

STATE OF CALIFORNIA

Department of General Services - Office of Procurement

PURCHASE ORDER CONTINUATION

Form GSOP 2-PIN (04/98)

<i>Purchase Order No.</i> 62358	<i>Revision</i>	<i>Date</i> 6/3/2009	<i>Supplier No.</i> 794391	<i>Supplier Name</i> ACL SERVICES, LTD
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<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 (https://www.scprs.dgs.ca.gov). The Registration Number is: eP 1011824</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 August 1, 2009 - July 31, 2010.

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 9th Street, Suite 500
Sacramento, CA 95814

POINTS OF CONTACT

Contractor Primary Contact:

Claudine Hu
1550 Albern Street
Vancouver, BC, Canada V6G 1A5
Phone: (604) 646-4275
Fax: (604)669-3562
E-Mail: claudine_hu@acl.com

State's Primary Contact:

Renee Miller
980 9th 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.