

**CONTRACT No.: DMS 14/15-011
BETWEEN
FLORIDA DEPARTMENT OF MANAGEMENT SERVICES
AND
NORTHGATEARINSO, INC.**

AMENDMENT NO.: 1

This Amendment to Contract No.: DMS 14/15-011 (the "Contract") is by and between the State of Florida acting through the Florida Department of Management Services (the "Department") and NorthgateArinso, Inc. (the "Service Provider") and collectively known as the "Parties".

Therefore, the Parties agree to amend the Contract as follows:

1. **Screen Capturing Call Recording Technology Clarification.** Prior to the provision of screen capturing call recording Services described in Section 3.5.11, "Call Recordings," the Service Provider agrees to deploy screen capturing call recording technology to other Service Provider clients prior to deploying such technology for the State of Florida. It is important to the State of Florida that the technology has been successfully deployed for multiple Service Provider clients prior to instituting the technology for the State of Florida. The Service Provider shall allow the State of Florida to have access to view screen capturing technology that has been implemented with other Service Provider clients to determine whether such technology: (1) synchronizes voice and video of an HR Specialists customer interactions without error; and (2) improves an HR Specialist's customer interaction and call accuracy with Users, but the foregoing is subject to Service Provider's right to shield and protect such other clients' confidential and personally identifiable information from view or access by State of Florida or other third parties, as Service Provider deems necessary.
2. **Optimization Initiatives and Major System Projects Schedule Revisions.** In accordance with Section 3.6.3 "Right to Extend Deadlines" (ii) "mutual agreement," the Parties mutually agree to extend the deadlines for the remaining Optimization Initiatives and Major System Projects. Appendix H - Optimization Initiatives and Major System Projects Schedule is replaced in its entirety with Attachment 1, attached hereto and made a part of the Contract.
3. **Web-chat Clarification.** Prior to the provision of web chat capability Services described in Section 3.5.23, "Other Resources," the Service Provider agrees to deploy web-chat capabilities to other Service Provider clients prior to deploying such technology for the State of Florida. It is important to the State of Florida that the technology has been successfully deployed for multiple Service Provider clients prior to instituting the technology for the State of Florida. The Service Provider shall allow the State of Florida to have access to evaluate web-chat functionality that has been implemented with other Service Provider clients to determine whether such technology: (1) meets all security provisions in the contract; and (2) improves an HR Specialist's customer interaction with Users, but the foregoing is subject to Service Provider's right to shield and protect such other clients' confidential and personally identifiable information from view or access by State of Florida or other third parties, as Service Provider deems necessary.

4. **Invoice Credit Due to Mailing Cost Reduction.** In accordance with Section 4.10, "Price Reduction," the Service Provider agrees to provide an invoice credit of the net savings in certified mail or regular mail costs achieved by the Department eliminating the use of certified mail or certain Fulfillment Items sent to the Covered Population. To determine the net savings for a Fulfillment Item, the calculation shall be based on the number of Fulfillment Item documents avoided from being mailed in the fiscal year in question multiplied by the amount of postage avoided. The number of Fulfillment Item documents avoided from being mailed shall be calculated by taking the monthly average number of Fulfillment Item documents mailed for fiscal year 2016-17 multiplied by the number of months that are avoided in the fiscal year in question. The invoice credit shall be applied to the July invoice immediately following the end of the previous fiscal year. This calculation and corresponding credit shall occur each year.
5. **Performance Metric 1 – Customer Satisfaction Score Modification.** Appendix D – Performance Metrics, Item I. Customer Satisfaction, Performance Metric 1 – Customer Satisfaction Score is replaced in its entirety with the following:

Performance Metric 1 – Customer Satisfaction Score

Definition: "Customer Satisfaction Score" shall mean the score of the responses given in an applicable month to the Point of Service Evaluation (POSE) customer satisfaction question related to overall Specialist Overall Quality.

Standard: The Service Provider must attain a 4.25 score on a quarterly basis. For example, the standard is 4.25 and the Service Provider must attain an average 4.25 customer satisfaction rate to meet this Metric for the previous three months. If the quarterly score is not met, the Service Provider shall pay the performance credit for each of the months in the quarter in which the score was not achieved.

Data Source: POSE

Calculation: $(M1+M2+M3)/3 = \text{Quarterly Percentage}$

6. **Performance Metric 3 – Forced Disconnect Percentage Modification.** The "Standard:" in Appendix D – Performance Metrics, Item II. Service Center, Performance Metric 3 – Forced Disconnect Percentage is replaced with the following (all other requirements stated in the Contract for this performance metric are still in effect):

Standard: Less than or equal to one percent ($\leq 1\%$), or less than or equal to five percent ($\leq 5\%$) for the month(s) that include the Open Enrollment period

7. **Performance Metric 6 – Call Quality Accuracy Percentage Modification.** Appendix D – Performance Metrics, Item II. Service Center, Performance Metric 6 – Call Quality Accuracy Percentage is replaced in its entirety with the following:

Performance Metric 6 – Call Quality Accuracy Percentage

Definition: "Call Quality Accuracy Percentage" shall mean the actual total number of points scored on the Service Provider's call quality evaluation form from the randomly sampled calls divided by the total number of possible points on the form from the randomly sampled calls.

For the purposes of this Performance Metric, random sampling shall be used to determine the call quality accuracy percentage. The Service Provider shall conduct, at a minimum, (i) a random sample of one half percent (.5%) of all answered calls to ensure that accurate information is being provided; and (ii) a random sample of 30 User I.D.s. from the answered calls (not part of the .5% random sample). During the month(s) of Open Enrollment, the number of sampled calls will not exceed the number of sampled calls in the month prior to the start of Open Enrollment.

For the 30 randomly sampled User I.D.s, the Service Provider shall review all calls made by each User over the past 12 months to ensure that the HR Specialist is providing a holistic approach in providing Services by reviewing the User's call history and providing the correct and appropriate advice.

The Service Provider's call quality evaluation form will have a possible 100 points. A "100" score means the HR Specialist met all the evaluation criteria that is used to a rate call. The actual number of points scored from the .5% randomly sampled calls and the 30 User ID calls shall be added together, and divided by the total number of possible points from the .5% randomly sampled calls and the 30 User ID calls to calculate the call quality accuracy percentage. For example, if the random sampling of .5% of all answered calls results in 100 calls being audited and the sample of calls for the 30 Users adds up to a total of 100 calls, the total number of calls evaluated would be 200. The total number of possible points would be 20,000 points (200 calls x 100 possible points per form). If the call evaluations result in a total of 19,000 points achieved, the call quality accuracy percentage would be 95% (19,000/20,000). The Department will review and approve the form.

The Service Provider shall provide the Department a report of all calls within the sample population that includes the member of the Covered Population's name and identification number. The Service Provider shall contact members of the Covered Population from the sample population to correct errors identified in call calibration and quality evaluation activities and provide the Department a log of actions taken. In addition, the Service Provider shall provide a quality report that includes a distribution of HR Specialist scores as well as a listing of the most frequently missed items from the call quality evaluation form.

For the purposes of this Performance Metric, the Covered Population calls shall include the Chard Snyder & Associates, Inc. Service Center, but the calls shall be tabulated and evaluated separately between the People First Service Center and the Chard Snyder & Associates, Inc. Service Center, for evaluative purposes. If both of the Service Centers combined do not meet the target for this performance metric standard, the metric will be considered missed.

Standard: Greater than or equal to ninety-five percent (>95%)

Data Source(s): Avaya IQ and CommSoft

8. **Performance Metric 9 – Benefits Premium Posting Timeliness Percentage Modification.** The “Standard:” in Appendix D – Performance Metrics, Item III. Benefits Administration, Performance Metric 9 – Benefits Premium Posting Timeliness Percentage is replaced with the following (all other requirements stated in the Contract for this performance metric are still in effect):

Standard: Greater than or equal to ninety-nine percent ($\geq 99\%$) in two Business Days

9. **Performance Metric 14 – Benefits Fulfillment Timeliness Percentage Modification.** The “Standard:” in Appendix D – Performance Metrics, Item III. Benefits Administration, Performance Metric 14 – Benefits Fulfillment Timeliness Percentage is replaced with the following (all other requirements stated in the Contract for this performance metric are still in effect):

Standard: Greater than or equal to ninety-nine and one half percent ($\geq 99.5\%$) shipped within two Business Days

10. **Performance Metric 19 – Flexible Spending Account Claims Processing Timeliness Percentage Modification.** The “Standard:” in Appendix D – Performance Metrics, Item III. Benefits Administration, Performance Metric 19 – Flexible Spending Account Claims Processing Timeliness Percentage is replaced with the following (all other requirements stated in the Contract for this performance metric are still in effect):

Standard: Greater than or equal to ninety-eight and one half percent ($\geq 98.5\%$) within two Business Days

11. **Performance Metric 23 – Job Applicant Processing Timeliness Percentage Modification.** The “Standard:” in Appendix D – Performance Metrics, Item V. Recruiting, Performance Metric 23 – Job Applicant Processing Timeliness Percentage is replaced with the following (all other requirements stated in the Contract for this performance metric are still in effect):

Standard: Greater than or equal to ninety-nine and one quarter percent ($\geq 99.25\%$) within two Business Days

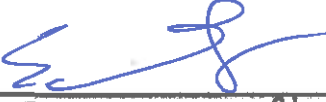
12. This Amendment and all of its counterparts are hereby made a part of this Contract. All other terms and conditions of the Contract shall remain in full force and effect. Except as otherwise expressly set forth herein, the terms and conditions contained in the Contract and subsequent amendments are unchanged. This Amendment sets forth the entire understanding between the Parties with regard to the subject matter hereof.

13. This Amendment is effective on March 31, 2017.

SIGNATURE PAGE IMMEDIATELY FOLLOWS

SO AGREED by the Parties' authorized representatives on the dates noted below:

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

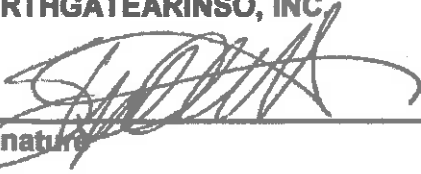


Erin Rock, Secretary-Chief of Staff

3-30-17

Date

NORTHGATEARINSO, INC



Signature

Steve Weintraub, President North America
Print Name and Title

3/29/17

Date

Attachment 1

APPENDIX H –

OPTIMIZATION INITIATIVES AND MAJOR SYSTEM PROJECTS SCHEDULE REVISED

Ref. #	Item	FDD to DMS Due Date	FDD Sign Off Due Date	Release to UAT Due Date	UAT Sign Off Due Date	Release to Production Due Date
1	FSA / HSA Program Implementation	08/29/2016	09/16/2016	10/03/2016	10/28/2016	01/02/2017
2	Recruitment	09/26/2016	10/23/2016	11/07/2016	12/30/2016	01/30/2017
3	Performance Management	08/22/2016	09/16/2016	11/07/2016	12/30/2016	01/30/2017
4	Functional Gap Analysis & Strategy Workshops	All Scope of Services in Appendix L shall be completed by Aug. 29, 2016				
5A	Technical Upgrade	N/A	N/A	05/01/2017	05/31/2017	06/11/2017
5B	Portal Upgrade	07/01/2017	07/31/2017	12/04/2017	03/02/2018	03/26/2018
6	SAP BO BI Suite on Data Warehouse	10/02/2017	11/03/2017	06/11/2018	08/17/2018	09/16/2018
7	Onboarding System	04/29/2019	05/31/2019	07/01/2019	08/30/2019	09/16/2019
8	Learning Management System	04/29/2019	05/31/2019	07/01/2019	08/30/2019	09/16/2019