

**MEMORANDUM**

To: Health Connector Board of Directors  
Cc: Louis Gutierrez, Executive Director  
From: Andrew Egan, General Counsel  
Date: December 6, 2019  
Re: Notification of Upcoming Contracts

**OVERVIEW**

This memorandum provides the Board of Directors with an update regarding contracts not subject to formal vote.

**SUMMARY OF CONTRACTS**

**CUSTOM COMPUTER SPECIALISTS**

The Health Connector is amending its contract with Custom Computer Specialists for the purpose of providing a customized support program consisting of remote network monitoring, management, phone support and on-site support. This approach combines the cost efficiency of remote monitoring and remediation with the service levels of a full-time onsite presence. The contract will be in an amount of \$26,837.04 and an additional \$5,000 will be budgeted to account for unexpected time & material costs.

**TEKIZMA CONTRACTOR/DATA ARCHITECT**

The Health Connector is extending a work order with Tekizma, Inc., for the services of a Data Architect, who will support data architecture, systems development, systems analysis and data warehousing and reporting design and development across the Health Connector’s scope of business. The extension of the work order will cover the period from January 1, 2020 to June 30, 2020. The cost for this work has a not-to-exceed amount of \$145,600.

**TEKZIMA CONTRACTOR SYSTEMS ANALYST/DEVELOPER**

The Health Connector is extending a work order with Tekizma, Inc., for the services of a systems analyst/developer (“developer”). The developer provides technical and systems analysis, design and development work for the Health Connector, which includes the analysis and development of system requirements, systems analysis, program specifications, program design, system development, production support, testing and implementation. The developer also participates in coordinated testing and validation with end users, as necessary. This extension of the work order will cover the period from January 1, 2020 through June 30, 2020. The cost of this work has a not-to-exceed amount of \$104,000.

**MEMBER PERSONAS WORK ORDER**

The Health Connector is executing a work order with CommunicateHealth to create members personas, which are fictional archetypes of a set of people who use the Health Connector’s products or services.

They are based on realistic, research driven descriptions of a typical user of a product or service. Personas are used by organizations like CMS and other service agencies to better serve their constituents. The goal of this effort is to better understand the characteristics, needs, and primary goals of Health Connector members as they relate to a variety of Health Connector web, print, and other information sources. This project will include reviewing existing Health Connector research findings, conducting additional formative research, drafting personas of member audiences, conducting a stakeholder workshop, and providing recommendations for future phases of work with personas. The cost of this project is not to exceed \$85,000. The work will be conducted during the months of December 2019 through April 2020.