

Second Amendment to the Contract

This Second Amendment to the Contract for Iowa Medicaid Enterprise Services (the "Contract") between the State of Iowa, Department of Human Services (the "Department" or "DHS") and Policy Studies, Inc. (the "Contractor") effective as of July 1, 2010 is made pursuant to Section 22.5 of the Contract. This Amendment is effective as of March 1, 2011 through May 31, 2011. The Amendment modifies, to the extent specified below, the terms and conditions of the Contract:

1. Section 5 of the Contract is hereby amended to read as follows:

Section 5.0 (Scope of Work and Service Requirements)

Services applicable to all Iowa Medicaid Enterprise (IME) contractors are set forth in Section 6 of the Professional Services RFP MED 10-001 and are incorporated herein by reference. Service Requirements and performance standards applicable to the professional services component contractors of the IME, including the Provider Services Contractor of the IME, are set forth in the Professional Services RFP, MED-10-001. If there are any changes or additions these are found in Attachment 2, 2-1 and 2-2 of this Contract and incorporated herein by reference.

2. Section 7.1 is hereby amended as follows:

Notwithstanding the foregoing, for the scope of work as outlined in Attachment 2-2, the price paid will be actual hours worked at a rate of \$50.00 per hour not to exceed \$50,000, to complete the Website Project, through May 31, 2011.

The Contractor may invoice actual hours at \$40.00 per hour for the Website Project each month, beginning on the first of the month following the start of work.. The remainder may be invoiced and payable at the conclusion of the project after all deliverables of the project have been approved and accepted by the Department.

3. Ratification, Authorization, and Contingency: Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve, execute, deliver and perform pursuant to this Amendment, and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms. This amendment is subject to and contingent upon CMS approval.

4. Execution: In Witness Whereof, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby

acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

State of Iowa, acting by and through the Iowa Department of Human Services (Department)

By: _____

Date: _____

Charles M. Palmer
Director

Policy Studies Inc.

By: _____

Date: _____

Eric Rubin
President and Chief Operating Officer

Attachment 2-2

Amendment Summary:

This amendment describes the activities necessary to gather requirements and identify a solution to transition to a new and improved IME and DHS website. The activities include identification of business specifications which include documenting what stakeholders want in a new website, areas currently working well and areas for improvement, and website best practice. This project is to analyze similar websites, gather requirements and present the best solution options (including potential cost estimates) should be completed by May 31, 2011.

Contractor Responsibilities:

- Identify all activities for the scope of work of this project.
- Create and update a project plan throughout the term of the amendment and secure Department consent and approval of same. Project plan includes identification of critical path milestones.
- Complete tasks and achieve milestones consistent with the project plan.
- Produce weekly summary reports describing project status and detailing the recently completed and upcoming project tasks.
- Meet with IME management to discuss progress. Project status meetings will be included in the regular and ongoing contract status meetings with the Department.
- Meet as requested by the Department to inform any other key stakeholders as identified by the Department on project status and details.
- Meet with other entities/stakeholders as determined necessary by the IME management (i.e. DHS Data Management Contractor staff) within the scope of the project.
- Gather and document requirements necessary to inform the website development project

Department Responsibilities

- Assist the contractor in identifying all Department entities affected by the project and ensure their cooperation and responsiveness in the process.
- Be available to meet with the contractor as necessary for the purpose of understanding the project and the related decision points.
- Review project plan (and updates) and approve.

Website Research and Design Requirements Project

Scope of Work:

Gather detailed requirements to facilitate planning, design, contracting, implementation and transition to a new and improved IME and DHS website. The site is intended to supersede the current one (<http://www.dhs.state.ia.us/>), including integrating all sites not currently located and/or supported directly on the “main” DHS site, but are nonetheless part of the Department’s organization and responsibility (i.e. <http://www.hawk-i.org/>).

Key Activities:

- Perform a comparative and gap analysis of (at least) ten similar websites (i.e. other states, insurance payers, provider organizations).
- Document best practices and lessons learned from other State departments within Iowa (i.e. Department of Transportation) for similar web projects.
- Identify key staff, skills, and resources within IME and DHS for the website project.
- Interview key staff and other stakeholders to gather requirements for the website
- Develop and implement a Website Assessment Tool (layout, design, and content) to identify customer/client/stakeholder needs and expectations for website.
- Identify key users who should have access and editorial control throughout the new website and the type/level of technical support that may be needed for those users.
- Develop guidelines/recommendations for content maintenance standards.
- Understand and report barriers and project risks, such as staffing, technology, and skills.
- Conduct periodic meetings to ensure key DHS stakeholders understand and provide guidance to the project and ensure a consistent project vision remains as details inform the picture.
- Update project plan as dates change or as determined by the Department.

Deliverables:

- A report of the current usage of the IME and DHS website, including visits, page views, and top contents.
- A report of the comparative and gap analysis results including identification of potential cost estimates for comparative websites.
- A report of the Website Assessment Tool survey results.

Performance Measures:

- Within 14 days of contract commencement, submit finalized project plan and present a corresponding walk-through for approval by the Department.
- Meet critical path milestones as defined by the project plan 100% of the time when control is within vendor's power.
- Submit weekly reports to the Department by the end of the 2nd business day of each week following the end of the reporting period.