

Services Change Request Form

A. CHANGE OWNERSHIP (To be completed by Requester)

(PM Use Only)

Customer: Ventura County Health Care Plan (hereinafter referred to as: "County")

CRF #: 1

Project Name: Statement of Work for QNXT Technical Upgrade Services dated February 17, 2023 as amended (the "SOW") to the Master Software License and Services Agreement dated January 10, 2012, between Cognizant TriZetto Software Group, Inc. (f/k/a TriZetto Corporation) ("Cognizant") and County, as amended (the "Agreement").

CRF Status: New Request

Project Number: 1000400223

Opportunity ID Number: 4000546072

Requester Name: Jill Cooper

Submit Date: August 10, 2023

Requester Phone: (949) 690-2129

Submitted To: Neil Michael

Requester E-mail:
Jill.Cooper@cognizant.com

B. CHANGE DESCRIPTION

Priority: High

Date Required: August 18, 2023

Change Category: Cognizant Requested

Reason for Change: Cognizant requests to add TCS Software and update the Upgrade Software version to 6.0 R3 as well as extend the Timeframe of the SOW through October 31, 2023.

Description: (List Attachment(s))

Pursuant to **Section 4.5 (Change Process)** of the Agreement, County and Cognizant mutually agree the following will be amended:

- Section 2.1 a (Software)** and **Section 2.1 b (Third Party Software)** will be deleted in its entirety and replaced with the following:

"a. Software

Table 2.1.a Upgrade Software		
TriZetto Software	Current Version	Upgrade Version ("Upgrade Software")
TriZetto® QNXT™ (Core) ("QNXT")	5.8 R2	6.0 R3
TriZetto® QNXT™ eXtended Integration™ ("QXI")	5.8 R2	6.0 R3
TriZetto® QNXT™ Connect	5.8 R2	6.0 R3
TriZetto® QNXT™ A/R	5.8 R2	6.0 R3
TriZetto® QNXT™ Dental	5.8 R2	6.0 R3
TriZetto® myQNXT	5.8 R2	6.0 R3
TriZetto® QNXT™ Appeals and Grievances Workflow	5.8 R2	6.0 R3
TriZetto® Communication System ("TCS")	5.8 R2	6.0 R3

b. Third Party Software

Table 2.1.b Third Party Software		
Third Party Software	Current Version	Upgrade Version ("Upgrade Software")
Zelis	N/A	Cognizant to collaborate with County for compatibility with Version 6.0 R3

- Section 5 (Assumptions)** will be amended to add the following:
f. TCS Upgrade will be upgraded in Dev, Sandbox and Prod Cognizant Environments only.
- Section 6.1 (Timeframe)** will be deleted in its entirety and replaced with the following:
"The Services will commence within thirty (30) days of the Effective Date, or as mutually agreed to by the parties ("**Services Start Date**") and will take approximately eight (8) months to complete from the Services Start Date, including the thirty (30) days of post Go-Live support."
- Section 6.2.3 (Consulting Services Fees)** will be added to the SOW as follows:
"**Consulting Services Fees.** Based on the scope, assumptions, respective Cognizant and County obligations, estimated timeframe and other conditions set forth in this SOW, Cognizant's staffing and fees for Services

described in this SOW are estimated in accordance to **Table 6.2.3- Estimated Resource Staffing Plan and Consulting Services Fee Table** below. Any Change Request Forms executed by the parties pursuant to the Change Process involving additional fees and / or expenses will be invoiced as stated therein, and are in addition to the fees stated in this **Section 6.2**. Fees are payable as set forth in **Section 6.5.1 Consulting Services Payment Terms**.

Table 6.2.3 Estimated Resource Staffing Plan and Services Fee Table				
Functional Role	Resource	Estimated Hours	Rate per Resource per Hour	Total Estimated Fees
TCS Product Consulting	Advisory Consultant	20	\$216.05	\$4,321.01
Total Estimate		20		\$4,321.01

County agrees that the hours and associated fees provided in Table 6.2.3 are estimates. The actual hours worked by each resource type may not coincide directly or uniformly with these tables. Cognizant will promptly notify County in the event it believes the actual hours worked will exceed the fees provided in the above tables in accordance with the Change Process."

5. **Section 6.5.1 (Consulting Services Payment Terms)** will be added to the SOW as follows:

"Unless otherwise agreed pursuant to the Change Process with respect to any additional Consulting Services, the Consulting Services described herein, will be performed on a time and materials basis. Cognizant will invoice County monthly in arrears for actual time spent performing the Consulting Services, plus materials, taxes, and expenses. Cognizant shall invoice for materials and expenses as incurred. All invoices are due and payable by County in accordance with the terms of the Agreement."

C. CHANGE IMPACT INFORMATION (To be completed by Requester)

Areas Affected: Section 2.1a (Software), Section 2.1b (Third Party Software), Section 5 (Assumptions), Section 6.1 (Timeframe), Section 6.2.3 (Consulting Services Fees), Section 6.5.1 (Consulting Services Payment Terms)

Change Impact Detail:

Area of Impact	Changes Required	Estimated Level of Effort		
		Est. Hours	Rate	Est. Fees
As described in Section B Change Description above	Advisory Consultant	20	\$216.05	\$4,321.01

Comments: (Considerations, additional information, presented to, etc.) N/A

Recommendations: N/A

D. SUMMARY (To be completed by Requester)

Total Estimated Hours Impact:	20
Total Estimated Fees Impact:	\$4,321.01
Total Estimated Schedule Impact (Months):	4
Estimated Start Date:	CRF Effective Date
Estimated End Date:	October 31, 2023
Prepared By: Sonia Puthuparampil	Date: August 10, 2023

E. CHANGE REQUEST APPROVALS This Change Request ("Change Request" or "CRF") is made part of and incorporated into the SOW by reference. Subject to the modification contained in this Change Request, the SOW shall remain in full force and effect. Notwithstanding anything herein, nothing is intended to (i) amend any limits of liability stated in the SOW; (ii) amend and/ or add any indemnification obligations; (iii) change the warranties provided under the SOW or the Agreement or (iv) grant to County any ownership rights in any intellectual property in any Services provided or developed by Cognizant hereunder. Notwithstanding anything to the contrary, this Change Request is only valid for use with the SOW identified above. This Change Request shall be effective on the last date signed below (the "CRF Effective Date").

Authorized Approvals By:

County Signature:	Title:	Date:
Cognizant Signature:	Title:	Date: