establish the program.
- Initial Screening – the system allows claimants to respond to initial screening questions. These questions determine whether the claimant is most likely a traditional state UI claimant or PUA/DUA claimant. If the claimant is a traditional UI claimant, they are directed to file an initial claim with the existing State UI application. If the claimant is a PUA/DUA claimant, they are directed to the uFACTS Initial Claims functionality.
- Initial Claim - uFACTS for PUA/DUA provides a responsive web framework solution which captures the complete PUA/DUA UI claim process per USDOL UIPL rules and regulations. The initial claims application collects pertinent claimant information (such as IRS withholdings and backdating) upfront, and in detail, to increase the timeliness and accuracy of downstream processes. Claimants are required to create a user id and password for uFACTS for PUA/DUA during the initial claim process. Experion ID proofing will be used for identity proofing to validate the claimant, unless the state and Deloitte mutually agree to an alternate solution for SSA verification.

- The state and Deloitte will work together to develop mechanisms to prevent claimants from being paid from both the regular UI and PUA systems in the same week.
- Monetary Determination - For PUA/DUA claims, uFACTS establishes the PUA/DUA monetary determination based on the earnings information provided by claimant during claim intake process and uses configurable minimum PUA/DUA WBA and maximum PUA/DUA WBA values established during the PUA/DUA Program Setup. Monetaries are recomputed based on revised earnings information.
- Certifications – uFACTS for PUA/DUA provides weekly continued claim certifications functionality. uFACTS displays the questions based on the current program type of the claimant. It can accept the weekly certifications on both personal computers and mobile devices due to its responsive web capabilities.
- Payments - uFACTS for PUA/DUA generates, through the State's payment vendors, payments to eligible PUA/DUA claimants that have completed a weekly certification. The process determines the weekly amount based on the State's rules for PUA/DUA weekly benefit amounts, as well as PFUC. A nightly file is generated to the State's current payment vendor(s) to generate the payment via direct deposit or debit card. Overpayments established within the system can be offset against future payments.
- Adjudication - The main purpose of Adjudication is to help staff determine eligibility for PUA/DUA benefits when issues arise that should potentially prevent payment of benefits. uFACTS has workflow to intelligently route issues to an adjudicator's workflow inbox. This process allows the State to set rules to route the issue to the right adjudicator, using criteria such as the priority of the issue to the business, the skill set of the adjudicator and the timeliness due date of the issue.
- Accounting - The uFACTS for PUA/DUA Fiscal Reporting component tracks all payments made at the claimant level by week, and reports and interface files are generated to allow recording of summary transactions in the State's accounting system.
- Workflow - The uFACTS for PUA/DUA Solution provides workflow functionality through the integrated Business Process Framework powered by IBM Case Foundation.

uFACTS for PUA/DUA

uFACTS for PUA/DUA is a component-based, multi-tiered architecture. The uFACTS Technical Architecture provides the State a system that meets the functional requirements of PUA. Our uFACTS for PUA/DUA Technical Architecture:

1. Is built-on n-tiered, component-based open framework to support the needs of the PUA/DUA processes.
2. Is built on Microsoft .NET programming stack, including ASP.NET and C# for its core application, jQuery JavaScript libraries.
3. Uses pre-configured components whenever possible to reduce development, testing, and implementation time.
4. Adheres to Service-Oriented Architecture (SOA) design principles to reuse business logic, reducing integration complexities.
5. Is a modular solution that eases integration with other components or systems, such as COTS products, federal systems, and other state agencies.
6. Is based on a modern architectural design that provides extensibility and scalability.

- Is designed with data accuracy and integrity, policy and business logic, and automated workflow and incorporates integrated, intelligent workload management and distribution to help improve business process efficiency.

Technical Architecture uFACTS for PUA

The following graphic depicts the model Cloud deployment of uFACTS for PUA/DUA:

AWS Technical Architecture - uFACTS - PUA AWS Cloud Structure – uFACTS Client Production Environment

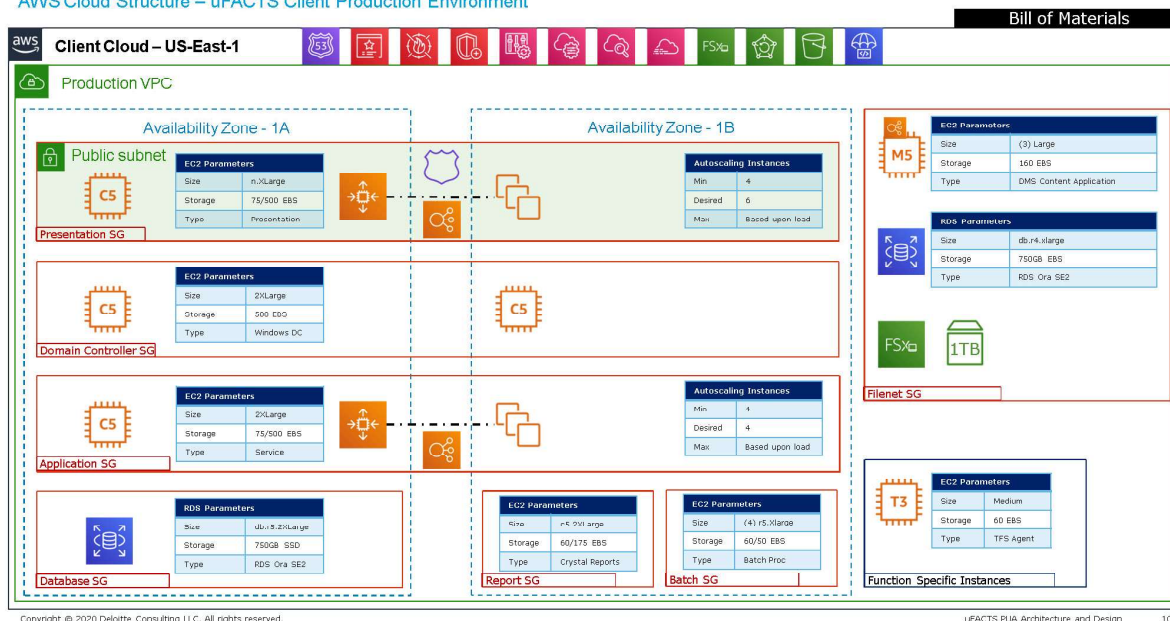


Figure 1: uFACTS Production Environment

uFACTS for PUA/DUA will be hosted on US Regions of Amazon Web Services Commercial Cloud, which operates under multiple security compliance programs, such as CSA, ISO, FedRAMP, FISMA and many others.

User Authentication

uFACTS for PUA/DUA includes OKTA's FedRAMP compliant identity solution for authentication which wraps around uFACTS Microsoft Active Directory for user management and for authorization services for claimant and staff users. OKTA and IOP OHID portal integration (OH|ID) will occur after go live. As detailed requirements unfold, the State and Deloitte will assess project impact and determine and agree to the scope, schedule and an equitable adjustment to the fees using a standard change request and approval process.

Deloitte will work with JFS to incorporate data from a JFS PUA Pre-Registration application that JFS will implement on April 24. Deloitte will provide a table within the uFACTS application to load PUA Pre-Registration data (SSN, First and Last Name, DOB, Gender, Email Address) prior to uFACTS implementation. Deloitte shall modify the Initial PUA Triage screen to allow entry of a Pre-Registration confirmation code, allowing data from the table to populate the subsequent Claimant Demographic

screen. Data will be limited to the data currently displayed in that screen. No other changes to uFACTS for this integration will be included.

Interfaces

With the timely assistance of State business and technical staff, uFACTS for PUA/DUA will incorporate the interfaces below as part of the implementation. These interfaces must be completed and tested in order to place the DUA application in production. Supported interfaces will consist of:

- Scanning and Indexing – for inbound paper documents such as wage verification documents, eligibility verification information, etc. Interfaces will need to be established to the uFACTS Document Management System
- Printing – to generate outbound correspondence to the PUA/DUA claimant
- Payment/Bank Interface – daily outbound payment file to existing bank or payment service (direct deposit or EBT)
- Accounting – outbound interface to the State’s financial account system with summary transaction data.
- UI Tax System – A routine (automated and scheduled) interface to uFACTS of all wage information to verify that PUA applicants do not have wage information in the system
- UI Benefits System – A routine (automated and scheduled) interface that provides existing claim information along with the status of the claim including exhausted and ineligible claims. This interface will provide details required to administer the PUA program as defined by DOL in related UIPL(s).
- Child Support Offset – allows for a nightly batch interface to SETS system to allow for offsets. This is a bi-directional interface into and out of SETS.

Cloud Hosting

Deloitte will implement uFACTS for PUA/DUA on a dedicated, state specific account within a commercial Cloud provider and configure and maintain the Cloud environment throughout the project. As part of the scope of this SOW, Deloitte will provide all necessary infrastructure and 3rd-party software required to support the uFACTS solution via this commercial Cloud provider.

In addition, Deloitte will manage the Cloud environment for the application, addressing the following services:

- Cloud and Hosting Services Build and Configure
- Incident and Change Management
- Service Reporting
- Monitoring and Alarming
- Security
- Network Connectivity
- Performance and Capacity Management
- Cost Management
- Backup and Restore
- Operating System Management

Training

Deloitte will conduct the following training service for the State users that will work with uFACTS to service PUA customers: Deloitte will create a training region and training material and deliver training in three training sessions for staff end users 1 week prior to go live. Deloitte will provide the State with all the training materials in an editable format so they may maintain the training post go live. We will also conduct one train the trainer to State training staff post go-live for PUA at a mutually agreeable schedule. Further details of the training sessions are described below in the Deloitte Responsibilities section.

Claims Processing Capability

As a contemplated option, the State is working with Deloitte regarding the implementation of a uFACTS PUA/DUA claims processing capability to process UI claims from adjudication through settlement. As detailed requirements unfold, the State and Deloitte will assess project impact and determine and agree to the scope, schedule and an equitable adjustment to the fees using a standard change request and approval process.

Transition Services

Deloitte agrees to provide Transition Services to the State, that will, at a minimum:

- Provide assistance, cooperation and information as is reasonably necessary to help enable a smooth transition of the applicable solution and/or services to the State or its designated service provider.
- Transfer State-owned data (detail and summary), information, deliverables, work products, documentation, etc.
- Identify any dependencies on the new service provider necessary for Deloitte to perform the transition services.
- Assist the State in the identification of significant potential risk factors and mitigation strategies relating to the transition.
- Agree to a schedule and plan for Deloitte's return to the State of (i) the State service locations then occupied by Deloitte (if any), and (ii) the State Confidential Information, the State Data, documents, records, files, tapes and disks in Deloitte's possession.
- Conduct Knowledge Transfer of Maintenance & Operations of PUA System to Office of Unemployment Insurance (OUI) or Office of Information Services (OIS) staff, including:
 - Acceptance of Knowledge Transfer Plan Deliverable by a mutually agreed upon date
 - Conducting Technical and Operational Training by a mutually agreed upon date
 - Performing on-the-job training in a left seat/right seat manner (virtual) by a mutually agreed upon date (during the M&O phase)
 - Tasks transitioned during the initial month with Deloitte maintaining M&O responsibility
 - OIS has M&O responsibility with Deloitte support during the second month, Deloitte will maintain their M&O staffing levels in support of OIS transition
 - OUI/OIS staff readiness will be assessed, by JFS, 30 days prior to the end of M&O, to allow the State to determine if Deloitte M&O support should be extended.

Deloitte agrees to provide transition services during the transition of the solution to DAS OIT and at Project close.

During stabilization of the uFACTS PUA/DUA solution the State and Deloitte agree to transition Deloitte's instance of AWS to the State of Ohio Enterprise brokered public cloud service (AWS) currently hosted by DAS OIT. At the time of this transition, the State and Deloitte will determine if an equitable adjustment to the fees is necessary. The AWS transition occurred on 4/1/2021 and an equitable adjustment to the monthly hypercare fee has been incorporated herein.

Project Timeline

Deloitte will complete the project in the Three Phases: Adaption and Implementation, Hypercare and Maintenance and Operations (M&O):

- **Adaptation and Implementation** configures uFACTS for PUA/DUA to address the State-specific requirements for user access, monetary calculations, scanning/imaging interface, payment and accounting interfaces, other interfaces, testing and training.
- **Hypercare** is a twenty-two (22)_month support and stabilization period. Deloitte is responsible for maintenance and operations of uFACTS PUA/DUA during this period, consisting of application monitoring, defect fixes (including material nonconformities to the product and approved requirements) and ongoing project management. All system enhancements (changes to the approved requirements) will be subject to a standard change request and approval process and incorporated at no additional cost within the capacity of the Hypercare team, approximately 17 FTEs during this period through 3/31/21 and expand to approximately 22 staff for the period from 4/1/21 through 9/30/21; during the period of 10/1/21 through 3/31/22 the Hypercare team will revert back to approximately 17 FTEs. Deloitte will respond to all Tier 1 (initial State user contact and troubleshooting), Tier 2 (generally application level troubleshooting) and Tier 3 (supporting component and infrastructure troubleshooting) support tickets, providing support to State users.
- **Maintenance and Operations** is a seven (7) month period of ongoing maintenance and operations support following Hypercare. Team size is reduced and uFACTS for PUA/DUA transition plan is completed. Deloitte is responsible for maintenance and operations of uFACTS PUA/DUA during this period, consisting of application monitoring, defect fixes (material nonconformities to the approved requirements) and ongoing project management. All system enhancements (changes to the approved requirements) will be subject to a standard change request and approval process and incorporated based upon the capacity of the Maintenance and Operations team, approximately 11 FTEs during this period. Deloitte will respond to all Tier 1, Tier 2 and Tier 3 support tickets, providing support to State users. Deloitte will work with OUI/OIS to Conduct Knowledge Transfer of Maintenance & Operations as described in Transition Services above.
- Optionally, the State can negotiate Deloitte support beyond the Maintenance and Operation period, in accordance with the standard Amendment, change request and approval process.

The following chart provides a high-level plan for the Hypercare and Maintenance and Operations Project Phases.

ID	Task Name	Duration	Start	Finish
25	Hypercare	688 calendar days	5/12/2020	3/31/2022
27	Maintenance and Operations	213 calendar days	4/1/2022	10/31/2022

ID	Task Name	Duration	Start	Finish
29	Operations	<u>240 calendar days</u>	11/1/2022	<u>6/30/2023</u>

Figure 2: Project Plan

Deloitte Responsibilities

Deloitte's responsibilities during the Project consist of the following:

Adaption & Implementation Phase:

- Project Management
 - Conduct Weekly Status Meeting with Project Sponsor
 - Conduct daily stand up with Project Manager
- Installation of Base uFACTS for PUA/DUA on Cloud environment.
- Configuration of uFACTS for PUA/DUA based on State-provided, State-specific business rules in areas such as:
 - Initial Triage Questions (Determine Regular UI vs PUA)
 - Monetary calculation
 - Scanning Indexes
 - Correspondence
- Interface development within uFACTS for PUA/DUA environment
- Execute System Integration Testing
- Execute Performance Testing based on estimated load
- Execute Partner Integration Testing
- Perform three pre-implementation training classes for identified State staff that will work with uFACTS for PUA
- Create three online videos for claimants on how to register and utilize the PUA/DUA application. The trainings are:
 - How to Register and Submit Initial Claim
 - How to provide Wage Verification Data
 - How to Submit Weekly Certifications
- Resolve Critical and High application defects identified in UAT
- Deliverables:
 - Installation of base uFACTS for PUA/DUA
 - Configuration Specification Document
 - Configuration and Deployment of uFACTS for PUA/DUA into production
 - Weekly status reports

Hypercare Phase

- Project Management
 - Conduct Weekly Status Meeting with Project Sponsor
- Work to resolve prioritized defects (as defined above) and approved enhancements within team capacity
- Monitor application performance
- Within the capacity of the Hypercare team, appeals will be addressed post implementation
- Deliverables:

- Weekly status reports

Maintenance and Operations Phase

- Project Management
 - Conduct Monthly Status Meeting with Project Sponsor
- Work to resolve prioritized defects (as defined above)
- Monitor application performance
- Conduct uFACTS for PUA/DUA application transition activities
- Conduct Project Close out activities
- One month of M&O as a primary responsibility and one month of supporting OIS
- Deliverables:
 - Weekly status reports

State Responsibilities

State responsibilities consist of the following:

Adaption & Implementation Phase:

- Full Time Positions Required
 - State Project Manager – responsible for management of the activities of the State.
 - State Interfaces Lead – responsible for any changes to interfaces on the State side are made per the Schedule. Coordinating PIT testing with partners
 - State Functional Lead – responsible for supplying all State specific PUA rules and design of any required correspondence in standard uFACTS template. Also, leads defect triage sessions
- Additional Part Time Positions Required
 - State Project Sponsor – provide overall state leadership and serve as a point of escalation
 - Operational Lead – responsible for identifying State staff that will be performing PUA activities within the application and scheduling of training. Also identifies UAT testers and oversees UAT test script creation and execution.
 - Policy Staff – staff with ability to confirm State PUA business rules
 - PUA/DUA Staff – staff identified to perform PUA/DUA activities must attend training.
 - SIT and UAT Testers – staff to test the application
 - Interface developers – to update and test interfaces
- Activities required:
 - Modifications to existing interfaces, if required
 - Coordination of partner testing activities
 - Develop and execute UAT test scripts
 - Develop and generate claimant and staff communications

Hypercare

- Part Time Positions Required
 - State Project Sponsor – provide overall state leadership and serve as a point of escalation

- State Project Manager – responsible for management of the activities of the State
- State Interfaces Lead – responsible for any changes to interfaces on the State side are made per the Schedule
- Policy Staff – staff with ability to confirm State PUA/DUA business rules
- SIT and UAT Testers – staff to test the application
- PUA/DUA Staff – perform PUA/DUA operational activities
- Activities required:
 - Develop and generate claimant and staff communications
 - Perform all PUA/DUA operational activities
 - Scanning and Indexing of returned PUA/DUA documentation

Maintenance and Operations

- Part Time Positions Required
 - State Project Sponsor – provide overall state leadership and serve as a point of escalation
 - State Project Manager – responsible for management of the activities of the State.
 - State Interfaces Lead – responsible for any changes to interfaces on the State side are made per the Schedule.
 - Policy Staff – staff with ability to confirm State PUA/DUA business rules
 - SIT and UAT Testers – staff to test the application
 - State IT Staff- participate in project close out and knowledge transfer sessions for PUA/DUA application
 - PUA/DUA Staff – perform PUA/DUA operational activities
- Activities required:
 - Develop and generate claimant and staff communications
 - Perform all PUA/DUA operational activities
 - Scanning and Indexing of returned PUA/DUA documentation
 - Participate in knowledge transfer sessions
 - Assume M&O responsibilities during second month of M&O Phase with Deloitte support

Price and Payment Schedule

Price includes all services described herein and cloud hosting and management for 7 months. Payment will be milestone based as follows:

- Adaptation and Implementation
 - \$ 700,000 due when base uFACTS PUA/DUA installation complete
 - \$ 5,056,000 due upon uFACTS PUA/DUA implementation in production
- Hypercare and Maintenance and Operations
 - \$ 3,903,900 (\$557,700 per month) (original seven months, 5 months of hypercare and 2 months of M&O)
 - \$2,330,000 (approximately \$776,666.67 per month for 3 months for Amendment #3 to extend hypercare)
 - \$3,883,333 (\$776,666.67 per month for 5 months for Amendment #5 to extend hypercare)

- \$2,413,763 (119,460 per month for three months, April 2021 thru June 2021, to increase team, \$685,128 per month for 3 months for Amendment #7 to extend hypercare)
- \$3,740,706 (\$565,667.67 per month for 6 months to extend hypercare and \$346,700 per month for an additional month to extend M&O through June 30, 2022 per Amendment #9)

Total Attachment A Amendment #3

Hypercare three month extension:	
2,330,000	Total Hypercare 3 Month Extension Fees
(360,000)	OKTA Software Credit
920,000	Cloud Computing Capacity Adjustment
2,890,000	Total Amendment A #3 Amount

Total Attachment A Amendment #5

Hypercare five month extension:	
3,883,333	Total Hypercare 5 Month Extension Fees
\$706,587	Experian Usage Adjustment
\$4,589,920	Total Amendment A, Amend #5 Amount

Experian Usage Adjustment Explanation

1. From Oct 1 forward, \$51,000 per month for Experian usage charges as included in the Amendment #3 and based on our August fees and some confidence the claims volume had stabilized.
2. The Experian usage continued to increase from October through December, well above the \$51,000/month budget resulting in a \$706,587 adjustment.

	Experian Monthly Fees	Less Deloitte Budget	Change Order Adjustment
Oct	226,047.87	51,000.00	175,047.87
Nov	388,082.69	51,000.00	337,082.69
Dec	245,456.19	51,000.00	194,456.19
Total	859,586.75	153,000.00	706,586.75

- There will be a reduction in fees from \$776,667.67 per month to \$616,666.67 per month effective when the Deloitte AWS environment is transitioned to the Ohio Cloud. This new monthly fee will be pro-rated in the first month based on transition effective date. The new fees assumes Deloitte will continue to be responsible for the operations and monitoring of the environment and the State will continue to use the Deloitte cloud toolset. The fee adjustment will be subject to a standard change request and approval process.

Total Attachment A Amendment #7

The following table includes the cost elements of the Change Order.

Hypercare 3 Month Extension Plus Additional Changes Below:	
358,380	Total Expanded Hypercare Team (April-June)
-800,000	AWS Transition Credit (5 Months X 160,000 for April through Aug)
-255,000	Experian Transition Credit (5 Months X 51,000 for April through Aug)
2,055,383	Total Expanded Hypercare 3 Month Extension Fees (July-Sept)
101,700	Cloud Computing Capacity Adjustment (see below)
1,198,805	Experian Usage Adjustment (see below)
74,880	*FileNet/Datacap 1-Year Renewal Through 5/31/22
18,480	*Palo Alto Licenses Annual Renewal (Qty 4) (2 thru 4/28/22, 2 thru 6/11/22)
755,336	*Oracle Enterprise Edition Upgrade
3,507,964	Total Amendment A, Amend #7 Amount

*These licenses will be purchased by Deloitte and leveraged as part of the PUA computing environment and may be transferred to ODJFS, if ODJFS contract with Deloitte terminates or expires. These software expenses will be billed upon installation.

Cloud Capacity Adjustment Explanation

1. From October through end of Hypercare period, established a budget of \$195,000 per month for AWS (including Deloitte Cloud-Tools) charges (established with Amendment #3).
2. The AWS usage has fluctuated due to increased claims and subsequent updates to the environment resulting in the following adjustment:
3. The AWS transition occurred on 4/1/21, a final Cloud Capacity adjustment will be subject to a standard change request and approval process.

	AWS Fees	Less Deloitte Budget	Change Order Adjustment
Oct	187,465.17	195,000.00	-7,534.83
Nov	186,416.61	195,000.00	-8,583.39
Dec	202,199.23	195,000.00	7,199.23
Jan	216,236.13	195,000.00	21,236.13
Feb	284,383.45	195,000.00	89,383.45
Total	1,076,700.59	975,000.00	101,700.59

Experian Usage Adjustment Explanation

1. The Experian usage continued to increase in January/February, resulting in the following adjustment:

	Experian Monthly Fees	Less Deloitte Budget	Change Order Adjustment
Jan (12/26+)	33,617.19	51,000.00	-17,382.81
Feb (2/6-2/26)	1,267,187.95	51,000.00	1,216,187.95
Total	1,300,805.14	102,000.00	1,198,805.14

2. Once the transition from Experian to LexisNexis is completed, the final Experian usage adjustment will be subject to a standard change request and approval process.

Fee Adjustment Explanation

The following table details the expanded Hypercare team, AWS credit, and Experian credit.

	Hypercare Period (Amendment #5)			O&M Period (Amendment #5)		
	April	May	June	Oct	Nov	Total
Expanded Hypercare Team	119,460	119,460	119,460	N/A	N/A	358,380
Less AWS	-160,000	-160,000	-160,000	-160,000	-160,000	-800,000
Less Experian	-51,000	-51,000	-51,000	-51,000	-51,000	-255,000

The following table details the Hypercare three month extension fees.

	Hypercare Period (Amendment #7)			
	July	Aug	Sept	Total
Hypercare Monthly Fee	776,668	776,668	776,668	2,330,003
Expanded Hypercare Team	119,460	119,460	119,460	358,380
Less AWS	-160,000	-160,000	-160,000	-480,000
Less Experian	-51,000	-51,000	-51,000	-153,000
Total Extension Monthly Fees	685,128	685,128	685,128	2,055,383

For clarity, the monthly hypercare and O&M fees, as adjusted, will be billed as follows:

	Hypercare	O&M
Monthly Fees	776,667.67	557,700.00
Expanded Team	\$119,460.00	\$0.00
AWS/Exp Credit	-\$211,000.00	-\$211,000.00
Updated Fees	\$685,127.67	\$346,700.00
Performance Period	April-Sept '21	Oct-Nov '21

The other Amendment #7 software expenses will be billed upon installation.

Total Attachment A Amendment #9

The following table includes the cost elements of Amendment #9.

Adjustments Below:

3,394,006	Total Extended Hypercare Services (10/1/21-3/31/22)
346,700	Total Extended M&O Services (6/1/22-6/30/22)
170,390	Cloud Computing Capacity Adjustment (see below)
699,732	Experian Usage Adjustment (see below)
\$4,610,828	Total Amendment A, Amend #9 Amount

Hypercare and M&O Services Extension Explanation

- Hypercare and M&O extension fees by month (the N/A months represent the two months of M&O included in the original contract).

Month	Option	Deloitte FTE	Cost
Oct 2021	Hypercare	17	\$565,668
Nov 2021	Hypercare	17	\$565,668
Dec 2021	Hypercare	17	\$565,668
Jan 2022	Hypercare	17	\$565,668
Feb 2022	Hypercare	17	\$565,668
Mar 2022	Hypercare	17	\$565,666
Apr 2022	M&O	11	N/A
May 2022	M&O	11	N/A
Jun 2022	M&O	11	\$346,700
Total Hypercare & M&O Extension:			\$3,740,706

Cloud Capacity Adjustment Explanation

- The AWS transition occurred on 4/1/21, a final Cloud Capacity adjustment, for March 2021, is included below.

	AWS Fees	Less Deloitte Budget	Change Order Adjustment
March	365,390.00	195,000.00	170,390.00

Experian Usage Adjustment Explanation

- The Experian transition to LexisNexis occurred on 4/1/21, a final Experian Usage adjustment, is included below.

	Experian Fees	Less Deloitte Budget	Change Order Adjustment
March (2/27-3/31)	750,732.00	51,000.00	699,732.00

Total Attachment A Amendment #1 to Contract C-2223-14-0250

The following table includes the cost elements of the Change Order.

Change Order Fees Below:	
45,000	Mass Adjudication Enhancement as described below.
82,836	*FileNet/Datacap 1-Year Renewal Through 5/31/23
19,404	*Palo Alto Licenses Annual Renewal (Qty 4) (2 thru 4/28/23, 2 thru 6/11/23)
147,240	Total Amendment A, Amendment #1 Amount

*These licenses will be purchased by Deloitte and leveraged as part of the PUA computing environment and may be transferred to ODJFS, if ODJFS contract with Deloitte terminates or expires. These software expenses will be billed upon installation.

Automated Processing of Adjudicated Claims Enhancement Scope

Implement an automated process for adjudicated claims with open IDEN or FRAUD issues and the fact findings have not been responded to within the required timeframes and the claimant has been previously paid. OUIO, working with IOP, will identify populations of claimants and provide a list of claimant IDs. A uFACTS batch process will process the file and update the claimant's issues to adjudicate the open Identity and Fraud issues. It is anticipated that several files will be provided by IOP until the approximate 300,000 claimants have been processed.

- Inbound Process – ODJFS will share inbound files with including the Claimant Id and the message to be posted on the Claimant profile.
- Processing - uFACTS solution will perform crossmatch with open IDEN and FRAUD issues and DENY the IDENTITY issue and VOID FRAUD issues per business rules
- Outbound Process – Generate New/Update existing notice to the claimant
- Report Changes include:
 - ETA 902 report changes starting Apr 2022. No changes to the retro 902 reports already generated
 - No changes to ETA 227

Total Attachment A Amendment #2 to Contract C-2223-14-0250

The following table includes the cost elements of the Change Order.

Adjustments Below:	
\$2,999,720	Total uFACTS Support Services Extension (7/1/22 thru 6/30/23)
\$2,999,720	Total Amendment A, Amendment #2 Amount

Description

Deloitte will continue to provide support services for the uFACTS PUA solution from July 2022 through June 2023. The Deloitte services, identified in the table below, provides a stair-step approach to reduce program support during FY '23 (July '22 thru June '23) while JFS continues to work through adjudication

and appeals backlog. This approach keeps Deloitte responsible for Cloud Managed Services & Cyber services and effectively utilizing the Deloitte Cloud Management Platform through June '23.

Support Level:	O&M	Operations	Non-Transactional
Timing:	July '22 thru Oct '22	Nov '22 thru Feb '23	Mar '23 thru June '23
Description:	Provide O&M support to continue processing daily batches and interfaces while JFS works through Adjudication and Appeals backlog. A limited number of system enhancements can still be introduced. Provide CMS/Cyber team to continue to manage the AWS environment and provide threat monitoring & mitigation.	Scale back O&M support to Operations with no further enhancements to uFACTS we will continue processing daily batches and interfaces while JFS works through Adjudication and Appeals backlog. Provides support team for January 2023 1099 batch process. Provide CMS/Cyber team to continue to manage the AWS environment and provide threat monitoring & mitigation.	Provide CMS/Cyber team to continue to manage the AWS environment and provide threat monitoring & mitigation. Two technical team members will remain to continue to provide limited support to JFS team, complete queries and extracts as requested, and process corrected 1099 interface files received OJI.
Assumptions:	There will be no new UIPL program changes or significant enhancements required. There will be low processing volumes as JFS works through Adjudication and Appeals backlog. There will be no defect or enhancements requiring a build deployment after Oct '22. The PUA system will still be public facing with claimants able to access.	There will be no enhancements required or builds deployed. There will continue to be low processing volumes as JFS works through Adjudication and Appeals backlog. The PUA system will still be public facing with claimants able to access (notably to access 2022 1099s).	The system will no longer be a transactional system. The production environment will be relegated to a query environment to support compliance reporting, audit and fraud requests. All non-production environments may be decommissioned. The PUA system will still be public facing with claimants able to access in read-only mode (notably to access any corrected 1099s).

The following table provides an overview of the scope of services for each level of support.

Support Service	O&M	Operations	Non-Transactional
Project Management	Limited	No	No
Defects	Limited	No	No
Enhancements	Limited	No	No
Testing	Limited	No	No
Deployments	Limited	No	No
Level 2 User Support (Adjudicators/CC Agents)	Yes	Limited	Limited
Batch Processing	Yes	Yes	No
Interface Processing	Yes	Yes	No
Correspondence Processing	Yes	Yes	No
Database Administration	Yes	Yes	Limited
Auto-Adjudication	Limited	Limited	Limited
Information/Extract Requests	Limited	Limited	Limited
Reports/Queries	Limited	Limited	Limited
Imaging Support	Yes	Yes	Yes

Support Service	O&M	Operations	Non-Transactional
Cloud Managed Services	Yes	Yes	Yes
Cyber Threat Monitoring	Yes	Yes	Yes
Deloitte Cloud Mgmt Platform	Yes	Yes	Yes
Public Facing for Claimant Access	Yes	Yes	Yes
Non-Production Environments Maintained	Yes	Yes	No
Full-Time Equivalent Staffing	11	8	5

The support services option and fees by month are included in the following table:

Month	Level	Deloitte FTE	Cost
Jul 2022	O&M	11	\$346,700
Aug 2022	O&M	11	\$346,700
Sept 2022	O&M	11	\$346,700
Oct 2022	O&M	11	\$346,700
Nov 2022	Operations	8	\$249,685
Dec 2022	Operations	8	\$249,685
Jan 2023	Operations	8	\$249,685
Feb 2023	Operations	8	\$249,685
Mar 2023	Non-Transactional	5	\$153,545
Apr 2023	Non-Transactional	5	\$153,545
May 2023	Non-Transactional	5	\$153,545
Jun 2023	Non-Transactional	5	\$153,545
Total Hypercare & M&O Extension:			\$2,999,720

Total Attachment A Amendment #3 to Contract C-2223-14-0250

The following table includes the cost elements of this Amendment

<u>Adjustments Below:</u>	
<u>\$384,560</u>	<u>Total Additional Fees to Maintain Operations Support Services vs. Non-Transactional Support Level for the period of 3/1/2023 thru 6/30/23</u>
<u>\$170,000</u>	<u>Total Cost to Implement uFACTS Application Enhancements</u>
<u>\$554,560</u>	<u>Total Amendment A, Amendment #3 Amount</u>

Description

Deloitte will continue to provide Operations support services for the uFACTS PUA solution from March 2023 through June 2023 instead of scaling back to Non-Transactional support services. In addition, Deloitte will implement the following three (3) uFACTS application enhancements that have been requested by ODJFS which includes Deloitte services for project management, design, development, testing, and deployment:

- 1. Write Off overpayments- 227 report the FPUC for write offs when expired, automatic write offs at time of expiration for PUA, LWA, and FPUC overpayments, repayments/offsets must remain**

applied to the overpayment when it expires, the penalty amount needs to expire too, and update of balances need to go to the Ohio Attorney General (AG).

2. **Text added by staff in the "Additional notes to be printed on the Claimant's determination" section on the Determination Text screen should be printed in the decision for the No Longer Unemployed and Earnings issues.**
3. **Void Fraud Issues where claimants have already ineligible indefinitely Identity Verification determination**

The adjustments to the support levels and fees by month are included in the following table:

<u>Month</u>	<u>Current Support Level</u>		<u>Updated Support Level</u>		<u>Additional Fees</u>
	<u>Level</u>	<u>Cost</u>	<u>Level</u>	<u>Cost</u>	
<u>Mar 2023</u>	<u>Non-Transactional</u>	<u>\$153,545</u>	<u>Operations</u>	<u>\$249,685</u>	<u>\$96,140</u>
<u>Apr 2023</u>	<u>Non-Transactional</u>	<u>\$153,545</u>	<u>Operations</u>	<u>\$249,685</u>	<u>\$96,140</u>
<u>May 2023</u>	<u>Non-Transactional</u>	<u>\$153,545</u>	<u>Operations</u>	<u>\$249,685</u>	<u>\$96,140</u>
<u>Jun 2023</u>	<u>Non-Transactional</u>	<u>\$153,545</u>	<u>Operations</u>	<u>\$249,685</u>	<u>\$96,140</u>
<u>Total Additional Fees:</u>					<u>\$384,560</u>

Assumptions

The following assumptions apply to this engagement, and parties acknowledge that departure from these assumptions may affect the outcome and timeliness of the engagement and will require a change order to address the impact on schedule, cost, and scope.

- In light of the COVID-19 crisis and the pressing need to implement PUA, the State and Deloitte Consulting will be required to prioritize speed over non-critical functionality; decisions will be governed by the need to pay eligible recipients and not non-essential or desirable functionality. Customary State standards and rules for reporting, paperwork and process may require suspension to meet the Project timeline. It is assumed that the implementation will commence where the following criteria has been met:
 - Interfaces listed above have been tested and may be executed, with or without reasonable work-arounds
 - State worker user ids have been created
 - End user training has been performed
 - Help desk has been established and trained
- The State acknowledges that it may need to authorize overtime for State staff to support the Project and State responsibilities.
- The State will dedicate or obtain the staffing resources necessary to support the timely execution of this critical project in accordance with the necessary aggressive project schedule.
- Deloitte Consulting will implement the base uFACTS for PUA/DUA solution; customizations to Deloitte Consulting's solution and other changes, including, without limitation, any due to new Federal guidelines or State requirements, will require a mutually executed change order given the need for additional resources and the impact of such changes on the project schedule and pricing.
- The State will be responsible for aligning all 3rd party vendors and systems that are required to interface with the new PUA system (i.e., payment systems, banks, EBT providers, State accounting systems), coordinating the timely execution of any agreements, the coordination of

testing and the collaboration of participating partners. Deloitte will collaborate with the State and 3rd party vendors in finalizing these interfaces for production, using existing interface specifications.

- Current State technical documentation exists for each interface listed above and that it can rely on such documentation in development of those interfaces.
- The State and its payment providers can accept payment and financial reporting files and agrees to process payment files generated by the system, according to the interface standard.
- The State will work with existing State UI bank or payment service to ensure they can receive and process PUA/DUA payment file separate from State regular UI Payment file, according to the interface standard. The interfaces generated by uFACTS will contain PUA data only.
- The recent compromised performance of Federal integrity checks may require that such integrity checks be suspended to ease the customer experience. Integrity may have to be enforced by the State on the back end, or through subsequent releases of cross-match or other integrity capabilities.
- Offsets to collect amount due balances from other programs (e.g. UI) are not within the scope of this agreement. If desired, automated interfaces may be considered to be built and deployed post-implementation, subject to the capacity of the Hypercare team.
- Offsets for child support may be implemented as a secondary release and must be accommodated within the capacity of the Hypercare team.
- There will be no interface from uFACTS for PUA/DUA to ICON Services.
- The PUA System will include integration with Experion identity services. Failure to authenticate with the Experion services shall permit or withhold payment, as per the State's choice, and create an identity adjudication issue within the system that staff may elect to respond to.
- Users will authenticate with uFACTS built-in Active Directory Services, unless integration with an enterprise IAM tool can be accomplished during the project timeline. Users will receive unique login for uFACTS.
- Any interfaces other than those listed herein will be deferred to a post-implementation release, and subject to Project Change Control processes.
- Due to the nature of social distancing requirements during the COVID-19 crisis, Deloitte staff will work remotely until mutually agreed otherwise, and State staff will interact with the project team using remote videoconferencing. Deloitte staff will be provided promptly with any access credentials needed to complete the services.
- Development and implementation activities, such as coding and testing, may be conducted by staff located offshore as well as onshore. No state data will be stored offshore and unobfuscated production data shall not be viewed or accessed by offshore resources.
- There will be no data conversion included prior to implementation. The system will only serve new PUA/DUA claimants. Any back conversion of data is subject to inclusion in the Hypercare capacity.
- The processing capacity included in this SOW is based on an assumption of the AWS Production Environment in Figure 1: uFACTS Production Environment. Should increased Cloud computing power and capacity be required due to claimant volume, the parties will process an appropriate change order to this SOW to adjust such capacity and associated Cloud hosting fees.
- The State and Deloitte agree to participate in Project Health Check Meeting(s), as deemed necessary.
- From October 1, 2020 through Contract End, if the total number of incomplete claims and new claims filed exceeds an average of 5,000 per day, an equitable adjustment to fees will be deemed necessary to account for additional Experian fees. An equitable adjustment to the fees

must be mutually agreed to by the parties and will be subject to a change request and approval process.

- Hypercare: The below list of hypercare items fall into three categories: (1) Ongoing support requests, (2) Enhancements with clear scope and priority and (3) Enhancements without a clear understanding of scope and priority (where it is difficult to estimate effort). Deloitte commits to complete the items included in Category 1: Ongoing Support Items and Category 2: Enhancements with clear scope and priority during the Amendment 5 hypercare extension. The parties acknowledge that PUA is a dynamic program with changing priorities and therefore Deloitte, working with JFS, will endeavor to complete the Category 3: Enhancements items (albeit there is an overarching understanding that new federal legislation or guidance may change these priorities).
 - Category 1: Ongoing Support Items, Deloitte will continue to provide support as requests are made and prioritized by OUI and within the capacity of the hypercare team
 - a. Ad Hoc Data Requests
 - b. DOL Audit Findings
 - c. Mass Adjudication
 - Category 2: Enhancements with clear scope and priority, Deloitte will complete during Amendment #5 & Amendment #7 Hypercare extensions
 - a. OIG Data Extract
 - b. Website for Identity Theft (Deloitte understands this will entail an initial load and daily interfaces, similar to the current wage/benefit interfaces with OJI)
 - c. LWA Closeout
 - d. Provide ability for repayments to be applied to overpayment debt
 - e. Prevent PUEC Paying benefits for same week ending date from both uFACTs and OJI
 - f. UIPL 16-20, Change 5
 - g. Lexis/Nexis Integration and Business Support
 - h. PUA Program changes necessitated by the American Rescue Plan Act (which extends benefits through 9/6/21)
 - Category 3: Enhancements without clear scope and priority, Deloitte will endeavor to complete during Amendment #5 Hypercare extension as prioritized by OJI and within the capacity of the hypercare team
 - a. National Directory of New Hires (NDNH)
 - b. Wage Record Cross Match
 - c. Overpayment Recovery Activities
 - With regard to Amendment #7 and the transfer of the AWS account from Deloitte to the State of Ohio, the following assumptions apply:
 - Deloitte Cloud Managed Services (CMS) team will continue to provide AWS infrastructure support once the account is transferred to the state organization.
 - Deloitte CMS will maintain operational configuration of the AWS infrastructure (as they exist today). The CMS staff will receive “I” accounts for Privileged access in State AWS Organization.
 - Deloitte CMS team is responsible for maintaining the management services for the tools and services (SaaS) used by the shared Deloitte Cloud Management Platform (GPS Service Hub).

- The cost of using the Deloitte Cloud Management Platform (GPS Service Hub) and client specific CMP costs will be ongoing (as it works currently and subject to usage adjustments).
- State will provide Deloitte with their master payer account. The ownership of AWS accounts where the Application Infrastructure is hosted will be linked to this master payer account.
- Deloitte will continue to have full administrative access on these accounts (as they exist today).
- State will have access to AWS billing services and access to AWS console. For configuration management reasons, it is understood, the State will not make any configuration changes or limitations without approval of Deloitte.
- State will be responsible for billing and all costs associated with these three AWS accounts.
- State will leverage its Enterprise support agreement for AWS and provide Deloitte CMS team with the ability to create support tickets.
- Deloitte has included the costs for the annual renewal of the FileNet/Datacap licenses and the annual renewals for the Palo Alto licenses in this Amendment #7.

ATTACHMENT C
uFACTS PUA/DUA COST SUMMARY

Description	Amount
Original Contract	\$ 9,609,900.00
Contract Amendment #1 a) uFACTS PUA/DUA SOW: updated functional and training scope and associated cost. (\$50,000) b) Addition of PUA Call Center SOW for PUA Call Center Operations.	\$ 9,919,000.00 (Call Center) \$50,000 (uFacts)
Contract Amendment #2 PUA Call Center SOW: addition of hours for Call Center to account for 150 staff per interval hour and updated call center service coverage.	\$ 16,153,842.60
Contract Amendment #3 a) uFACTS PUA/DUA SOW: update to end date, additional 3 months Hypercare, capacity adjustment, software credit, and cap on claims filed. b) PUA Call Center SOW: reduction in interval hours to 100 and extended end date to December 31, 2020. Adjusted cap amount for staffed hours.	\$ 9,296,370.74
Contract Amendment #4 PUA Call Center SOW: new call types, extended end date to June 30, 2021, introduced new labor category rates starting January 1, 2021, increased interval hours to 150, and adjusted cap amount for staffed hours.	\$ 22,955,540.00
Contract Amendment #5 uFACTS PUA/DUA SOW: additional five months of Hypercare and Experian usage adjustment.	\$ 4,589,920.35
Contract Amendment #6 PUA Call Center SOW: addition of 200-250 more agents for the Call Center operations through end of SOW.	\$ 10,845,472.00
Contract Amendment #7 uFACTS PUA/DUA SOW: additional three months of Hypercare, fraud services, Experian usage adjustment, cloud capacity adjustment, software updates	3,507,964.01
Contract Amendment #8	\$27,696,400.00

Description	Amount
Updated and/or added SLAs for both uFACTS solution and call center services; changed compensation and billing model to productive call per minute rate for call center services; added KPIs, updated auditing requirements, and updated Costs.	
Contract Amendment #9 uFACTS PUA/DUA SOW: final AWS & Experian adjustments, extension of hypercare and M&O services	\$4,610,828
Contract Amendment #1 to Contract C-2223-14-0250 Mass Adjudication Enhancement and Software Licensing	\$147,240.00
Contract Amendment #2 to Contract C-2223-14-0250 Total uFACTS Support Services Extension (7/1/22 thru 6/30/23)	\$2,999,720
<u>Contract Amendment #3 to Contract C-2223-14-0250</u> <u>Total Amendment #3 Amount</u>	<u>\$554,560</u>
Total Not to Exceed Price	<u>\$122,936,757.70</u>

uFACTS PUA/DUA COST SUMMARY – by Statement of Work

Ufacts		Call Center		Combined
Original Contract	\$9,609,900.00	Original Contract	\$0.00	\$9,609,900.00
Amendment 1	\$50,000.00	Amendment 1	\$9,919,000.00	\$9,969,000.00
Amendment 2	\$0.00	Amendment 2	\$16,153,842.60	\$16,153,842.60
Amendment 3	\$2,890,000.00	Amendment 3	\$6,406,370.74	\$9,296,370.74
Amendment 4	\$0.00	Amendment 4	\$22,955,540.00	\$22,955,540.00
Amendment 5	\$4,589,920.35	Amendment 5	\$0.00	\$4,589,920.35
Amendment 6	\$0.00	Amendment 6	\$10,845,472.00	\$10,845,472.00
Amendment 7	\$3,507,964.01	Amendment 7	\$0.00	\$3,507,964.01
Amendment 8	\$0.00	Amendment 8	\$27,696,400.00	\$27,696,400.00
Amendment 9	\$4,610,828.00	Amendment 9	\$0.00	\$4,610,828.00
Amendment 1 to Contract C-2223-14-0250	\$147,240.00	Amendment 1	\$0.00	\$147,240.00

Amendment 2 to Contract C-2223-14- 0250	\$2,999,720	Amendment 2	\$0.00	\$2,999,720
<u>Amendment 3 to Contract C-2223-14- 0250</u>	<u>\$554,560</u>	<u>Amendment 3</u>	<u>\$0.00</u>	<u>554,560.00</u>
Totals	<u>\$28,960,132.36</u>	Totals	\$93,976,625.34	<u>\$122,936,757.70</u>