



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA  
Department of General Services - Office of Procurement

**PURCHASE ORDER**

<i>Purchase Order No.</i>	<i>Rev.</i>	<i>Date</i>
62234		9/26/2008

<i>Supplier No.</i>	<i>Solicitation No.</i>	<i>Delivery Date</i>	<i>FOB Point</i>	<i>Invoice Terms</i>
794391	56976	As Specified	Destination	

ACL SERVICES, LTD 1550 ALBERNI STREET CANADA VANCOUVER, BC V6G1A-5 CANADA Attn: WINNIE WALLACE  Phone: 604-692-1329	<i>S</i> DEPT OF MANAGED HEALTH <i>h T</i> CARE <i>i o</i> 980 NINTH STREET, #440 <i>p</i> SACRAMENTO, CA. 95814 Attn: RENEE MILLER/S. MIHARA	<i>C</i> MANAGED HEALTH CARE <i>h a T</i> FINANCIAL OVERSIGHT <i>r o</i> 980 9TH STREET STE 500 <i>g e</i> SACRAMENTO CA 95814		
	<i>Agency Billing</i>	<i>Agency Purchase Estimate</i>	<i>Purchase Estimate</i>	<i>Revision</i>
	38202	08MC-PE001	67233	1
<i>Agency Contact</i>		<i>Phone</i>	<i>Date Received</i>	
KAREN WHITNEY		916-323-7796		

<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
<p><u>TERMS AND CONDITIONS:</u></p> <p>THE ATTACHED STATEMENT OF WORK CONSISTING OF THREE (3) PAGES IS PART OF THIS AGREEMENT.</p> <p>THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.</p> <p>1. IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007  <a href="http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf">http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf</a></p> <p>2. IT Software License Special Provisions (Effective 01/21/2003)  <a href="http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf">http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf</a></p>						
1	1	EA	7090-000-0003-7	SOFTWARE LICENSE ACL PREMIUM SUPPORT RENEWAL NETWORK LICENSE SERIAL # 37313W	533.0000	533.00
2	1	EA	7090-000-0003-7	SOFTWARE LICENSE ACL PREMIUM SUPPORT RENEWAL NETWORK LICENSE SERIAL # 38560W	533.0000	533.00
3	23	EA	7090-000-0003-7	SOFTWARE LICENSE ACL PREMIUM SUPPORT RENEWAL DESKTOP LICENSES SERIAL # 28424W, 18337W - 18339W, 28418W - 28431W, 16848W, 16849W, 34001W, 34002W, 38297W - 38298W	399.0000	9,177.00
<b>Total Value:</b>						10,243.00

Sales and/or use tax to be extra unless noted above

<i>Buyer</i> DIANA MERCADO	<i>Phone</i> 916-375-4430	<i>BOC Number</i>
-------------------------------	------------------------------	-------------------

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

**PURCHASE ORDER CONTINUATION**

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i>	<i>Revision</i>	<i>Date</i>	<i>Supplier No.</i>	<i>Supplier Name</i>
62234		9/26/2008	794391	ACL SERVICES, LTD

<i>Item No.</i>	<i>Quantity</i>	<i>Unit</i>	<i>Commodity Code</i>	<i>Description</i>	<i>Unit Price</i>	<i>Extension</i>
<p><u>NOTE:</u></p> <p>Electronic download only. There will be no tax charged against this Purchase Order.</p> <p><u>CHANGE ORDERS:</u></p> <p>This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p><u>STATE CONTRACTS AND PROCUREMENT REGISTRATION:</u></p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (<a href="https://www.scprs.dgs.ca.gov">https://www.scprs.dgs.ca.gov</a>). The Registration Number is: 24000908335098</p>						

DEPARTMENT OF MANAGED HEALTH CARE  
DIVISION OF FINANCIAL OVERSIGHT

STATEMENT OF WORK

---

ACL™ SOFTWARE LICENSE AND SUPPORT SERVICES

---

This Statement of Work ("Agreement") reflects the services to be provided by ACL Services, Ltd., hereinafter referred to as the "Contractor," for the Department of Managed Health Care, hereinafter referred to as the "DMHC".

**BACKGROUND**

The ACL™ Desktop Edition software (Software) is used during routine and non-routine examination processes, improving efficiency and effectiveness of DMHC's examination process which has resulted in numerous enforcement referrals. The Software is used in the following manner:

- Performs statistical analysis to determine if health plans are in compliance with AB 1455 requirements
- Analyzes health plans' bank statements to determine if claim checks are being held by the health plan or cashed in a timely manner
- Performs Incurred But Not Reported (IBNR) analysis to determine if health plans properly accrue their claims liabilities
- Selects random samples of provider claims and complaints which is essential for the Office of Enforcement to extrapolate findings
- Analyzes sampling results
- Identifies specific items in a sample population that fall outside predetermined range or expected results
- Matches records from two different data sources
- Analyzes medical expenses for evaluating medical expense ratios

**SCOPE**

The Contractor will provide DMHC with Premium Support Services which include:

**Standard Support (for all software products)**

Technical support to be provided from ACL's Global Help Desk located in Vancouver, B.C., Canada, to answer queries concerning the use, operation or business functionality of the Software. Support provided via email, fax, website or telephone (excluding Christmas Day, Boxing Day (December 26) and New Year's Day).

	Customer Local Time Monday - Friday	PST Monday - Friday	GMT Monday - Friday
English	9:00 - 17:00		
French		0:00 - 8:00	8:00 - 16:00
German		0:00 - 8:00	8:00 - 16:00
Spanish		9:00 - 17:00	17:00 - 1:00 *
From early April to late October, ACL support hours in GMT shift forward by 1 hour (to support local DST).			

- ACL™ Server Editions and Direct Link™: Technical Support for the ACL Server Editions & Direct Link software only available in English, 9 am to 5 pm PST (M - F).
- ACL CCM: Technical Support for CCM Software is only available in English, 7 am to 5 pm PST (M-F).
- Hours & languages may vary in regions where Support provided by ACL Distributor.
- New versions of the Software when commercially available.
- Access to online releases when commercially available.
- The ACL quarterly newsletter, Take Command!™
- Online access to ACL's "Knowledge Base".
- Online access to ACL's "User Forum".

**Premium Support (for ACL Desktop/Network Edition only).** Standard Support and the following additional services:

Extended Technical Support hours (excluding Christmas Day, Boxing Day (December 26) and New Year's Day).

	PST Monday - Friday (unless stated otherwise)	GMT Monday - Friday (unless stated otherwise)
English	16:00 Sunday - 17:00 Friday	0:00 Monday - 01:00 Saturday
French	0:00 - 16:00	8:00 - 24:00
German	0:00 - 16:00	8:00 - 24:00
From early April to late October, ACL support hours in GMT shift forward by 1 hour (to support local DST)		

- A toll free hotline (within North America)
- Online access to ACL Online learning, Quicksteps and QuickResults
- Online access of tracking updates to issues that Customer has logged with the ACL Support Center

## **PERIOD OF PERFORMANCE**

The term of this renewal Agreement is effective upon the date the purchase order is signed through July 31, 2009.

## **BILLING INFORMATION**

The Contractor shall submit invoices (including the purchase order number) to the following address:

Attn: Accounts Payable  
Department of Managed Health Care  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814

## **POINTS OF CONTACT**

### Contractor Primary Contact:

Winnie Wallace  
1550 Alberni Street  
Vancouver, BC, Canada V6G 1A5  
Phone: (604) 669-4225  
Fax: (604)669-3562

### State's Primary Contact:

Renee Miller  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814  
Phone: (916) 225-2450  
Email: rmiller@dmhc.ca.gov

Please forward renewal notices to the attention of the State's Primary Contact.

## **TERMINATION**

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.