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 #: 4
Project Name: Statement of Work #1 for Application Hosting Services dated January 10, 2012 as amended (the "**AHS 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: 1000264550 **Opportunity Number:** 4000454205	**Requester Name:** Jill Cooper
Submit Date: June 16, 2022	**Requester Phone:** (949) 690-2129
Submitted To: Tom Shirk	**Requester E-mail:** Jill.Cooper@cognizant.com

B. CHANGE DESCRIPTION	
Priority: High	**Date Required:** June 30, 2022
Change Category: County Requested	

Reason for Change: County requests to add TriZetto® QNXT™ Pricing Data Extract Process and the TriZetto Machine Readable File Adapter to the AHS Services.

Description: Pursuant to **Section 4.5 (Change Process)** of the Agreement, County and Cognizant mutually agree that the AHS SOW shall be amended as follows:

1.   **Section 1 (Definitions)** shall be amended by deleting the definition of County-Requested Software in **Section 1.3** and replacing it with the following:

"**1.3 "County-Requested Software"** means the software listed in **Section 2 AMS Services and Scope of Work Limits** under "County-Requested Software." County-Requested Software may include (a) third-party products purchased by County, TriZetto-provided third-party products that Cognizant does not routinely host for its clients, and/or (b) County-developed or third-party developed custom interfaces, extracts, applications or stored procedures and/or (c) Cognizant-developed custom interfaces, extracts, applications, stored procedures or Utilities that are not covered by Maintenance Services."

2.   **Section 1 (Definitions)** shall additionally be amended by adding the following definition:

"**1.28 "TriZetto® QNXT™ Pricing Data Extract Process"** means the process used to generate in-network and out of network provider rates from QNXT in support machine-readable file generation."

3.   **Table 2.1.3** in **Section 2 (Scope of Work)** shall be amended to add the TriZetto® Machine Readable File Adapter (both In-Network and Out-of-Network) as County-Requested Software in a single Non-Production Environment.

4.   **Section 2.2.7.a** (**Upgrade Services for County-Requested Software)** will be added to **Section 2.2 (Application Management Services)** as follows:

"**2.2.7.a Upgrade Services for County-Requested Software. Section 2.2.6 (Application Update Services)** and **Section 2.2.7 (Application Upgrades Services)** are not applicable to County-Requested Software. Unless provided for in a separate statement of work, County will be responsible for paying for all update or upgrade Services related to the TriZetto® Machine Readable File Adapter on a time and materials basis."

5.   **Section 2.2.17** will be added to **Section 2.2 (Application Management Services)** as follows:

"**2.2.17 TriZetto QNXT Pricing Data Extract Process Support Services.** Cognizant will support the QNXT Pricing Data Extract Process. The parties will perform their respective responsibilities as set forth in Table 2.2.17 below. County is solely responsible for ensuring its compliance with the Federal Transparency in Coverage [CMS-9915-F] regulations, including but not limited to, the format, content and accuracy of required data and timeliness of file posting. Similarly, County is solely responsible for generating and making publicly available the machine-readable files

Table 2.2.17
QNXT Pricing Data Extract Process Support Services Responsibilities

Sec	Task	Resp Party CTSG	County	Notes
A.	**Machine Readable Files**			
1.	Implement and maintain additional infrastructure required to support QNXT Pricing Data Extract Process in Production and Non-Production Environments.	X		
2.	Monitor ongoing storage requirements for QNXT Pricing Data Extract Process and notify County if additional storage is required.	X		
3.	Provide ongoing operations in accordance with Cognizant standard procedures for batch processes, including monitoring, troubleshooting, and resolution of QNXT Pricing Data Extract Process issues.	X		
4.	Assist Cognizant with troubleshooting and resolution of QNXT Pricing Data Extract Process issues.		X	
5.	Apply any QNXT Pricing Data Extract Process related patches, as required, in a mutually agreeable timeframe.	X		
6.	Provide any QNXT Pricing Data Extract Process batch job input modifications as required.		X	
7.	Implement QNXT Pricing Data Extract Process batch job modifications in a mutually agreeable timeframe.	X		
8.	Place QNXT Pricing Data Extract Process output file on designated SFTP site via automated file movement process in a mutually agreeable time frame.	X		
9.	Assist County in adjusting SQL Server integration services (**"SSIS"**) package requirements for data selection as required.	X		
10.	Provide data refreshes of Production Environment data to non-Production Environment as required to support QNXT Pricing Data Extract Process.	X		

6. **Table 2.3.5.a (TriZetto® QNXT™ Pricing Data Extract Process Storage)** will be added to **Section 2.3.5 (Production Storage)** as follows:

"

Table 2.3.5.a TriZetto® QNXT™ Pricing Data Extract Process Storage				
Environment To Use	**Environment Name**	**Production Data?**	**Database Storage (GB)**	**DFS Storage (GB)**
Existing Production Environment	Production	Yes	Up to 750 GB	Up to 250 GB

Note: The TriZetto® QNXT™ Pricing Data Extract Process (including the TriZetto® Machine Readable File Adapter storage requirements may exceed the anticipated sizing described above. In the event that additional storage is required, additional fees may apply and is subject to the Change Process."

7. **Table 2.3.6.a (TriZetto® QNXT™ Pricing Data Extract Process Storage)** will be added to **Section 2.3.6 (Non-Production Storage)** as follows:

"

Table 2.3.5.a				
TriZetto® QNXT™ Pricing Data Extract Process Storage				
Environment To Use	**Environment Name**	**Production Data?**	**Database Storage (GB)**	**DFS Storage (GB)**
Existing Non-Production Environment		No	Up to 250 GB	Up to 250 GB

Note: The TriZetto® QNXT™ Pricing Data Extract Process (including the TriZetto® Machine Readable File Adapter storage requirements may exceed the anticipated sizing described above. In the event that additional storage is required, additional fees may apply and is subject to the Change Process."

8. The following **Section 3.2.1.d (TriZetto Machine Readable File Adapter)** will be added to **Section 3.2.1 (Availability Levels)**:

    "d. TriZetto Machine Readable File Adapter.

    i. **Service Level.** The servers running the TriZetto Machine Readable File Adapter will be available ninety-nine percent (99%) of the time on a 24x7 basis.
    ii. **Calculation.** Monthly as a percentage. The numerator is calculated by subtracting the total time the servers running the TriZetto Machine Readable File Adapter are unavailable from the total time in the month on a 24x7 basis. The denominator is the total time in the month on a 24x7 basis.

9. **Section 3.6.7** will be added to **Section 3.6 (Service Level Exceptions)** as follows:

    "**3.6.7** The TriZetto® QNXT™ Pricing Data Extract Process is not subject to any SLAs. Further, any standard SLA misses caused by the QNXT Pricing Data Extract Process will not be eligible for payment during the first three months following its initial implementation in production. If the QNXT Pricing Data Extract Process creates ongoing issues in the Production environment, it may need to be run in an alternative Environment and additional charges may be required."

10. **Section 7 (County Responsibilities)** will be amended by adding the following:

    "**7.10** Unless provided for in a separate statement of work, assume responsibility for providing a resolution for each Incident relating to County-Requested Software."

Fees for the additional AHS Services described in this CRF#4 will be set forth in an amendment to the Software and Pricing Exhibit to the Agreement.

This CRF#4 is contingent upon execution of both this CRF#4 and the Amendment to the Master Software License and Services Agreement Amending the Software and Pricing Exhibit to the Agreement adding pricing for the TriZetto® Machine Readable File Adapter (the "**Amendment**").

C. CHANGE IMPACT INFORMATION (*To be completed by Requester*)				
Areas Affected: Sections 1, 2, 3 and 7				
Change Impact Detail:				
Area of Impact	**Changes Required**	**Estimated Level of Effort**		
		Est. Hours	*Rate*	*Est. Fees*
		N/A	N/A	N/A
Comments: (*Considerations, additional information, presented to, etc.*) N/A				
Recommendations: N/A				

D. SUMMARY (*To be completed by Requester*)	
Total Estimated Hours Impact:	N/A
Total Estimated Cost Impact:	N/A
Total Estimated Schedule Impact (Days):	N/A
Estimated Start Date:	Upon execution of this CRF and the Amendment
Estimated End Date:	Coterminous with the AHS SOW
Prepared By: Susan H. Borgos	**Date:** June 15, 2022

E. CHANGE REQUEST APPROVALS This Change Request ("**Change Request**" or "**CRF**") is made part of and incorporated into the AHS SOW by reference. Subject to the modification contained in this Change Request, the AHS SOW shall remain in full force and effect. Notwithstanding anything herein, nothing is intended to (i) amend any limits of liability stated in the AHS SOW; (ii) amend and/ or add any indemnification obligations; (iii) change the warranties provided under the AHS 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 AHS 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: