

**STANDARD AGREEMENT AMENDMENT**

STD. 213 A (Rev 6/03)

<input checked="" type="checkbox"/> <b>CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED</b>	<b>7</b>	<b>Pages</b>	AGREEMENT NUMBER	AMENDMENT NUMBER
			<b>12-E9053</b>	<b>A3</b>
			REGISTRATION NUMBER	

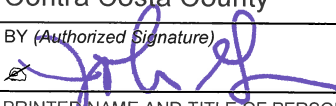

- This Agreement is entered into between the State Agency and Contractor named below:  
STATE AGENCY'S NAME  
**California Health Benefit Exchange**  
CONTRACTOR'S NAME  
**Contra Costa County**
- The term of this Agreement is **February 1, 2013** Through **June 30, 2017**
- The maximum amount of this Agreement after this amendment is: **\$33,754,425.00**  
**Thirty-three million seven hundred fifty-four thousand four hundred twenty-five dollars and no cents**
- 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:

**Purpose:** The purpose of this amendment is to revise Exhibit B by deleting the cost breakdown by fiscal year in Item B.1, updating the mailing address for submitting invoices in Item B.2, and updating the final billing provision in Item F.

- Exhibit B, Budget Detail and Payment Provisions (7 pages), is hereby replaced in its entirety.

All other terms and conditions shall remain the same.

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

<b>CONTRACTOR</b>		<b>CALIFORNIA</b> Department of General Services Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) <b>Contra Costa County</b>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <b>10-6-2015</b>	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>John Gioia, Chair, Board of Supervisors</b>		
ADDRESS <b>40 Douglas Drive, Martinez, CA 94553</b>		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME <b>California Health Benefit Exchange</b>		
BY (Authorized Signature) 	DATE SIGNED (Do not type)	
PRINTED NAME AND TITLE OF PERSON SIGNING <b>LaVonne Coen, Deputy Chief Operations Officer</b>		
ADDRESS <b>1601 Exposition Blvd., Sacramento, CA 95815</b>		
		<input checked="" type="checkbox"/> Exempt per: GC Sec 100505

**EXHIBIT B**  
**(Public Entity Agreement)**

**BUDGET DETAIL AND PAYMENT PROVISIONS**

**A. GENERAL PAYMENT PROVISIONS:**

1. Subject to the Maximum Amount, payments to Contra Costa County for all services provided under the contract shall only be for costs defined in the Approved Line Item Budget (Attachment 1) that are actually incurred in the performance of the Contractor's obligations under this contract. Subject to future adjustments in wage and benefit rates, annual adjustments to which are detailed in the Approved Line Item Budget (Attachment 1), and subject to the Maximum Amount of this Contract, the California Health Benefit Exchange will pay Contra Costa County for all services, work, expenses or costs provided or incurred by the County as identified in the Approved Budget.

Costs for Customer Service Agents (CSAs) will be billed at an hourly rate for actual costs for all time in a pay status. The actual costs include indirect and overhead costs such as benefits, administrative overhead and nonproductive time such as vacation, sick leave and holidays.

CSAs that begin their shift at 7:45 a.m. (and are physically present at the Call Center) in order to ensure they are logged into all systems and available to take calls, emails, and/or chat sessions at 8:00 a.m. shall be considered in pay status and logged on for purposes of payment reimbursement. CSAs will also be allowed 30 minutes following the end of their shifts to end calls, complete any wrap-up activities and log-off of systems. These actions will also be considered in pay status and logged-on activities for purposes of payment reimbursement.

2. Payment for Customer Service Agents, Supervisors, the Call Center Manager, the Call Center Quality Control Manager, the Call Center Training Coordinator, and the Call Center Quality Assurance Monitor shall be for the actual costs, including benefits. Only positions actually filled shall be reimbursed. Subject to Exhibit E, Section F (Force Majeure), the County is entitled to payment for CSAs for time not logged into the Exchange ACD queue if the County's agents are prepared to log in but are unable to do so because the Exchange's technology system is inoperable, through no fault of the County.
3. Pre-approved overtime costs shall be reimbursed at one-and-a-half times the hourly rate of payment for Customer Service Agents and Supervisors.
4. The Exchange shall reimburse the County for reasonable additional operational costs based on the County's actual costs. The County shall provide line-item detail and business justification for all additional operational costs not included in the existing budget.  
Examples of additional costs include:
  - a. Hiring and recruiting efforts
  - b. Facility tenant improvements and maintenance not covered by the facility lease

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- c. Facility furnishings and ergonomic equipment
  - d. Office equipment (other than service center technology that the Exchange is supplying), such as copiers, printers, shredders, etc.
  - e. Facility required for training (if not otherwise provided by the Exchange)
5. The Exchange shall provide, manage, maintain and upgrade, as may be determined necessary by the Exchange call center technologies required to deliver multi-channel and customer service tools on the desktop (e.g., CalHEERS, Customer Relationship Management (CRM) system, Automated Call Distribution (ACD), et al) needed to take and handle customer calls for the Exchange consistent with Exchange enterprise wide standards. The Exchange shall bear the costs to provide and manage the technologies, but shall not reimburse the County for any direct or indirect costs related to the technologies identified in this paragraph.

**B. INVOICING AND PAYMENT**

The Maximum Amount payable under this agreement shall not exceed \$33,754,425. Attachment 1 to Exhibit B – Budget Detail and Cost Worksheet summarizes all costs to be reimbursed by the Exchange.

- 1. For services satisfactorily rendered, and upon receipt and approval of the invoice(s), the Exchange agrees to pay the County for said services identified in the Approved Line Item Budget.
- 2. The County shall submit an invoice by calendar month, 45 days following the end of the month, supported by County financial records to be made available for inspection upon request.
- 3. Invoices shall be submitted in a format consistent with Attachment 3 to Exhibit B and include the Agreement Number and CFDA Code 93.525 and shall be submitted in triplicate not more frequently than monthly in arrears to:

California Health Benefit Exchange  
Attn: Accounts Payable  
1601 Exposition Boulevard  
Sacramento, CA 95815

Any invoices submitted without the above-referenced information may be returned to the County for further re-processing.

4. The State Exchange shall send payments to:

Contra Costa County  
Department of Employment & Human Services  
Attn: Fiscal Unit  
40 Douglas Drive  
Martinez, CA 94553

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**C. FEDERAL FUNDING AND QUALIFIED HEALTH PLAN (QHP) ASSESSMENT CONTINGENCY CLAUSE**

1. If the receipt of federal grant funds and the collection of fees assessed from QHPs are collectively not sufficient to provide the funds for this program, this Agreement shall be of no further force and effect. In this event, the Exchange shall have no liability to pay any funds whatsoever to County or to furnish any other considerations under this Agreement and County shall not be obligated to perform any provisions of this Agreement, under the 90-day cancellation clause in Exhibit D, Section B.
2. The Exchange has the option to invalidate the Agreement under the 90-day cancellation clause in Exhibit D, Section B or to amend the Agreement to reflect any reduction of funds

**D. PROMPT PAYMENT CLAUSE**

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927.

**E. REVIEW**

The California Health Benefit Exchange reserves the right to review service levels and billing procedures as they impact charges against this Agreement.

**F. FINAL BILLING**

Invoices for services must be received by the Exchange within 60 days following the end of the contract term. The final invoice must include the statement "Final Billing."

**G. NONRESIDENT TAX WITHHOLDINGS**

Payments to all nonresidents may be subject to withholding. Nonresident payees performing services in California or receiving rent, lease, or royalty payments from property (real or personal) located in California will have seven percent of their total payments withheld for state income taxes. However, no withholding is required if total payments to the payee are \$1,500 or less for the calendar year.

**H. BUDGET FLEXIBILITY**

While conforming with the Maximum Amount payable under this agreement, line items, as listed in Attachment 1 to Exhibit B, may be adjusted by the County by up to 10 percent per fiscal year without prior approval by the Exchange and must be identified in all subsequent financial reports submitted to the Exchange. The cumulative total of all line item adjustments per fiscal year allowed without prior Exchange approval cannot exceed \$1,000,000. Line item adjustments over 10 percent or cumulative adjustments in excess of \$1,000,000 per fiscal year will require Exchange approval. There must be a business justification for any shifts made and reported to the Exchange. Line item shifts may be requested by either the Exchange or the County in writing and must not increase

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or decrease the total contract amount allocated. Line item shifts in excess of the amount delegated to the County must be approved in writing by the Chief Financial Officers, or his or her designee in the month prior to the month in which it would apply. If the contract is formally amended, any line item shifts agreed to by the parties must be included in the amendment.

**I. MUTUAL FINANCIAL RECONCILIATION**

The parties mutually understand that this Call Center is operated by the County under contract with the Exchange and that the County is specifically prohibited from spending any County General Funds to support the operation of this Call Center.

The County's authorization to enter into this contract with the Exchange requires that the establishment and operations costs are equal to the amount of the reimbursement provided by the Exchange. The parties specifically agree that there will be at least a quarterly process as described in Exhibit D Section G (2) where all costs and reimbursements from the Exchange to the County will be reviewed and any costs under the contract or approved under Section H in this Exhibit (Budget Flexibility) that have not been previously reimbursed by the Exchange, and are not contested, will be reimbursed within 90 days of the completion of the process. Furthermore, if any costs reimbursed by the Exchange that exceeded the County's costs will be credited back to the Exchange on the next subsequent invoice.

At the termination of this contract for any cause, the parties shall reconcile costs and reimbursements and settle any outstanding undisputed amounts within 90 days.

Failure by the Exchange or County to provide such payment is a breach of this contract.

**Exhibit B Attachment 1 – Budget Detail and Cost Worksheet**

**Exhibit B Attachment 2 - Budget Detail & Metrics Worksheet**

**Exhibit B Attachment 3 – Sample Monthly Invoice Template**

# Exhibit B - Attachment 1 - Approved Line Item Budget

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CA Health Benefit Exchange/Contra Costa County

## Covered California Call Center Contract Line Item Budget

Line Item Description				Indirect Cost per FTE	FTEs	Fiscal 14-15 Annual Estimate	CONTRACT			Total Contract	
							FY 14-15 Feb. 2015-June 2015	Fiscal Year 2015-2016 (2% COLA on OH, 3% on S&B)	Fiscal Year 2016-2017 (2% COLA on OH, 3% on S&B)		
<b>Operating Overhead</b>											
1	Office Supplies						\$	16,917	\$ 41,412	\$ 42,240	\$ 100,569
2	Communication/Telephone Charges						\$	2,708	\$ 6,630	\$ 6,763	\$ 16,101
3	Minor Furniture/Office Equipment						\$	6,250	\$ 15,300	\$ 15,606	\$ 37,156
4	Minor Computer Equipment						\$	2,500	\$ 6,120	\$ 6,242	\$ 14,862
5	Rents, Leases, Maintenance - Equipment						\$	6,250	\$ 15,300	\$ 15,606	\$ 37,156
6	Requested Bldg Maintenance-Outside of lease agreement						\$	4,375	\$ 10,710	\$ 10,924	\$ 26,009
7	Employee mileage and travel related expenses						\$	2,500	\$ 6,120	\$ 6,242	\$ 14,862
8	Non-Co. Professional Services						\$	10,417	\$ 25,500	\$ 26,010	\$ 61,927
9	Information Security Charge						\$	2,849	\$ 6,975	\$ 7,114	\$ 16,938
10	Other Telecom Charges						\$	1,667	\$ 4,080	\$ 4,162	\$ 9,909
11	Interdepartmental Charges - Direct						\$	3,750	\$ 9,180	\$ 9,364	\$ 22,294
Countywide Cost Allocation A-87 (billed annually based on actual Call Center FTEs on board))							\$	71,287	\$ 174,510	\$ 178,000	\$ 423,797
12	Liability charges from Risk Management (billed annually based on actual Call Center FTEs on board)						\$	12,117	\$ 29,661	\$ 30,254	\$ 72,032
13	Prorated share of General Admin Support Staff and associated overhead costs - Indirect Cost Rate (ICR) will be billed quarterly based on actual Call Center FTEs						\$ 5,951	184	\$ 1,124,879	\$ 1,158,625	\$ 2,738,553
14	Building Lease						\$	168,575	\$ 404,580	\$ 652,260	\$ 1,225,415
15	<b>Subtotal Overhead Operating Costs &amp; Indirect Overhead Staffing</b>						<b>\$</b>	<b>767,209</b>	<b>\$ 1,880,957</b>	<b>\$ 2,169,413</b>	<b>\$ 4,817,580</b>
<b>Direct Billed Staff</b>											
16	Direct Call Center Clerical Support						3	\$ 87,483	\$ 216,259	\$ 222,747	\$ 526,489
17	Clerical Supervisor with Bldg differential						1	\$ 47,503	\$ 117,427	\$ 120,950	\$ 285,880
18	Secretary for Division Manager & Call Center						1	\$ 29,139	\$ 72,032	\$ 74,193	\$ 175,364
19	Lead Division Manager (Includes a 5% differential)						1	\$ 40,099	\$ 99,125	\$ 102,099	\$ 241,323
20	Customer Svc Agent II						29	\$ 893,366	\$ 2,208,400	\$ 2,274,652	\$ 5,376,419
21	Customer Svc Agent I						70	\$ 1,856,375	\$ 4,588,958	\$ 4,726,627	\$ 11,171,959
22	Customer Svc Agent I-Permanent Intermittent						63	\$ 1,069,103	\$ 2,642,822	\$ 2,722,107	\$ 6,434,032
23	Customer Service Agent Supervisors						12	\$ 548,826	\$ 1,356,698	\$ 1,397,399	\$ 3,302,924
24	Exchange Call Center Quality Assurance Monitor						1	\$ 41,655	\$ 102,971	\$ 106,060	\$ 250,686
25	Exchange Call Center Training Coordinator (SDS)						1	\$ 52,464	\$ 129,691	\$ 133,582	\$ 315,738
26	Exchange Call Center Quality Control Mgr (Division Mgr.)						1	\$ 65,862	\$ 162,810	\$ 167,694	\$ 396,366
27	Exchange Call Center Manager (Division Manager)						1	\$ 76,380	\$ 188,810	\$ 194,475	\$ 459,665
<b>Subtotal Direct Salaries &amp; Benefits</b>							<b>\$</b>	<b>4,808,255</b>	<b>\$ 11,886,005</b>	<b>\$ 12,242,585</b>	<b>\$ 28,936,845</b>
Total Contract by Fiscal Year								\$ 5,575,464	\$ 13,766,962	\$ 14,411,999	\$ 33,754,425

## Exhibit B - Attachment 2 - Budget Detail &amp; Metrics

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CA Health Benefit Exchange/Contra Costa County

Covered California Call Center Contract Line Item Budget				CONTRACT			Total Contract
Line Item Description	Indirect Cost per FTE	FTEs	Fiscal 14-15 Annual Estimate	FY 14-15 Feb. 2015-June 2015	Fiscal Year 2015-2016 (2% COLA on OH, 3% on S&B)	Fiscal Year 2016-2017 (2% COLA on OH, 3% on S&B)	
<b>Operating Overhead</b>							
1 Office Supplies			\$ 40,600	\$ 16,917	\$ 41,412	\$ 42,240	\$ 100,569
2 Communication/Telephone Charges			\$ 6,500	\$ 2,708	\$ 6,630	\$ 6,763	\$ 16,101
3 Minor Furniture/Office Equipment			\$ 15,000	\$ 6,250	\$ 15,300	\$ 15,606	\$ 37,156
4 Minor Computer Equipment			\$ 6,000	\$ 2,500	\$ 6,120	\$ 6,242	\$ 14,862
5 Rents, Leases, Maintenance - Equipment			\$ 15,000	\$ 6,250	\$ 15,300	\$ 15,606	\$ 37,156
6 Requested Bldg Maintenance-Outside of lease agreement			\$ 10,500	\$ 4,375	\$ 10,710	\$ 10,924	\$ 26,009
7 Employee mileage and travel related expenses			\$ 6,000	\$ 2,500	\$ 6,120	\$ 6,242	\$ 14,862
8 Non-Co. Professional Services			\$ 25,000	\$ 10,417	\$ 25,500	\$ 26,010	\$ 61,927
9 Information Security Charge			\$ 6,838	\$ 2,849	\$ 6,975	\$ 7,114	\$ 16,938
10 Other Telecom Charges			\$ 4,000	\$ 1,667	\$ 4,080	\$ 4,162	\$ 9,909
11 Interdepartmental Charges - Direct			\$ 9,000	\$ 3,750	\$ 9,180	\$ 9,364	\$ 22,294
Countywide Cost Allocation A-87 (billed annually based on actual Call Center FTEs on board))			\$ 171,088	\$ 71,287	\$ 174,510	\$ 178,000	\$ 423,797
12 Liability charges from Risk Management (billed annually based on actual Call Center FTEs on board)			\$ 29,080	\$ 12,117	\$ 29,661	\$ 30,254	\$ 72,032
13 Prorated share of General Admin Support Staff and associated overhead costs - Indirect Cost Rate (ICR) will be billed quarterly based on actual Call Center FTEs	\$ 5,951	184	\$ 1,092,116	\$ 455,048	\$ 1,124,879	\$ 1,158,625	\$ 2,738,553
<b>Subtotal Operating Overhead</b>				<b>\$ 598,634</b>	<b>\$ 1,476,377</b>	<b>\$ 1,517,153</b>	<b>\$ 3,592,165</b>
<b>Direct Billed Staff</b>							
16 Direct Call Center Clerical Support		3	\$ 209,960	\$ 87,483	\$ 216,259	\$ 222,747	\$ 526,489
17 Clerical Supervisor with Bldg differential		1	\$ 114,007	\$ 47,503	\$ 117,427	\$ 120,950	\$ 285,880
18 Secretary for Division Manager & Call Center		1	\$ 69,934	\$ 29,139	\$ 72,032	\$ 74,193	\$ 175,364
19 Lead Division Manager (Includes a 5% differential)		1	\$ 96,238	\$ 40,099	\$ 99,125	\$ 102,099	\$ 241,323
<b>Subtotal Direct Billed Staff</b>				<b>\$ 204,225</b>	<b>\$ 504,843</b>	<b>\$ 519,988</b>	<b>\$ 1,229,056</b>
<b>Customer Service &amp; Supervisory Staff</b>							
20 Customer Svc Agent II	29		\$ 2,144,078	\$ 893,366	\$ 2,208,400	\$ 2,274,652	\$ 5,376,419
Customer Svc Agent II Salary			\$ 1,237,349	\$ 515,562	\$ 1,274,469	\$ 1,312,704	\$ 3,102,735
Customer Svc Agent II Benefits			\$ 906,729	\$ 377,804	\$ 933,931	\$ 961,949	\$ 2,273,683
21 Customer Svc Agent I	70		\$ 4,455,299	\$ 1,856,375	\$ 4,588,958	\$ 4,726,627	\$ 11,171,959
Customer Svc Agent I Salary			\$ 2,571,156	\$ 1,071,315	\$ 2,648,291	\$ 2,727,739	\$ 6,447,345
Customer Svc Agent I Benefits			\$ 1,884,143	\$ 785,060	\$ 1,940,667	\$ 1,998,887	\$ 4,724,614
22 Customer Svc Agent I-Permanent Intermittent	63		\$ 2,565,847	\$ 1,069,103	\$ 2,642,822	\$ 2,722,107	\$ 6,434,032
Customer Svc Agent I-Permanent Intermittent Salary			\$ 2,314,702	\$ 964,459	\$ 2,384,143	\$ 2,455,667	\$ 5,804,270
Customer Svc Agent I-Permanent Intermittent Benefits			\$ 251,145	\$ 104,644	\$ 258,679	\$ 266,440	\$ 629,763
23 Customer Service Agent Supervisors	12		\$ 1,317,183	\$ 548,826	\$ 1,356,698	\$ 1,397,399	\$ 3,302,924
Customer Service Agent Supervisors Salary			\$ 760,147	\$ 316,728	\$ 782,951	\$ 806,440	\$ 1,906,119
Customer Service Agent Supervisors Benefits			\$ 557,036	\$ 232,098	\$ 573,747	\$ 590,959	\$ 1,396,805
<b>Subtotal Customer Service &amp; Supervisory Staff</b>				<b>\$ 4,367,670</b>	<b>\$ 10,736,879</b>	<b>\$ 11,120,786</b>	<b>\$ 26,285,334</b>
<b>Customer Service &amp; Supervisory Staff</b>							
24 Exchange Call Center Quality Assurance Monitor	1		\$ 99,972	\$ 41,655	\$ 102,971	\$ 106,060	\$ 250,686
25 Exchange Call Center Training Coordinator (SDS)	1		\$ 125,914	\$ 52,464	\$ 129,691	\$ 133,582	\$ 315,738
26 Exchange Call Center Quality Control Mgr (Division Mgr.)	1		\$ 158,068	\$ 65,862	\$ 162,810	\$ 167,694	\$ 396,366
27 Exchange Call Center Manager (Division Manager)	1		\$ 183,311	\$ 76,380	\$ 188,810	\$ 194,475	\$ 459,665
<b>Subtotal Direct Salaries &amp; Benefits</b>				<b>\$ 236,360</b>	<b>\$ 584,283</b>	<b>\$ 601,811</b>	<b>\$ 1,422,456</b>
<b>Building Lease</b>							
15 Building Lease			\$ 404,580	\$ 168,575	\$ 404,580	\$ 652,260	\$ 1,225,415
<b>Subtotal Building Lease</b>				<b>\$ 168,575</b>	<b>\$ 404,580</b>	<b>\$ 652,260</b>	<b>\$ 1,225,415</b>
<b>Total Contract by Fiscal Year</b>				<b>\$ 5,575,464</b>	<b>\$ 13,766,962</b>	<b>\$ 14,411,999</b>	<b>\$ 33,754,425</b>
<b>Ratio's &amp; Metrics</b>							
<b>Operating Overhead as a percent of CSR &amp; Supervisory Salaries</b>				<b>20.9%</b>	<b>20.8%</b>	<b>20.8%</b>	<b>20.8%</b>
<b>Direct Billed Staff as a percent of CSR &amp; Supervisory Salaries</b>				<b>7.1%</b>	<b>7.1%</b>	<b>7.1%</b>	<b>7.1%</b>
<b>Overall Overhead Allocation</b>				<b>28.0%</b>	<b>27.9%</b>	<b>27.9%</b>	<b>27.9%</b>
Operating Overhead				\$ 1,436,722	\$ 598,634	\$ 1,476,377	\$ 1,517,153
Direct Billed Staff				\$ 490,139	\$ 204,225	\$ 519,988	\$ 1,229,056
CSR & Supervisory Salaries				\$ 6,883,354	\$ 2,868,064	\$ 7,089,855	\$ 17,260,469
Benefit Rate Full Time CSRs				73.3%	73.3%	73.3%	73.3%
Benefit Rate Part Time CSRs				10.8%	10.8%	10.8%	10.8%
Average CSR II Monthly Salary				\$ 3,556	\$ 3,556	\$ 3,662	\$ 3,772
Average CSR I Monthly Salary				\$ 3,061	\$ 3,061	\$ 3,153	\$ 3,247
Average CSR Supervisor Monthly Salary				\$ 5,279	\$ 5,279	\$ 5,437	\$ 5,600
Average CSR I PI Monthly Salary				\$ 2,448	\$ 2,448	\$ 2,521	\$ 2,597
Average CSR II Hourly Salary				\$ 24.24	\$ 24.24	\$ 24.97	\$ 25.72
Average CSR I Hourly Salary				\$ 20.87	\$ 20.87	\$ 21.50	\$ 22.14
Average CSR Supervisor Hourly Salary				\$ 35.99	\$ 35.99	\$ 37.07	\$ 38.18
Average CSR I PI Hourly Salary				\$ 20.87	\$ 20.87	\$ 21.50	\$ 22.15
Yearly Hours Full Time				1,760	733	1,760	4,253
Yearly Hours Part Time				1,407	586	1,407	3,400
Average Hourly Rate for Full Time CSR's & Supervisor's				\$ 26.22	\$ 26.22	\$ 27.01	\$ 27.82
Average Hourly Rate for Part Time CSR's				\$ 20.88	\$ 20.88	\$ 21.50	\$ 22.15
Average Loaded Hourly Rate for Full Time CSR's & Supervisor's				\$ 52.77	\$ 52.77	\$ 54.34	\$ 55.96
Average Loaded Hourly Rate for Part Time CSR's				\$ 28.98	\$ 28.98	\$ 29.84	\$ 30.73
Overall Average Loaded Blended Hourly Rate				\$ 42.21	\$ 42.21	\$ 43.46	\$ 44.75
Full Time CSR's as a percent of CSR Total				44%			

## Exhibit B - Attachment 3 - Sample Monthly Invoice Template

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CA Health Benefit Exchange/Contra Costa

## Covered California Call Center Contract

Month Ending June 30, 2015

			CONTRACT TO DATE		
Line Item Description	Positons	FTEs	Current Month Charges	State Fiscal Year-to-Date	Contract To-Date
<b>Operating Overhead</b>					
1 Office Supplies			\$ 3,368	\$ 20,208	\$ 60,625
2 Communication/Telephone Charges			\$ 542	\$ 3,250	\$ 9,750
3 Minor Furniture/Office Equipment			\$ 1,250	\$ 7,500	\$ 22,500
4 Minor Computer Equipment			\$ 500	\$ 3,000	\$ 9,000
5 Rents, Leases, Maintenance - Equipment			\$ 1,250	\$ 7,500	\$ 22,500
6 Requested Bldg Maintenance-Outside of lease agreement			\$ 875	\$ 5,250	\$ 15,750
7 Employee mileage and travel related expenses			\$ 500	\$ 3,000	\$ 9,000
8 Non-Co. Professional Services			\$ 2,083	\$ 12,500	\$ 37,500
9 Information Security Charge			\$ 570	\$ 3,419	\$ 10,257
10 Other Telecom Charges			\$ 333	\$ 2,000	\$ 6,000
11 Interdepartmental Charges - Direct			\$ 750	\$ 4,500	\$ 13,500
Countywide Cost Allocation A-87 (billed annually based on actual Call Center FTEs on board)			\$ 14,257	\$ 85,544	\$ 256,632
13 Liability charges from Risk Management (billed annually based on actual Call Center FTEs on board)			\$ 2,423	\$ 14,540	\$ 43,619
Prorated share of General Admin Support Staff and associated overhead costs - Indirect Cost Rate (ICR) will be billed quarterly based on actual Call Center FTEs		184	\$ 91,010	\$ 546,058	\$ 1,638,173
<b>Subtotal Operating Overhead</b>			<b>\$ 119,712</b>	<b>\$ 718,269</b>	<b>\$ 2,154,807</b>
<b>Direct Billed Staff</b>					
16 Direct Call Center Clerical Support	3		\$ 17,497	\$ 104,980	\$ 314,940
17 Clerical Supervisor with Bldg differential	1		\$ 9,501	\$ 57,004	\$ 171,011
18 Secretary for Division Manager & Call Center	1		\$ 5,328	\$ 34,967	\$ 104,901
19 Lead Division Manager (Includes a 5% differential)	1		\$ 8,020	\$ 48,119	\$ 144,357
<b>Subtotal Direct Billed Staff</b>			<b>\$ 40,845</b>	<b>\$ 245,070</b>	<b>\$ 735,209</b>
<b>Customer Service &amp; Supervisory Staff</b>					
20 Customer Svc Agent II	29	29	\$ 178,673	\$ 1,072,039	\$ 3,216,117
Customer Svc Agent II Salary			\$ 103,112	\$ 618,675	\$ 1,856,024
Customer Svc Agent II Benefits			\$ 75,561	\$ 453,365	\$ 1,360,094
Customer Svc Agent II Hours			147	\$ 880	\$ 2,640
21 Customer Svc Agent I	70	70	\$ 371,275	\$ 2,227,650	\$ 6,682,949
Customer Svc Agent I Salary			\$ 214,263	\$ 1,285,578	\$ 3,856,734
Customer Svc Agent I Benefits			\$ 157,012	\$ 942,072	\$ 2,826,215
Customer Svc Agent I Hours			147	\$ 880	\$ 2,640
22 Customer Svc Agent I-Permanent Intermittent	79	63	\$ 213,821	\$ 1,282,924	\$ 3,848,771
Customer Svc Agent I-Permanent Intermittent Salary			\$ 192,892	\$ 1,157,351	\$ 3,472,053
Customer Svc Agent I-Permanent Intermittent Benefits			\$ 20,929	\$ 125,573	\$ 376,718
Customer Svc Agent I - PI Hours			117	\$ 704	\$ 2,111
23 Customer Service Agent Supervisors		12	\$ 109,765	\$ 658,592	\$ 1,975,775
Customer Service Agent Supervisors Salary			\$ 63,346	\$ 380,074	\$ 1,140,221
Customer Service Agent Supervisors Benefits			\$ 46,420	\$ 278,518	\$ 835,554
Customer Svc Agent Supervisors Hours			147	\$ 880	\$ 2,640
<b>Subtotal Customer Service &amp; Supervisory - Staff Salaries &amp; Benefits</b>			<b>\$ 873,534</b>	<b>\$ 5,241,204</b>	<b>\$ 15,723,611</b>
<b>Subtotal Customer Service &amp; Supervisory - Hours</b>			<b>557</b>	<b>3,344</b>	<b>10,031</b>
<b>Customer Service &amp; Supervisory Staff</b>					
24 Exchange Call Center Quality Assurance Monitor	1		\$ 3,331	\$ 49,986	\$ 149,958
25 Exchange Call Center Training Coordinator (SDS)	1		\$ 10,493	\$ 62,957	\$ 188,871
26 Exchange Call Center Quality Control Mgr (Division Mgr.)	1		\$ 13,172	\$ 79,034	\$ 237,102
27 Exchange Call Center Manager (Division Manager)	1		\$ 15,276	\$ 91,656	\$ 274,967
<b>Subtotal Direct Salaries &amp; Benefits</b>			<b>\$ 47,272</b>	<b>\$ 283,633</b>	<b>\$ 850,898</b>
<b>Overtime - Customer Service &amp; Supervisory Staff</b>					
Customer Service Agent OT Salary			\$ -	\$ -	\$ -
Customer Service Agent OT Benefits			\$ -	\$ -	\$ -
<b>Subtotal OT Salaries &amp; Benefits</b>			<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Subtotal OT Hours</b>			<b>-</b>	<b>-</b>	<b>-</b>
<b>Building Lease</b>					
15 Building Lease			\$ 33,715	\$ 202,290	\$ 606,870
<b>Subtotal Building Lease</b>			<b>\$ 33,715</b>	<b>\$ 202,290</b>	<b>\$ 606,870</b>
<b>Total</b>			<b>\$ 1,115,077</b>	<b>\$ 6,690,465</b>	<b>\$ 20,071,394</b>