

STANDARD AGREEMENT - AMENDMENT

STD 213A (Rev. 4/2020)

☒ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 14 PAGES

AGREEMENT NUMBER

M62980-7100

AMENDMENT NUMBER

1

Purchasing Authority Number

EDD-7100

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME

Employment Development Department

CONTRACTOR NAME

Maximus US Services, Inc.

2. The term of this Agreement is:

START DATE

January 8, 2021

THROUGH END DATE

September 6, 2021

3. The maximum amount of this Agreement after this Amendment is:

\$25,476,344.85 Twenty-Five Million Four Hundred Seventy-Six Thousand Three Hundred Forty-Four Dollars and Eighty-Five Cents

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

The Agreement entered into January 8, 2021 by and between the Employment Development Department, hereinafter referred to as the EDD, and Maximus US Services, Inc. hereinafter referred to as Contractor is hereby amended to:

Add time, money, and update exhibits.

Specific:

Extend the end date of the Agreement from April, 30th, 2021 to September 6, 2021

Increase the dollar amount of the Contract by \$13,909,633.45 from \$11,566,711.40 to \$25,476,344.85.

Remove Exhibit A, Statement of Work, in its entirety and replace with the updated Exhibit A.

Remove Exhibit B, Budget Detail and Payment Provision, in its entirety, and replace with the updated Exhibit B.

Remove Attachment B-1, Budget Detail, in its entirety and replace with the updated Attachment B-1.

All other terms and conditions shall remain the same.

IN WITNESS WHEREOF, THIS AGREEMENT HAS BEEN EXECUTED BY THE PARTIES HERETO.

CONTRACTOR

CONTRACTOR NAME (if other than an individual, state whether a corporation, partnership, etc.)

Maximus US Services, Inc.

CONTRACTOR BUSINESS ADDRESS

CITY

STATE

ZIP

PRINTED NAME OF PERSON SIGNING

CONTRACTOR AUTHORIZED SIGNATURE

DATE SIGNED

4/21/21

STANDARD AGREEMENT - AMENDMENT

STD 213A (Rev. 4/2020)

☒ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 14 PAGES

AGREEMENT NUMBER

M62980-7100

AMENDMENT NUMBER

1

Purchasing Authority Number

EDD-7100

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME

Employment Development Department

CONTRACTING AGENCY ADDRESS

CITY

STATE

ZIP

PRINTED NAME OF PERSON SIGNING

TITLE

CONTRACTING AGENCY AUTHORIZED SIGNATURE

DATE SIGNED

04/28/2021

CALIFORNIA DEPARTMENT OF GENERAL SERVICES APPROVAL

EXEMPTION (If Applicable)

Governor's State of Emergency Proclamation,
effective March 4, 2020 (GC Sections 8625-8629)

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

1. OBJECTIVE

The global COVID-19 epidemic continues to present a serious threat to the health of California's residents and its economic prosperity. With the Governor's declaration of a State of Emergency on March 4, 2020, interventions are urgently needed to mitigate its impacts.

Maximus US Services, Inc. (hereinafter referred to as the "Contractor") agrees to provide the Employment Development Department (hereinafter referred to as "EDD" or the "State"), augmenting for EDD's Unemployment Insurance (UI) Telephone Contact Center for 1099G (TCC - 1099G).

These services are required immediately due to the surge in unemployment claims that were filed by individuals that lost their jobs as a result of the COVID-19 pandemic and will now receive a Form 1099G for taxable UI, Disability Insurance (DI) and Paid Family Leave (PFL) benefits received in 2020. Telephone calls to EDD's UI TCC have increased dramatically as a result of COVID-19 related mass layoffs around the State of California and EDD's UI TCC staff cannot keep up with this volume. The number of Form 1099Gs issued by the Department in January 2021 is expected to be approximately 600% of that in January 2020. As a result, calls to EDD's TCC-1099G will increase dramatically and EDD's current UI TCC-1099G staffing levels will not be sufficient to respond to all the resulting claimant inquiries timely.

This inability to handle the call volume will lead to much frustration with the public, compounding the fear and uncertainty claimants are facing financially. Additionally, the Form 1099G is required when claimants will be filing a federal tax return with the Internal Revenue Services (IRS). If the form is not received by the claimant timely due to misdirected mail and the claimant is not able to contact the Department to request a duplicate, the claimant might miss the IRS deadline for filing a federal tax return.

Contracting with a private Contractor who can provide staff and service augmentation to EDD's UI TCC-1099G operation will quickly increase EDD's ability to handle the increase in call volume and will assist in its ability to process claims and provide Form 1099G information more expeditiously in order to assuage much of the public's concerns.

EDD reserves the right to shift priorities within the scope of work at any time upon notice to the Contractor. Therefore, the Contractor must provide a price for each of the project areas described in this emergency procurement.

The new capacity that the augmented Contact Center provides will, in conjunction with the existing State of California UI TCC-1099G operation, significantly advance the State's goal of assisting individuals with information about their unemployment insurance benefits.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

This contract is being amended to extend the term of the contract through September 6, 2021 and to add on the Identity Verification calls to the Augmented EDD's UI IAD 1099G Contact Center. These services are required immediately because call volume for the Identity Verification remains at an all-time high due to the surge in UI claims filed by individuals that have lost their jobs as a result of the COVID-19 pandemic.

2. TERM/PERIOD OF PERFORMANCE

The original period of performance for the Agreement (also referred to in this SOW as the "Contract") ran from January 8, 2021 through April 30, 2021. Amendment 1 extends the Agreement term through September 6, 2021.

The Contractor shall not be authorized to deliver or commence the performance of services as described in this SOW until written approval has been obtained from all entities. Any delivery or performance of service that is commenced prior to the signing of the Contract shall be considered voluntary on the part of the Contractor and non-compensable.

3. CONTRACT REPRESENTATIVES

All notices required by, or relating to, this Contract shall be in writing and shall be sent to the parties of the Contract at the address set below unless changed from time to time, in which event each party shall so notify the other in writing, and all such notices shall be deemed duly given if deposited, postage prepaid, in the United States mail or e-mailed and directed to the addresses then prevailing.

The Business Contract Manager during the term of this Contract will be:

State:	Employment Development Department	Contractor:	Maximus US Services, Inc.
Unit:	UI Support Division	Name:	[REDACTED]
Name:	[REDACTED]	Address:	[REDACTED]
Address:	[REDACTED]	Phone:	[REDACTED]
Phone:	[REDACTED]	e-mail:	[REDACTED]
e-mail:	[REDACTED]		

4. PROJECT TASKS/DELIVERABLES

The Contractor must initially provide a team of 300 more phone agents who will have access to the EDD contact center and corresponding system(s) of record technologies to answer, diagnose and resolve or properly transfer calls if outside of an agreed set of call drivers. Additionally, 300 agents will have access to the EDD system(s) technologies to assist the EDD customers by responding to their questions and completing their requests as it relates to the Form 1099G process. The agents will also be assisting in Identity Verification calls and other

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

Unemployment Insurance claim-related calls. EDD will assist in training by providing training materials.

The primary scope for the augmented call center operation is to continue to assist EDD's IAD Contact Center operations by providing staff who can respond to an extraordinarily high call volume for any inquiries related to 1099G forms, Identity Verification and other Unemployment Insurance claim-related calls. Three hundred Vendor Agents will continue to answer calls and the EDD may seek additional agents at a later date. The Contractor must continue to use EDD's Verizon VCC solutions and provide proper staffing to be maintained during contact center operational days and hours in accordance with a staffing plan mutually agreed to by all parties. The Contractor's Agents will undergo additional training on IAD Contact Center policies and procedures to provide support for EDD's UI services.

The Contractor must provide call center operations and oversight including project management and reporting on contract activities to EDD.

Other Services that may be required, subject to EDD approval will be executed using the Work Authorization Form (Exhibit A-2).

Operations & Oversight

Contractor will provide ongoing project management, oversight, and reporting to EDD within the scope of this SOW. Specifically, these tasks will include the following:

- **Agent Management & Oversight:** Provide management and oversight of Maximus managed agents' daily activities and work product, including responding to elevated customer service issues.
- **Incident Management:** Provide incident management services – triage, address, and +resolve technical issues around tools such as VDI, VCC, SCDB, CUBS, WebViewer, and SharePoint for Maximus managed agents.

Agent Deployment

Contractor will deploy an initial tranche of 300 or more customer service agents to support the surge in call volumes; the number of agents will fluctuate as needed during the period as agreed to by the parties. Responsibilities will include:

- Answer call types as agreed between the parties
- Respond to customers questions
- Processing customers requests
- Provide supervision for agents
- Provide a quality program for the call types

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

- **WFM & Utilization:** Provide services to assist in the scheduling and utilization of Maximus managed agents in coordination with the EDD WFM team.
- **Training:** Provide services for training Maximus managed agents and provide agents with educational and support resources in coordination with the EDD training team.
- **Provisioning:** Provide services to coordinate and manage provisioning requests for Maximus managed agents with EDD and maintain a master database.
- **Q&A & Performance Management:** Provide services to provide oversight and management of the Maximus managed agents' performance, including feedback and coaching necessary to ensure excellent customer services standards.

Agent Support

Contractor will provide agent provisioning and first-level technical support (Incident Management) to the call center agents, and assumes the role of single point of contact between EDD and the agents. This includes, but not limited to:

- Assist agents with the logon process
- PC issues and connectivity
- Managing VCC password resets
- Resolving first level technical issues including:
 - CUBS
 - MFA
 - SCDB
 - SharePoint
 - UI Intake Form
 - VCC
 - VDI access
 - WebViewer
- Tracking trends and patterns

Contractor will email the Service Desk (SD) mailbox [REDACTED] for issues that cannot be solved with first level triage and require EDD resolution. The SD will attempt to resolve or escalate to ITB Tier 2/3 or UI for additional troubleshooting efforts.

Staff Qualifications

All references to "Contractor staff", "Contractor agents", and "Contractor management" include subcontractors and all subcontractor personnel are subject to the same requirements and standards as Contractor personnel, including but not limited to all confidentiality requirements as outlined in section 13 below.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

Accessibility and Staffing:

- A. The Contractor will assume a support role to help the current UI hotlines through an augmented Call Center.
- B. The Contractor will be required to hire staff who have strong communication, interpersonal and analytical skills.
- C. The Contractor's agents must be able to assist English and Spanish speaking individuals. **Any new agents hired need to be California based with a goal of many being bilingually skilled.**
- D. The Contractor's agents who are taking calls must use EDD's Verizon VCC solution or such other solution agreed to by the parties and ensure proper staffing is maintained during call center operational days and hours in accordance with the parties' staffing plan.
- E. The current hours of operation (PST) for the augmented Call Center operation will be as follows, and staffed in accordance with the agreed to staffing plan:
 - Monday 8:00 a.m. to 5:00 p.m.
 - Tuesday 8:00 a.m. to 5:00 p.m.
 - Wednesday 8:00 a.m. to 5:00 p.m.
 - Thursday 8:00 a.m. to 5:00 p.m.
 - Friday 8:00 a.m. to 5:00 p.m.These hours may be expanded or contracted by the EDD. Staffing will ultimately be based on peak call demand and coordinated with the EDD.
- F. Support for Incident Management will be provided from 8:00a.m. to 5:00p.m. on weekdays (or agreed upon approach with the State).
- G. The Contractor's augmented Call Center agents need to escalate callers threatening self-harm or that are threatening the agent. Calls will be escalated as determined by EDD and communicated to Maximus.
- H. The Contractor's agents must transfer more complex calls to EDD utilizing the features and capabilities of the technology provided by EDD.

Objectives:

Weekly, Maximus and EDD will meet to discuss the staffing levels required to address the call volumes.

Caller Assistance/Information Dissemination:

The Contractor's information dissemination responsibilities include, but are not limited to, providing 1099G forms information to callers and conducting Identity Verification calls.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

Handling Complaints:

- A. Accept information on complaints about the programs and provide written information on complaints to EDD for follow up as determined by EDD and communicated to Maximus.
- B. Respond to complaints either directly or by capturing the information and referring it to EDD staff. Once EDD has investigated the complaint and determined the outcome, EDD will inform the person who made the complaint. The Contractor will use EDD's technology to log such complaints.

Access to EDD Resources:

The Contractor will have access to the EDD UI system and other technology available to EDD UI staff, as may be authorized by EDD.

Assumptions:

1. A staffed hour ("Staffed Hour") represents time spent talking with clients, after call work, QA, supervisor time, workforce management, technology integration, time spent logged into the phone system to handle customer calls, and all other functions that call center personnel will perform hereunder. Staffed Hours will include required breaks, training, and briefing activities and is the time entered by agents in their company's internal time tracking system. Starting May 1, 2021, the Contractor must provide a breakdown of the completed work conducted during the invoice period (for example, hours spent on training, phone calls, processing work items, technical issues remediation).
2. EDD approves the Contractor's use of the following subcontractors to perform work under this SOW: Verizon, Senture, Harte Hanks, AnswerNet, Fortuna, Activus, Eventus, CSAAA Insurance Services, Action Trophies, CTC Teleservices, Direct Interactions, EMS, Spike's, Tele Business USA, Telecom Inc., TelePoint Communications Inc, Tel-US Call Center Inc, US Coachways Inc, Atlantic City Contact Center, Alpine Awards Inc, Aswell Trophy, Mass Markets, Beacon Hill, Keystaff, Chase Source, Randstad, PeopleShare, LLC and Mattson Resources.
3. For this Agreement, the warranty period under Section 18(a) of GSDP401IT shall be thirty (30) days from delivery rather than one year.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

4. CONTRACTOR RESPONSIBILITIES

- a. The Contractor will provide its own equipment necessary to perform the required duties.
- b. The Contractor shall designate a primary contact person to whom all project communications may be addressed and who has the authority to act on all aspects of the services.
- c. The Contractor will adhere to the EDD policies and procedures, guidelines, and templates including access and security requirements.

5. EMPLOYMENT DEVELOPMENT DEPARTMENT RESPONSIBILITIES

- a. Designate a person to whom all Contractor communication may be addressed, and who has the authority to act on all aspects of the services. This person will review the SOW and associated documents with the Contractor to ensure understanding of the responsibilities of both parties.
- b. Provide a timely review and approval of information and documentation provided by the Contractor to perform its obligations.

6. PERFORMANCE

The EDD will be the sole judge of the acceptability of all work performed and all work products produced by the Contractor as a result of this SOW. Should the work performed or the products produced by the Contractor fail to meet the EDD conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes (this section 7 shall only apply to the extent that Deliverables are provided by Contractor as part of the Services):

- a. The EDD will notify the Contractor after completion of each phase of service of any acceptance problems by identifying the specific inadequacies and/or failures in the services performed and/or the products produced by the Contractor. The costs related to the rework of unacceptable work products shall not be billed to the EDD.
- b. The Contractor will respond to the EDD by submitting a detailed explanation describing precisely how the identified services and/or products adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to the EDD's initial problem notification within the required time limits may result in immediate termination of the Contract. In the event of such termination, the EDD shall pay all amounts due to the Contractor for all work accepted prior to termination.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

- c. The EDD will notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If the EDD rejects the explanation and/or plan, the Contractor will submit a revised corrective action plan within three (3) State business days of notification of rejection. Failure by the Contractor to respond to the EDD's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate termination of the Contract. In the event of such termination, the EDD shall pay all amounts due to the Contractor for all work accepted prior to termination.
- d. The EDD will notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor. Rejection of the revised corrective action plan will result in immediate termination of the Contract. In the event of such termination, the EDD shall pay all amounts due to the Contractor for all work accepted prior to termination.

7. PROBLEM ESCALATION

The parties acknowledge and agree that certain technical and project-related problems or issues may arise and that such matters shall be brought to the EDD's attention. Problems or issues shall normally be reported in regular status reports. There may be instances, however, where the severity of the problems justifies escalated reporting. To this extent, the Contractor will determine the level of severity and notify the appropriate EDD personnel. The EDD personnel notified, and the time taken to report the problem or issue, shall be at a level commensurate with the severity of the problem or issue. The EDD personnel include, but are not limited to, the following:

First level:

██████████ – Unemployment Insurance Integrity and
Accounting Division

Second level:

██████████ – Unemployment Insurance Deputy
Director

Third level:

██████████ – EDD Chief Deputy Director

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

8. AMENDMENTS

Consistent with the terms and conditions of the original agreement, and upon mutual consent, the EDD and the Contractor may execute amendments to this Agreement, including revisions to Exhibit A – Statement of Work (i.e. objective, project tasks, and deliverables). There shall be options to amend for additional time and funds. No amendment or variation of the terms of this Agreement shall be valid unless made in writing, and agreed upon by both parties and approved, as required. No verbal understanding or agreement not incorporated into the Agreement is binding on any of the parties.

9. CANCELLATION

The EDD may exercise its option to terminate the Contract at any time with 30 calendar days' prior written notice. In the event of such termination, the EDD shall pay all amounts due to the Contractor for all tasks/deliverables accepted prior to termination

10. OTHER CONTRACT CONSIDERATIONS

- a. The Contractor will act as prime contractor under this Contract. In addition to identifying all personnel proposed to work under this Contract, the Contractor shall also identify its subcontractor affiliation, as applicable.
- b. The EDD reserves the right to approve all subcontractors prior to the performance of any work by the subcontractor.
- c. Nothing contained in this Contract shall create any conceptual relationship between the State and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to the EDD for the acts and omissions of its subcontractors and persons either directly or indirectly employed by any of them.
- d. If a subcontractor is a California Certified Small Business (SB) and/or Disabled Veteran Business Enterprise (DVBE), then those amounts paid to certified subcontractors shall be identified on the Contractor's invoice(s).
- e. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.
- f. Military and Veteran Code (MVC) 999.5(d), Government Code (GC) 14841, and California Code of Regulations (CCR) 1896.78(e) requires all Prime Contractor's that had a DVBE firm perform any element of work for a contract to report DVBE information.

**Exhibit A
(Standard Agreement)
STATEMENT OF WORK**

Prime Contractors are required to maintain records supporting the information that all payments to DVBE subcontractor(s) were made. The Prime DVBE Subcontracting form can be found at the following link: https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd_810P.pdf and the instructions can be found at the following link: <https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/File-a-DVBE-Subcontractor-Report#@ViewBag.JumpTo>. Completed forms are to be e-mailed to [REDACTED].

11. FEDERAL TAX ADMINISTRATION REQUIREMENTS

Subject to the Internal Revenue Service (IRS), federal tax information (FTI) requirements, if an unfavorable response is received by the IRS, this contract will be terminated immediately, per General Provisions – Information Technology (GSPD-401), clause 23, Termination for Default.

12. SECURITY AND DATA PROTECTION REQUIREMENTS

The EDD must ensure agreements with state and non-state entities include provisions, which protect and minimize risk to the state when engaging in the development, use, or maintenance of information systems, products, solutions, or services. In accordance with the State Administrative Manual (SAM) Section 5305.8, Exhibit E, Security and Data Protection, California Government Code Section 1044 and Internal Revenue Service Publication 1075, Section 5.1.1, contracted employees who have access to federal tax information (FTI) are required to comply with security requirements as specified under federal and state law.

All currently existing and new contracted employees with access to FTI, will be required to complete and successfully pass a background check. Access to FTI would include, but not be limited to the following access modes:

- ACES
- SCDB
- TOP
- IRS TIN verification website
- Remote access to computers with FTI
- Server data files with FTI
- Audit documents with FTI data
- Form 1099
- Official Personnel Files that include adverse actions with FTI data
- Access to Central Office buildings
- Access to areas with FT

EXHIBIT B
(Standard Agreement)
BUDGET DETAIL AND PAYMENT PROVISIONS

1. PROJECT ACCEPTANCE INVOICING AND PAYMENT

In consideration of satisfactory services performed, the EDD agrees to pay the total amount of this Agreement which shall not exceed Twenty-Five Million Four Hundred Seventy-Six Thousand Three Hundred Forty-Four Dollars and Eighty-Five Cents (\$25,476,344.85).

The invoices must reference the following:

- The EDD Contract Number M62980-7100
- Identifies services provided, service period, unit price (i.e. hourly, monthly), and quantity applicable to the service
- Accurate billing address as stated on the purchase order or contract
- Supplier invoice date
- Company name and remittance address

The invoice, in triplicate, in arrears shall be forwarded to the address shown below:

Employment Development Department
Unemployment Insurance/UIIAD



2. PAYMENT WITHHOLD

If the EDD rejects all or part of the Contractor's work or work product, EDD shall withhold payment for the rejected work or work product and shall notify the Contractor in writing of the reason(s) why the work or work product was rejected. The Contractor shall take appropriate measures to correct the work and demonstrate to the EDD that the Contractor has successfully completed the work before payment can be made.

3. BUDGET CONTINGENCY CLAUSE

It is mutually understood between the parties that this Agreement may have been written before ascertaining the availability of congressional and legislative appropriation of funds, for the mutual benefit of both parties, in order to avoid program and fiscal delays which would occur if the Agreement were executed after that determination was made.

EXHIBIT B
(Standard Agreement)
BUDGET DETAIL AND PAYMENT PROVISIONS

This Agreement is valid and enforceable only if (1) sufficient funds are made available by the State Budget Act of the appropriate State Fiscal Year(s) covered by this Agreement for the purposes of this program; and (2) sufficient funds are made available to the State by the United States Government or by the State of California for the Fiscal Year(s) covered by this Agreement for the purposes of this program. In addition, this Agreement is subject to any additional restrictions, limitations or conditions established by the United States Government and/or the State of California, or any statute enacted by the Congress and Legislature, which may affect the provisions, terms or funding of the Agreement in any manner.

The parties mutually agree that if the Congress and/or Legislature does not appropriate sufficient funds for the program, this Agreement shall be amended to reflect any reduction in funds.

The EDD has the option to terminate the Agreement under the 30-day termination clause or to amend the Agreement to reflect any reduction of funds.

4. CALIFORNIA PROMPT PAYMENT CLAUSE

Payment will be made in accordance with and within the time specified in Government Code section 927, et seq.

**ATTACHMENT B-1
(Standard Agreement)
BUDGET DETAIL**

EDD Contract No. M62980-7100 Am.1
EDD/ Maximus US Services, Inc.
Page 1 of 2

Contract Cost Worksheet

Scenario 1 (5 days/week-8/hours/day for 3.5 Months)

Work Stream Costs	Total Estimated Cost
Subtotal, estimated cost for 3.5 month period of 1/15/21-4/30/21	
Operations & Oversight	
Agent Deployment	\$960,832.77
Agents (175,200 hours)	\$7,108,770.25
Grand total, estimated cost	\$8,170,791.14
Cost Estimate for Overtime (3 add'l hours/day for 3.5 months = 65,700 OT Hours)	\$3,395,920.26
Grand total, estimated cost w/Overtime	\$11,566,711.40

Work Stream Classifications	Hourly Rate	Estimated Hours	Total Cost
Engagement Partner	\$107.91	137	\$14,783.67
Project Manager	\$75.29	550	\$41,409.50
Senior Analyst	\$93.48	1099	\$102,734.52
Analyst	\$75.29	550	\$41,409.50
Agents	\$37.17	0	\$0.00
California-based Agents	\$39.13	175,200	\$6,855,576.00
Agent Supervisor	\$63.88	10,990	\$702,041.20
Program Director	\$129.87	110	\$14,285.70
QA Analyst	\$57.09	3,297	\$188,225.73
Finance Support	\$111.67	275	\$30,709.25
Trainer	\$57.00	1,374	\$78,318.00
Agent Tech Support	\$61.43	1,649	\$101,298.07
Subtotal			\$8,170,791.14

Scenario 2 (5 days/week-8/hours/day for 5 Months)

Work Stream Costs	Total Estimated Cost
Subtotal, estimated cost for 5 month period of 1/15/21-9/6/21	
Operations & Oversight	\$223,594.60
Agent Deployment	\$1,453,467.00
Agents (386,880 hours)	\$16,300,347.01
Grand total, estimated cost	\$17,977,408.61
Cost Estimate for Overtime (3 add'l hours/day for 5 months = 93,600 OT Hours)	\$7,498,936.24
Grand total, estimated cost w/Overtime	\$25,476,344.85

Work Stream Classifications	Hourly Rate	Estimated Hours	Total Cost
Engagement Partner	\$107.74	304	\$32,752.96
Project Manager	\$75.12	1217	\$91,421.04
Senior Analyst	\$93.31	2,434	\$227,116.54
Analyst	\$75.12	1217	\$91,421.04
Agents	\$37.01	0	\$0.00

ATTACHMENT B-1
(Standard Agreement)
BUDGET DETAIL

EDD Contract No. M62980-7100 Am.1
EDD/ Maximus US Services, Inc.
Page 2 of 2

California-based Agents	\$38.96	386,880	\$15,072,844.80
Agent Supervisor	\$63.71	24,335	\$1,550,382.85
Program Director	\$129.70	243	\$31,517.10
QA Analyst	\$56.92	7,301	\$415,572.92
Finance Support	\$111.50	609	\$67,903.50
Trainer	\$56.83	3,042	\$172,876.86
Agent Tech Support	\$61.26	3,650	\$223,599.00
Subtotal			\$17,977,408.61