

AMENDED MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Andrew Egan, General Counsel
Date: October 6, 2020
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

SHI INTERNATIONAL CORPORATION

In July of 2020, the term of the Health Connector's contract with NTT Data, LLC (NTT) for call center and other services expired. As a result, the Health Connector commenced the process of obtaining copies of its business data from NTT. That data includes NTT's recordings of calls made through its call center on the Health Connector's behalf.

In order to store and have ongoing access and search capabilities with respect to the call recording data for ongoing operations, audit and archival purposes, the Health Connector will enter an agreement with SHI International Corporation ("SHI"), a vendor on the state's statewide agreement for the purchase of software and software as a service. The software as a service, cloud storage, and implementation, migration and training services that the Health Connector will procure from SHI are sold by a company called Verint Systems, Inc. ("Verint") through its intermediary reseller, ISI Telemangement Solutions, LLC.

The Health Connector is entering an agreement for Verint services because NTT recorded and stored the Health Connector's call center data on a Verint system, and the data includes proprietary Verint metadata that, when used in a Verint system, will assist the Health Connector in searching and organizing the data. Use of Verint's services will provide a smoother transition of the data to storage controlled by the Health Connector, and will preserve its integrity. The services required to transition the data and set up the technical relationship with Verint are one time services, while the cloud storage and SaaS relationship with Verint are for a term of three years.

This agreement has a fixed price of \$131,455.