

Exhibit A, Attachment III – Scope of Work Turnover

1.0 TURNOVER

1.1 OVERVIEW

This section provides the Contractor with the requirements, activities, due dates and quality assurance levels necessary to perform Turnover activities for the transfer of the Health Care Options (HCO) Operation responsibilities in this Contract to a successor contractor and/or to the California Department of Health Care Services (DHCS) in the period leading up to the Contract Termination Date (CTD).

The complete adherence to the requirements stated herein provides the DHCS with assurance that the Contractor shall continue to meet all HCO Operation requirements during the Turnover phase, while successfully transferring all HCO Program responsibilities to the successor contractor (and/or to DHCS).

The objectives of Turnover requirements include, but are not limited to:

1. Guide the Contractor in transferring all HCO Operations to the successor contractor;
2. Ensure a smooth transition of HCO Operations to the successor contractor (and/or DHCS);
3. Establish a Turnover Schedule for the Contractor to comply with the requirements set forth in this section and, where appropriate, coordinate with related and/or dependent activities with the successor contractor;
4. Establish the procedures the Contractor shall use to submit Turnover Deliverables to the DHCS for review and approval; and
5. Ensure that Turnover activities are scheduled, accurate and as transparent as possible to applicants, beneficiaries, health plans, and DHCS.

1.2 GENERAL REQUIREMENTS

1. Turnover activities shall commence twelve (12) months prior to the Last Day of Operations (LDO).
2. Turnover Activities shall conclude:
 - a. At Contract Termination Date (CTD), three (3) months following the Last Day of Operations, and
 - b. When DHCS provides written approval that Turnover requirements have been satisfactorily completed.
3. Dates, frequencies and/or timeframes stated in Exhibit A, Attachment III - Turnover may need to be adjusted to accommodate changing circumstances during the Turnover process. Any changes to dates, frequencies or timeframes must be approved by DHCS prior to implementation.

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4. Any changes to deliverable requirements must be approved by DHCS prior to implementation.
5. The Contractor shall employ quality assurance measures throughout Turnover as required in Exhibit A, Attachment II, Section 4, Quality Management Program.
6. Turnover Deliverables
 - a. All Turnover deliverables, including, but not limited to data and information submitted by the Contractor, shall be accompanied by C-letter, signed by the Contractor Representative or an appointed designee, certifying that the supplied materials are current, accurate, and complete.
 - b. Turnover deliverables shall be submitted in .pdf format and an editable format (.docx, .xlsx, .ppt) as specified by DHCS
 - c. DHCS or the Contractor may request a pre-meeting prior to the development of a Deliverable Expectation Document (DED) or a deliverable to confirm requirements, objectives, format or content of a deliverable. Any deliverable meetings or walkthroughs shall not impact the deliverable due date.
 - d. Upon DHCS request, the Contractor shall submit a Deliverable Expectation Document (DED) to DHCS in advance of the deliverable due date. The DED can be used to verify the deliverable format, content and detail level meets DHCS expectations. The request or submission of a DED shall not impact the deliverable due date.
 - e. DHCS may require a draft version of a specific deliverable be provided to DHCS prior to formal submission. The request or submission of a draft shall not impact the deliverable due date.
 - f. DHCS or the Contractor may request a walkthrough of the deliverable. Any deliverable meetings or walkthroughs shall not impact the deliverable due date.
 - g. The Contractor shall allow at least ten (10) business days for DHCS review and approval of Turnover deliverables, prior to implementing and/or performing those required Turnover activities. If DHCS determines that ten (10) business days is not sufficient time for review and approval of Turnover deliverables, the time allotted for DHCS review shall be increased accordingly.
 - h. Deliverables must be submitted to DHCS by 10 a.m. PST. The ten (10) business day review cycle starts the following business day after submission of the deliverable.
 - i. DHCS may require that corrections or revisions be made to each deliverable. The Contractor shall have ten (10) business days from the date DHCS

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requests revision(s) to correct and resubmit unaccepted deliverables to DHCS.

- j. The Contractor shall ensure that all DHCS approved revisions to deliverables and milestones are incorporated into the Turnover Work Plan (TWP) within five (5) business days of DHCS approval of the revision(s).
- k. DHCS shall have the authority to approve or disapprove all Turnover Deliverables. DHCS also retains the authority to disapprove the early or late submission of Turnover Deliverables, in relation to the date due per the Turnover Schedule.

7. Turnover Meetings

- a. For any meetings related to Turnover activities that are attended by both DHCS and Contractor staff, the Contractor shall:
 - i. Create and distribute meeting artifacts by 10 a.m. PST, one (1) business day prior to meeting or as directed by DHCS.
 - ii. Record decisions, discussions, and action items, and distribute to all invitees and attendees within one (1) business day of meeting.

1.2.1 CONTINUED CONTRACT COMPLIANCE

- 1. The Contractor shall continue to meet all requirements appearing in this Contract until all HCO Operations have been fully turned over to the successor contractor.
- 2. The functions that shall continue without interruption or modification until final turnover of Operations include, but are not limited to, the following:
 - a. Maintenance of beneficiary history records. All beneficiary history records shall be kept fully current up to and including the point in time when the history records are turned over to the successor contractor.
 - b. Maintenance of staffing levels consistent with workload. Encouraging and/or incentivizing staff to remain on the job during Turnover.
 - c. Records disposal. This Contract authorizes the Contractor to obtain approval to dispose of certain categories of HCO Program records in its possession. The Contractor shall obtain the necessary written approvals from the DHCS, and dispose of all designated records, in keeping with applicable contractual requirements and conditions imposed in the written approvals received.
- 3. Unless otherwise specified, required deliverables that are unrelated to Turnover, but which have submission dates during Turnover, shall continue to be submitted on schedule. The inception of Turnover shall not itself affect the submission of any non-Turnover related deliverables. The Contractor may request that the DHCS waive one or more deliverable requirements that are

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unrelated to Turnover, but submission of all such deliverables shall continue on schedule unless or until the DHCS issues a formal written waiver.

1.3 ASSUMPTIONS AND CONSTRAINTS

1. If the DHCS exercises its option to extend this Contract beyond the base Contract years, the Turnover period shall be delayed for a commensurate period of time.
2. Turnover requirements may be altered, Is the sole discretion of DHCS. If altered, the DHCS shall notify the Contractor through the use of C-Letters, and verbally during ongoing Turnover meetings.
3. The order of Turnover events, described in this section, and some of the events themselves may be adjusted by the DHCS from those required in this Contract. If any adjustments result in increased workload that is not included in the Contract bid price for the Turnover period and its activities, the Contractor shall be required to notify the DHCS in writing of the need for adjustment, and shall provide all documentation to substantiate the increased workload. The DHCS shall review such documentation and may alter the reimbursement, if the DHCS determines it to be necessary.

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1.4 TURNOVER PHASES

Turnover activities, deliverables and milestones have been grouped into Turnover Phases. Phases may overlap or run concurrently. The table below identifies the phase, its timeframe relative to Last Day of Operations (LDO), and the high-level objectives of each phase.

Phase And	Timeframe	High-level Objectives
Turnover Start-up	Start: Twelve (12) months prior to LDO End: Eleven (11) months prior to LDO	<ul style="list-style-type: none"> Establish baseline Turnover reporting, and infrastructure for Turnover activities Initial submission of recurring deliverables Submit copies of all HCO manuals
LDO Preparation	Start: Eleven (11) months prior to LDO End: Four (4) months prior to LDO	<ul style="list-style-type: none"> Facility Tours Coordinate Personnel transfers/release dates Set up Two-Way file transfer as directed by DHCS to send/receive files from successor contractor Initiate and perform Takeover-Turnover dependent activities (receive manuals + software + equipment + files)
Turnover Training	Start: Nine (9) months prior to LDO End: Seven (7) months prior to LDO Est Duration: six (6) wks.	<ul style="list-style-type: none"> Conduct training by Contractor for DHCS and successor contractor
Turnover Testing Support	Start: Eight (8) months prior to LDO Estimated Duration: 18 wks.	<ul style="list-style-type: none"> Run coordinated parallel testing with successor contractor Provide support to DHCS and Successor Contractor as directed by DHCS during successor contractor Takeover testing
Pre-LDO and Turnover Phase-out	Start: Four (4) months prior to LDO End: Two (2) wks. prior to LDO	<ul style="list-style-type: none"> Update and finalize LDO-related activities in Turnover Plan Provide support to DHCS and Successor Contractor as directed by DHCS Establish LDO monitoring
LDO	Start: Two weeks (2) prior to LDO End: Two (2) weeks	<ul style="list-style-type: none"> Transfer final set of files, equipment, manuals to successor contractor Transfer misdirected mail, faxes, emails, calls and deliveries to successor

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Phase And	Timeframe	High-level Objectives
	after LDO	contractor <ul style="list-style-type: none"> • Continued Turnover status reporting to DHCS • Transfer Operations to successor contractor
Post-LDO and Turnover Closeout	Start: 1 day after LDO End: Contract Term Date (3 months after LDO)	<ul style="list-style-type: none"> • Monitor and report on post-LDO and Turnover Activities based on Turnover Plan • Complete residual Turnover requirements • Receive approval from DHCS that Turnover is complete

1.5 TURNOVER SCHEDULE

1. The Turnover Schedule below provides a summary, by Turnover phase, of the milestones, deliverables and tasks identified in this Turnover section.
2. Recurring Turnover deliverables are identified with “(R)” after the deliverable name in the table below. Only the initial submission of the deliverable is identified in the table below. Recurring deliverables are defined only as recurring by a specific timeframe (weekly, monthly). Situational recurrence is not identified in this section; for example, if an organizational change requires revised deliverables be submitted DHCS, those deliverables are not identified with an “(R)”. Timeframes are provided in deliverable-specific requirements later in this Turnover section.

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CATEGORY	DELIVERABLE or MILESTONE
PHASE: TURNOVER START-UP	
Turnover Project Management (Turnover Section 2.0)	Twelve (12) months prior to LDO: <ul style="list-style-type: none"> • Assemble Turnover Management Team • Submit Turnover Management Team name, resumes, roles and responsibilities • Submit Turnover Work Plan (R) • Submit Turnover Project Control and Reporting Deliverables and Process (R) • Submit Project Control and Reporting Deliverables and Process (R) • Submit updated Turnover Work Plan (R) Eleven (11) months prior to LDO: <ul style="list-style-type: none"> • Submit Turnover Communication Management Plan (R) • Submit Issue and Risk Management Plan (R) • Implement Issue and Risk Tracking System
Turnover Requirements – Operations (Turnover Section 5.0)	Twelve (12) months prior to LDO: <ul style="list-style-type: none"> • Submit current inventory of all supplies and HCO informing materials (R) • Submit list of PO boxes, phone numbers, facsimile numbers and related information • Submit current inventory list of all files • Submit manual and documentation maintenance methodology • Submit inventory list of all manuals and related documentation (R) • Submit complete set of manuals and related documentation (R)
Turnover Requirements – Other (Turnover Section 6.0)	Twelve (12) months prior to LDO: <ul style="list-style-type: none"> • Submit job roster (R) • Coordinate job seminars with successor contractor • Provide access to computer center for designated DHCS staff • Submit cost reimbursed hardware, software and equipment list • Submit Turnover Administrative Procedures Manual (R)

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PHASE: LDO PREPARATION	
Turnover Training (Turnover Section 3.0)	Six (6) weeks prior to Turnover Training: <ul style="list-style-type: none"> • Submit Turnover Training Plan
Turnover Requirements – Operations (Turnover Section 5.0)	<p>Eleven (11) months prior to LDO:</p> <ul style="list-style-type: none"> • Submit proposed Master Index of Records format <p>Ten (10) months prior to LDO:</p> <ul style="list-style-type: none"> • Submit reports inventory • Submit operational performance statistics as requested by DHCS (R) • Submit Master Index of Records (R) <p>As required through successor contractor File Transfer Schedule:</p> <ul style="list-style-type: none"> • Transfer files to DHCs and/or successor contractor <p>Four (4) weeks after receipt of successor contractor Takeover Two-way File Transfer Implementation Plan:</p> <ul style="list-style-type: none"> • Submit Turnover Two-way File Transfer Implementation Plan
Turnover Requirements – Operations (Turnover Section 6.0)	<p>Eleven (11) months prior to LDO:</p> <ul style="list-style-type: none"> • {and as requested) Conduct facility tours (R) <p>Ten (10) months prior to LDO:</p> <ul style="list-style-type: none"> • Submit configuration documentation
PHASE: TURNOVER TRAINING	
Turnover Training (Turnover Section 4.0)	<p>Nine (9) months prior to LDO:</p> <ul style="list-style-type: none"> • Conduct Turnover Training <p>During Turnover Training:</p> <ul style="list-style-type: none"> • Submit Turnover Training Progress Report (R) • Submit Turnover Training Evaluations (R) • Turnover Training Sign-up and Attendance list (R)
PHASE: TURNOVER TESTING SUPPORT	
Turnover Testing Support (Turnover Section 4.0)	<p>In preparation and during successor contractor Takeover testing:</p> <ul style="list-style-type: none"> • Provide testing support as requested • Provide files and documentation as requested • Provide statistics as requested by DHCS
PHASE: PRE-LDO and TURNOVER PHASE-OUT	
Turnover Requirements – Operations (Turnover Section 5.0)	<p>As required through successor contractor File Transfer Schedule:</p> <ul style="list-style-type: none"> • Transfer files to DHCs and/or successor contractor

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<p>Pre-LDO (Turnover Section 7.0)</p>	<ul style="list-style-type: none"> • Implement monitoring activities • Coordinate dependent activities with DHCS and successor contractor <p>Four (4) months prior to LDO</p> <ul style="list-style-type: none"> • Submit Turnover Phase-out Plan
<p>PHASE: LDO</p>	
<p>Turnover Requirements – Operations (Turnover Section 5.0)</p>	<p>Through LDO Phase:</p> <ul style="list-style-type: none"> • Monitor and provide status to DHCS <p>Two (2) weeks prior to LDO:</p> <ul style="list-style-type: none"> • Submit all Medi-Cal publications <p>At LDO:</p> <ul style="list-style-type: none"> • Submit remaining inventory of all cost-reimbursed HCO informing materials • (or as directed by DHCS) Submit the body of records identified in the Master Index of Records <p>As required through successor contractor File Transfer Schedule:</p> <ul style="list-style-type: none"> • Transfer files to DHCs and/or successor contractor
<p>Last Day of Operations Phase (Turnover Section 8.0)</p>	<ul style="list-style-type: none"> • Transfer HCO Operations to successor contractor • Transfer unprocessed forms. Program records and update files to successor contractor • Transfer all cost-reimbursed software and equipment to successor contractor • Transfer all associated software, supplies, operating manuals, maintenance agreements to successor contract • Transfer all network communication • Transfer all reporting • Submit any updated information. Deliverables • Provide LDO-reporting to DHCS
<p>PHASE: POST-LDO and TURNOVER CLOSEOUT</p>	
<p>Turnover Requirements – Operations (Turnover Section 5.0)</p>	<p>As required through successor contractor File Transfer Schedule:</p> <ul style="list-style-type: none"> • Transfer files to DHCS and/or successor contractor
<p>Post-LDO Requirements (Turnover Section 9.0)</p>	<ul style="list-style-type: none"> • Provide Post-LDO reporting to DHCS • Complete Post-LDO and Turnover closeout requirements

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2.0 TURNOVER PROJECT MANAGEMENT

1. This section provides Contractor requirements on elements of Turnover Project Management including:
 - a. Turnover Project Management Team
 - b. Turnover Work Plan
 - c. Turnover Communication Management
 - d. Turnover Issue and Risk Management
 - e. Turnover Project Control and Reporting Process

2. The Contractor may, with DHCS approval, implement or utilize additional Project Management tools and processes to better manage Turnover activities.

2.1 TURNOVER PROJECT MANAGEMENT TEAM

Twelve (12) months prior to LDO, the Contractor shall:

1. Assemble a Turnover Management Team to lead the Contractor's Turnover activities. The Turnover Management Team must include, at a minimum, the following:
 - a. One (1) individual designated as the Turnover Project Manager. The individual shall be fully dedicated to this role for the entire Turnover Project and not serve in other capacities. The Turnover Project Manager shall be responsible for ensuring that all Turnover requirements are met, and shall serve as the Contractor's liaison to DHCS for the entire Turnover Project.
 - b. One (1) individual as the Information Security Officer (ISO) that meets the requirements identified in Exhibit E – Additional Provisions.
 - c. One (1) individual designated as the Privacy Officer (PO) that meets the requirements identified in Exhibit E – Additional Provisions.

2. Submit to DHCS for review and approval:
 - a. The names and résumés, roles and responsibilities of each Turnover Management Team member.
 - b. Identify any changes to the Turnover Management Team from what was in the Contractor's Narrative Proposal. All changes are subject to the same requirements as set forth in Exhibit E, Additional Provisions.

3. DHCS reserves the right to review and approve the appointment of the Turnover Manager and any other member of the Takeover Management Team, as well as to instruct the Contractor to make changes in the Takeover Manager position and/or Takeover Management Team anytime during Takeover.

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2.2 TURNOVER WORK PLAN (TWP)

2.2.1 REQUIREMENTS

1. **Twelve (12) months prior to LDO**, the Contractor shall create the Turnover Work Plan (TWP) and submit to DHCS for review and approval.
2. The Contractor shall make the TWP fully accessible to DHCS at any time.
3. The Contractor shall maintain the TWP throughout the Turnover Phase.
4. The Contractor shall submit a final version of the TWP as part of Turnover Closeout.
5. The TWP shall include the following components:
 - a. A narrative that demonstrates the Contractor understands the responsibilities, tasks, sequence and timing of tasks that require coordination with Takeover tasks performed by the successor contractor.
 - b. A comprehensive schedule of tasks that reflect all of the Turnover deliverables identified within this Section. The comprehensive schedule shall detail all contractual requirements, deliverables, milestones and required DHCS approvals and dependent activities with the successor contractor.
 - c. A Work Breakdown Structure (WBS) code used to identify all processes and work performed during Turnover.
 - d. Clear identification of all contractually defined deliverables, milestones, walkthroughs, and DHCS approvals.
 - e. Ensure that, upon completion, it meets all applicable Contract requirements.
 - f. Ensure that all required DHCS review and written approval steps can be completed without creating scheduling delays.
 - g. A Gantt (or equivalent) chart to graphically depict all Turnover activities. This chart shall be submitted two (2) weeks after CED and shall meet the following requirements:
 - i. Utilize Precedence Diagramming Methods to graphically illustrate the dependencies and precedence relationships between/among all Turnover activities.
 - ii. Clearly identify the beginning and end dates, as well as the duration, of all tasks.
 - iii. Clearly identify all critical paths (sets of task dependencies that, if not kept on schedule, will delay the final completion date).

2.3 TURNOVER COMMUNICATION MANAGEMENT

The objective of Turnover Communication Management is to identify the processes, methods, artifacts, recipients and repository for all Turnover Project information and ensure industry best practices are utilized in Turnover Communication.

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2.3.1 TURNOVER COMMUNICATION MANAGEMENT PLAN

1. **Eleven (11) months prior to LDO**, the Contractor shall create and submit to DHCS for review and approval a Turnover Communication Management Plan.
2. At DHCS request anytime during Turnover, the Contractor shall review and update the Turnover Communication Management Plan and submit to DHCS review and approval.
3. The Turnover Communication Management Plan shall be maintained through the Post-AOO and Turnover Closeout Phase.
4. Any updates to the Turnover Communication Management Plan shall be submitted to DHCS for review and approval.
5. The Turnover Communication Management Plan shall be based on industry best practices.

2.4 TURNOVER RISK AND ISSUE MANAGEMENT

The objective of Turnover Risk and Issue Management is to identify the processes, methods, artifacts, recipients and repository for identification, tracking and reporting of Turnover project issues and risks.

2.4.1 TURNOVER RISK AND ISSUE MANAGEMENT PLAN

1. **Twelve (12) months prior to LDO**, the Contractor shall create and submit to DHCS for review and approval a Turnover Risk and Issue Management Plan.
2. The Contractor shall submit any updates to the Turnover Risk and Issue Management Plan to DHCS for review and approval.
3. At DHCS request anytime during Turnover, the Contractor shall review and update the Turnover Risk and Issue Management Plan and submit to DHCS review and approval.
4. The Turnover Risk and Issue Management Plan shall be maintained through the Post LDO and Turnover Closeout Phase.
5. Any updates to the Turnover Risk and Issue Management Plan shall be submitted to DHCS for review and approval.
6. The Turnover Risk and Issue Management Plan shall be based on industry best practices and contain, but not be limited to a narrative description of Turnover Risk and Issue Tracking and Reporting System that includes:
 - a. Information and process flow of the Turnover Risk and Issue Tracking and Reporting System

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- b. Fields and field values used to identify and track issues
- c. Reporting capabilities

2.4.2 TURNOVER RISK AND ISSUE TRACKING

1. **Twelve (12) months prior to LDO**, the Contractor shall implement the Turnover Risk and Issue Tracking and reporting system.
2. The Contractor shall ensure DHCS has full access to all components of the Turnover Risk and Issue tracking and reporting system. Full access is defined as ability to read, add, update any issue, export data and produce reports.
3. Risk and Issue reporting shall be part of the Turnover Weekly Progress Reporting described in the Exhibit A, Attachment III Turnover, Section 2.5 Turnover Project Control and Reporting Process (PCRPP).
4. The Contractor shall submit the final version of the Turnover Risk and Issue tracking and reporting system during Turnover Closeout.

2.5 TURNOVER PROJECT CONTROL AND REPORTING PROCESS (PCRPP)

1. The Contractor shall utilize a Project Control and Reporting Process (PCRPP) to advise DHCS of progress in meeting goals and schedules contained in the TWP.
2. This PCRPP reporting mechanism shall begin **twelve (12) months prior to LDO** and applies bi-weekly (every two weeks) thereafter until DHCS provides written notification that the Turnover Phase is complete.
3. For all reports in the PCRPP the Contractor shall:
 - a. Submit in a DHCS approved format.
 - b. Verify all information is current at time of report submittal.
 - c. Provide dashboard-level reporting for Executive Staff.
4. The PCRPP shall consist of the following components:
 - a. Bi-weekly progress meetings attended by the Contractor and DHCS. The frequency may change based on DHCS direction.
 - b. Bi-weekly progress reports shall contain items to be discussed at each meeting. These reports shall include, at a minimum, the following:
 - i. Attendees scheduled for upcoming meeting.
 - ii. Progress of each task and/or activity, as applicable for that period of time.

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- iii. Topics of general discussion.
 - iv. Action items and decisions made at the previous Bi-weekly meeting.
 - v. Problem(s) encountered, resolution(s) proposed for each problem, projected completion date of problem resolution(s), current and/or actual status of problem resolution(s), and DHCS and the Contractor contact person(s) and phone number(s).
 - vi. Planned activities for the next two (2) reporting periods.
 - vii. Status of contractually required deliverables, milestones, and walkthroughs scheduled in the TWP.
 - viii. A list of all deliverables, milestones, and DHCS approvals that are behind schedule.
 - ix. Verification by the Quality Assurance Unit that the Turnover tasks are completed within the required time frames and in accordance with Contract provisions as stated in Exhibit A, Attachment II, Operations.
 - x. A list of missing files, deliverables and/or processes that should have been transferred to the Successor Contractor as part of its Takeover activities and an adjunct list of inaccurate files and/or programs transferred to the Successor Contractor as part of its Takeover activities.
 - xi. Risk and Issue status
 - xii. Any other information deemed necessary by the Contractor or required by DHCS.
- c. Bi-weekly Deliverable Status (BWDS) Report, in the form of a Gantt (or equivalent) chart, shall be submitted in a DHCS-approved format. The BWDS report shall include the status of deliverables, milestones, walkthroughs and DHCS approvals. The BWDS shall be used by the Contractor and DHCS for tracking the status of Turnover deliverables. The BWDS shall include the following items:
- i. WBS Number - The number that the Contractor has assigned to the deliverable and/or activity required in the TWP.
 - ii. Description - Brief description of the deliverable and/or activity.
 - iii. Date Delivered - The actual date that the deliverable was submitted to DHCS for review and approval.

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- iv. Original Due Date - Initially, this shall be the due date originally submitted in the Contractor's TWP. Subsequent submittals shall provide the updated or most recently DHCS approved assigned due date.
 - v. Days Early and/or Late - The number of days the deliverable was submitted either late (- days) or early (+ days).
 - vi. Date Approved, Disapproved, or Conditionally Approved - The date DHCS either: Approved (A), Disapproved (D) or Conditionally Approved (C) the deliverable.
 - vii. Resubmission Due Date - If disapproved or conditionally approved, this field shall reflect the new due date set by DHCS. There will be as many entries in this column as disapprovals, or conditional approvals provided by DHCS.
 - viii. Date Resubmitted – The date resubmitted to DHCS for review.
 - ix. Date Approved, Disapproved, or Conditionally Approved - The date DHCS approves, disapproves, or conditionally approves the resubmitted deliverable.
 - x. Remarks – Free-form comments space allowing up to one-hundred twenty (120) characters.
- d. Bi-weekly Deliverable Exception (BWDE) Report. This report, in the form of a Gantt (or equivalent) chart, shall extract those deliverables, milestones, walkthroughs, and DHCS approvals/disapprovals from the WDS Report that are past due. The format shall be in the same format as the WDS Report.

3.0 TURNOVER TRAINING

This section describes the Contractor's responsibilities for the development and delivery of Turnover Training for DHCS and successor contractor staff.

The objective of Turnover Training is for the Contractor to provide subject-specific information to authorized DHCS and successor contractor staff in a classroom-style setting to enable a successful transfer of Operations and Contract-related activities. Turnover Training includes the development of a comprehensive Training Plan, Training preparation, classroom training, status and progress reporting of tasks as it relates to the Turnover Training Plan.

3.1 REQUIREMENTS

The Contractor shall:

1. **Six (6) weeks prior to the start of Turnover Training**, submit to DHCS for review and approval a Turnover Training Plan, describing plans and materials to conduct required training of the successor contractor's management, supervisors and

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technical staff, as well as the DHCS staff, as necessary. Requirements for the Training Plan are listed separately in Exhibit A, Attachment III – Turnover, Section 3.0

2. **Nine (9) months prior to LDO**, conduct Turnover Training based on the approved Turnover Training Plan.
3. Develop a Turnover Training schedule so that Training can be completed **within 6 weeks**, unless otherwise directed by DHCS.
4. Develop the training session signup process.
5. Provide space, materials and equipment for training DHCS and the successor contractor staff.
6. Conduct training within a fifteen (15) mile radius (as determined by freeway access) of the State of California Capitol Building in Sacramento, unless another location is approved by DHCS.
7. Limit class size to twenty (20) participants, unless otherwise directed by DHCS.
8. Ensure all training materials shall be based on the complete and current documentation required under this Contract.
9. **Within three (3) days after a Turnover training session has completed**, have the evaluations, attendance and variances between registration/sign-up and attendance available for DHCS review.
10. Submit to DHCS a written Turnover Training Progress Report, Requirements for the Takeover Training Progress Report are listed separately in Exhibit A, Attachment III – Turnover

4.2 TURNOVER TRAINING PLAN

1. **Six (6) weeks prior to the start of Turnover Training**, the Contractor shall submit to the DHCS for review and approval the Turnover Training Plan.
2. The Turnover Training Plan shall meet all the requirements listed in the Turnover Section.
3. The Turnover Training Plan shall include, but not be limited to:
 - a. A description of the Contractor's plan to accomplish the required training and training, and methodology;
 - b. A description of each trainer's professional background, experience, subject area knowledge and expertise, and previous training experience;
 - c. The topics to be covered in the Contractor's training. These topics shall include all areas of the HCO Operations and contract management;
 - d. A schedule of planned training sessions;

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- e. A description of training session signup process;
- f. How attendance will be tracked and reported to DHCS including identification of any variances between signup and attendance;
- g. Training evaluation techniques to be used;
- h. Training materials to be provided for each session; and
- i. Proposed format of Turnover Training Progress Reporting.

3.3 TURNOVER TRAINING PROGRESS REPORTING

1. **One (1) week after Turnover training begins, and bi-weekly (every other week)** thereafter, The Contractor shall submit to DHCS a written Turnover Training Progress Report, which details the progress and status of the Turnover Training Program over the previous reporting period.
2. The status and progress of the Turnover Training Program shall be reported in the context of the approved Turnover Training Plan.
3. The Turnover Training Progress Report shall clearly identify on-schedule, ahead-of-schedule, and behind-schedule Turnover training tasks.

4.0 TURNOVER TESTING SUPPORT

The Contractor shall:

- A. Provide testing support to both DHCS and the successor contractor during Takeover testing under the successor contract.
- B. Complete all requests for support, within a reasonable period, not to exceed two (2) business days, unless DHCS provides written approval for a longer response period. This support shall consist of, but not be limited to:
 1. Submitting to DHCS system files, test files, tables and all other files and documentation needed to support parallel and other system testing.
 2. The Contractor Representative, or his or her designee, certifying in writing that every item submitted is complete, current and accurate and that the systems files, tables and documentation in the submission are complete, current and accurate copies of the files, tables and documentation used in the production systems and operations. The certification shall include a complete listing of all items submitted, along with a brief description of each.
 3. Providing DHCS and successor contractor's staff with access to electronic files and DHCS-owned/leased hardware, software, and equipment in the

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Contractor's possession as needed to conduct testing. In no case shall the granting of such access jeopardize the Contractor's ability to meet Contract requirements. If the Contractor's staff receives information that the actions of staff from the successor contractor may jeopardize HCO operations, the Contractor shall advise DHCS, which shall then advise the Contractor whether to grant or deny access to the successor contractor.

4. Assisting DHCS with the interpretation and analysis of test results.
5. Submitting any statistics requested by the DHCS relating to the accuracy of the information housed in HCO Operations.
6. Any other support requests from DHCS.

5.0 TURNOVER REQUIREMENTS - OPERATIONS

5.1 INFORMING MATERIALS

The Contractor shall:

1. **Twelve (12) months prior to LDO, and monthly thereafter until LDO**, submit to DHCS a current inventory of all supplies and HCO informing materials, which are maintained by the Contractor. This inventory shall be reconciled against the written documentation held by DHCS. For each inventoried item, the quantity currently available shall be reported.
2. **Twelve (12) months prior to LDO**, submit to DHCS, a list of Post Office Boxes, telephone numbers, facsimile numbers, as well as comparable information about any other means by which the Contractor exchanges information with applicants, beneficiaries, health plans and/or other interested parties under the Contract. This list must comprehensively identify all means used for the sending and/or receiving of all types of HCO Program information, including, but not limited to, forms, packets, letters and inquiries. For each information exchange method listed, a description of its purpose shall be included.
3. **Two (2) weeks prior to LDO**, submit to DHCS and/or its designee all Medi-Cal Publications, both physical inventory and electronic copies. The DHCS has sole discretion to specify the manner and method by which Medi-Cal Publications shall be transferred. These activities will be described in the Turnover Phase-out Work Plan and Schedule.
4. **At LDO**, submit to DHCS and/or the successor contractor, the remaining inventory of all HCO informing materials.

5.2 REPORTS

The Contractor shall:

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1. **Ten (10) months prior to LDO**, submit to DHCS a summary of all reports produced by the Contractor under this Contract. The summary shall include in that summary the names of the individuals and/or organizations to which the reports are delivered, the delivery dates, the medium in which provided, and the method of distribution for each report.
2. **Beginning ten (10) months prior to LDO**, upon request by DHCS, provide operational performance statistics and/or copies of existing operational reports. The requested information shall be provided by the Contractor within fourteen (14) calendar days of receipt of each written request.

5.3 RECORDS RETENTION AND RETRIEVAL

1. **Eleven (11) months prior to LDO**, the Contractor shall submit to DHCS for review and approval a proposed Master Index of Records format.
 - a. This format shall group documents by type, and shall sort documents logically within each category type. One or more sub-types may be used under each major category type.
 - b. The Contractor shall include a major category type for HCO Operations documentation. All documentation relating to the HCO operations shall appear in that category.
 - c. The subcategories under the HCO Operations type shall include, but not limited to, process manuals, process change documentation, information dictionaries, Problem Statement Forms and Incident Reports.
 - d. The Master Index of Records format, as reviewed and/or possibly modified, and approved by DHCS, shall be used to generate the Master Index of Records described in item 2 below.
2. **Ten (10) months prior to LDO**, the Contractor shall submit to DHCS for review and approval a completed Master Index of Records containing all records maintained by the Contractor pursuant to Exhibit A, Attachment II, Section 7, Records Retention and Retrieval in this Contract.
 - a. The Master Index of Records shall constitute a comprehensive inventory of all HCO Program records.
 - b. The Master Index of Records shall include for each record the document title and/or name, the Document Control Number, the date completed and/or submitted, the period covered, the volume (usually, the number of pages), and the medium.
 - c. Reports and other documents submitted in a set format at regular intervals may be reported as a single entry in the index.
 - d. DHCS may, however, require the Contractor to disaggregate some entries.
 - e. Once approved by DHCS in writing, the Master Index of Records shall be updated and **submitted to DHCS monthly**.
 - f. Each submittal shall include a signed letter from the Contractor's Representative, or his or her designee, certifying that the current Master Index of Records completely and accurately reflects the body of records maintained by the Contractor pursuant to Contractual requirements.
3. **At LDO or as directed by DHCS**, the Contractor shall submit to the DHCS, or its designee, the body of records, listed in the Master Index of Records, maintained

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by the Contractor pursuant to the requirements appearing in the Records Retention and Retrieval Section of this Contract.

- a. Along with the records themselves, the updated Master Index of Records accurately reflecting the body of records turned over shall be submitted.
- b. This submittal shall be accompanied by a letter, signed by the Contractor's Representative, or his or her designee, certifying that the body of records turned over fulfills completely the Records Retention and Retrieval requirements appearing in this Contract, and that the Master Index of Records fully and completely reflects the body of documents turned over.
- c. The Master Index of Records, and the body of documents submitted, shall be sufficiently complete and accurate to be found to fulfill all applicable requirements by a full DHCS and/or federal audit.
- d. These activities will be described in the Turnover Phase-out Work Plan and Schedule.

5.4 SYSTEM DEVELOPMENT AND MAINTENANCE STANDARDS

5.4.1 FILES

The Contractor shall:

1. **Twelve (12) months prior to LDO**, submit to DHCS a current inventory list of all files maintained by the Contractor pursuant to the provisions of the Contract.
2. Transfer the files inventoried above to DHCS according to a File Transfer Schedule the DHCS shall provide. The File Transfer Schedule will be determined by the successor contractor.
3. Provide DHCS all other files, documentation, records, and/or transaction information, which DHCS determines to be necessary for the orderly and successful transfer of HCO Operations to the successor contractor.
4. Submit current and accurate electronic copies of all files necessary to transfer HCO Operations to DHCS and/or to the successor contractor. The Contractor Turnover Manager, or his or her designee, shall certify in writing that all files submitted are current and accurate. Production file transfer activities shall be conducted in accordance with the successor contractor's File Transfer Schedule provided to the Contractor by DHCS during Turnover.
5. Submit copies of the current versions of all production files, as they exist as of the start date of the file transfer Turnover phase. Production files shall be submitted to DHCS by 10 a.m. of the start date of the Turnover phase. Submittal shall occur at the Contractor's main operating facility.
6. Ensure that each set of files that are copied for submittal to DHCS are the outputs from the most recently completed daily, weekly, and monthly cycles.
7. In the event that any of the files transferred to DHCS and/or the successor contractor are unreadable and/or otherwise unusable, submit replacement copies

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- within one (1) business day of notification by DHCS, unless DHCS, in writing, agrees to extend that period.
8. Submit the following along with any electronic files that are a part of current contract:
 - a. A hard copy listing of all procedures, programs, and scripts used to create and/or copy each file.
 - b. Job output listings and reports for both the job that created each file, and the job that copied each file from Contractor media to the media that will be transmitted to the DHCS, including record counts or other control information for record balancing.
 - c. Written certification from the Contractor Representative, or his or her designee, that each file is a complete and accurate copy of the file from production processing.
 9. **At LDO**, verify that each file scheduled for transfer is transferred to the successor contractor only upon the successful completion of its update cycle (e.g., files updated by the daily cycle shall be transferred as of the completion of the daily cycle; files updated by the weekly cycle shall be transferred upon completion of the weekly cycle).
 10. For files submitted prior to the final update cycle, submit all update and/or transaction files to DHCS or its designee. The update and/or transaction files submitted shall be in a format approved by DHCS.
 11. If, during Turnover, additional files are identified, DHCS will request these files either by adding them to one of the file transfer phases or by requesting special processing. If added to a file transfer phase, the files shall be submitted in accordance with the schedule for that phase, if feasible. If not feasible, these files shall be submitted within two (2) business days of the regular production cycle. If requested by special processing, the file shall be submitted to DHCS within two (2) business days of the request.

5.4.2 TWO-WAY FILE TRANSFER

1. DHCS shall provide the Contractor with the successor contractor's Takeover Two-way File Transfer Implementation Plan, a section in the Takeover Data File Installation Plan to assist with the development of the two-way file transfer.
2. **Within four (4) weeks of receipt of successor contractor's Takeover Two-way File Transfer Implementation Plan**, the Contractor shall submit to DHCS for review and approval a Turnover Two-way File Transfer Implementation Plan. The plan shall, at a minimum, describe the following:
 - a. A detailed description of the methodology and technical requirements the Contractor will use for two-way file transfers.

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- b. A detailed work plan that coordinates with the information in the successor contractor's Two-Way File Transfer Implementation Plan. At a minimum, the work plan shall include: milestones, critical dates, activities, dependent activities with Successor contractor and dates.
3. The Contractor shall implement the approved Turnover Two-way File Transfer Implementation Plan in accordance with the work plan.

5.4.3 MANUALS AND RELATED DOCUMENTATION

The Contractor shall:

1. **Twelve (12) months prior to LDO**, submit to DHCS for review and written approval, and for transfer to the successor contractor, a detailed description of the methodology that shall be utilized by the Contractor to ensure the complete review, certification, and acceptance of all HCO Operations documentation.
2. **Twelve (12) months prior to LDO, and quarterly thereafter until LDO**, submit to DHCS for review and written approval a comprehensive inventory list of all HCO Operations manuals and related documentation. This inventory list shall, at a minimum:
 - a. Contain all HCO Operation manuals and related documentation identified in all areas of the Contract
 - b. Not contain copyrighted or proprietary information belonging to vendors and other entities.
 - c. Be stored in DHCS approved information storage.
3. **Twelve (12) months prior to LDO, and updated quarterly thereafter and at LDO**, submit a complete set of HCO Operations manuals and related documentation. Each submission shall include the master list of HCO Operations manuals and related documentation. For each manual on the list, the Contractor shall provide the manual title, a citation referencing the Contract section authorizing the creation of the manual, and its current status (current, update pending, obsolete, etc.).
4. Continue to submit all documentation required by this Contract, including but not limited to, Change Order, System Development Notice, and Turnover documentation, throughout Turnover. All such documents shall be submitted in full compliance with the requirements set forth in the applicable Contract sections. The Contractor shall ensure that these documents are added to the HCO Operations documentation to be submitted at LDO.
5. Submit to DHCS during Turnover, copies of any documentation DHCS requests, in the format specified by DHCS.

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Turnover****6.0 TURNOVER REQUIREMENTS - OTHER****6.1 PERSONNEL****6.1.1 PERSONNEL AVAILABILITY**

Twelve (12) months prior to LDO and monthly thereafter through LDO, the Contractor shall:

1. Prepare and submit to DHCS a job roster of Contractor staff that are likely to become available to the successor contractor. The job roster shall include, at a minimum:
 - a. The names of all HCO Program employees (except key personnel) that are likely to become available to the successor contractor,
 - b. the estimated date each will become available to the successor contractor, and
 - c. complete contact information for each staff member.
2. Coordinate with the successor contractor to plan and hold job seminars designed to encourage Contractor staff to accept positions with the Successor Contractor.

6.2 FACILITIES AND EQUIPMENT**6.2.1 FACILITIES**

The Contractor shall:

1. **Beginning twelve (12) months prior to LDO**, provide designated DHCS staff with access to the Contractor's Computer Center.
2. **Beginning eleven (11) months prior to LDO**, conduct facility tours as requested by DHCS for the DHCS staff and for up to one hundred (100) staff of the successor contractor in groups no larger than twenty-five (25) of the successor contractor.

6.2.2 COST-REIMBURSED AND DHCS OWNED HARDWARE, SOFTWARE AND EQUIPMENT

1. DHCS intends to make existing cost-reimbursed computer hardware, telephone hardware, wide and local area network hardware, and software available to the successor contractor.
2. The Contractor shall:
 - a. **Twelve (12) months prior to LDO**, submit to DHCS a current, reconciled inventory list of all hardware, software and equipment maintained by the Contractor that was purchased and/or leased pursuant to the cost reimbursement provisions of this Contract.
 - b. **Ten (10) months prior to LDO**, submit to DHCS all hardware and software configuration documentation. This submittal shall be comprehensive,

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covering all hardware and software listed on the Inventory list submitted as part of Turnover.

- c. **Beginning nine (9) months prior to LDO**, provide the successor contractor's staff with training on all hardware and software listed on the Inventory list submitted as part of Turnover. This training will part of the Turnover Training activities and shall be identified and included as part of the Turnover Training Plan and any other Turnover Training requirements.
- d. Training may be modified if there is hardware and software that the successor contractor or DHCS has identified as not being used after LDO.
- e. DHCS shall provide the Contractor with the successor contractor's Equipment Transfer Schedule. The Equipment Transfer schedule is contained in the approved Facilities and Equipment Acquisition and Installation Plan and is a requirement under the successor contractor's Takeover Project.
- f. Based on the success contractor's Takeover Equipment Transfer schedule provided by DHCS, the Contractor shall:
 - i. Transfer to the successor contractor responsibility of the operation and maintenance of all hardware and software compiled under item Inventory list submitted as part of Turnover. The transfer shall continue until the successor contractor is responsible for all listed hardware and software. In addition to the listed hardware and software, all associated supplies, operating manuals, and the like, shall be transferred, as directed by DHCS.
 - ii. Transfer to the successor contractor legal responsibility for all lease and maintenance agreements and contracts covering the hardware and software that became the responsibility of the successor contractor.

6.3 OTHER ADMINISTRATIVE PROCEDURES

6.3.1 TURNOVER ADMINISTRATIVE PROCEDURES MANUAL

1. **Twelve (12) months prior to LDO and monthly through LDO**, the Contractor shall submit to DHCS for review and approval a Turnover Administrative Procedures manual.
2. This manual shall document the administrative procedures that shall be performed to affect a smooth, problem-free turnover of Contract Operations to the successor contractor.
3. The areas to be covered in this manual shall include, but not be limited to those Contract requirements as stated throughout this Contract, including those in the Additional Provisions and Special Terms and Conditions sections, budgets and finance, personnel, and HCO Operations.

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4. Any updates made to the Turnover Administrative Procedures Manual from the prior submission must be clearly identified through a revision log and revision marks.

7.0 PRE- LAST DAY OF OPERATIONS (LDO) PHASE TURNOVER PHASE-OUT

The Pre-LDO Phase and Turnover Phase-Out is defined as the **last four (4) months of HCO Operations** under this Contract through **two weeks prior to LDO**.

During Pre-LDO, the Contractor shall:

1. Prepare to complete its obligations under the terms of this Contract, and affect a smooth, problem-free turnover of Contract Operations to DHCS and the successor contractor.
2. DHCS will provide the Contractor with the successor contractor's Assumption of Operations (AOO) Plan to assist with the development of the Turnover Phase-out Plan.
3. **Four (4) months prior to LDO**, create a Turnover Phase-out Plan and submit to DHCS for review and approval. The Turnover Phase-out Plan will identify all the activities through Turnover Closeout and the monitoring activities that will occur starting with LDO phase through Turnover closeout.
4. Plan and implement pre-LDO, LDO and post-LDO monitoring activities and reporting to DHCS.
5. As directed by DHCS, meet with DHCS and or the successor contractor to coordinate dependent activities through Pre-LDO and Turnover closeout phases.
6. The approved Turnover Phase-out Plan will be provided to the successor contractor to ensure the successor contractor's coordinates dependent activities in the Assumption of Operations (AOO) Plan.

7.1 TURNOVER PHASE-OUT PLAN AND SCHEDULE

1. The objective of the Turnover Phase-Out period is to plan and conduct activities that minimize the risk of disruption during the final turnover of HCO Operations.
2. **Four (4) months prior to LDO**, submit to DHCS for review and approval a Turnover Phase-Out Plan including a Phase-Out Transfer Schedule.
3. The Turnover Phase-out Work Plan shall be structured and organized according to the Turnover Work Plan (TWP) specifications appearing in Exhibit A, Attachment III, Turnover, above.
4. In the Turnover Phase-Out Work Plan, the Contractor shall provide:
 - a. An estimate of the amount of residual unprocessed work (e.g., Choice Forms, HCO informing materials mailings, enrollment/disenrollment transactions,

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HCO Operations update and reconciliation information, health plan membership status letters, exception to plan enrollment requests, etc.) that shall be transferred.

- b. A Phase-out Transfer schedule showing sequence and timing for transfer of unprocessed work. The schedule will require coordination with successor contractor Assumption of Operations (AOO) Plan.
- c. An organization chart depicting Contractor Phase-Out staffing by classification and area of activity.
- d. A narrative summarizing the duties and responsibilities of each position shall accompany the chart.
- e. LDO and Post-LDO Phase monitoring activities and reporting to DHCS that the Contractor will conduct.

8.0 LAST DAY OF OPERATIONS (LDO) PHASE

The Last Day of Operations (LDO) phase starts two (2) weeks prior to LDO and concludes two (2) weeks after LDO.

Based on the approved Turnover Phase-out Work Plan and during the LDO Phase, the Contractor shall:

1. Transfer HCO Operations to the successor contractor so as to minimize the likelihood of disrupting the provision of services during the transfer process.
2. Assure that all unprocessed forms, program records and HCO Operations update files are properly turned over to the successor contractor for processing.
3. Transfer, at the LDO under this Contract, all unprocessed HCO Operations documents to the successor contractor in appropriately labeled boxes and/or bins. The following documentation shall accompany each box and/or bin:
 - a. Transmittal sheets.
 - b. Logs stating the types of documents contained in each box and/or bin.
 - c. Descriptions of the documents contained in each box and/or bin.
 - d. Exact status of each document in the HCO Operations process.
4. Transfer all cost-reimbursed, purchased and/or leased hardware, software and equipment to the successor contractor. The transfer shall be subject to the following requirements:
 - a. The transfer will occur on or about the LDO. The dates are determined by the successor contractor equipment transfer schedule; DHCS shall communicate the exact date(s) to Contractor once the successor contractor's equipment transfer schedule has been approved scheduled no later than four (4) weeks prior to the Last Day of Operations (LDO) date.

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- b. The transfer will be determined by DHCS depending upon the type of equipment and needs assessed.
5. Transfer, as directed by DHCS, all associated software, supplies, operating manuals, maintenance agreements and any and all documentation covering all HCO Operations activities.
6. Transfer, as directed by DHCS, all lines used for network communication to the successor contractor. The Contractor shall:
 - a. Arrange for line transfers with the respective carriers.
 - b. Notify DHCS and the successor contractor in the event that the line carrier prohibits transfers.
 - c. Assist DHCS and the successor contractor in coordinating concurrent termination and activation of lines.
7. In accordance with the Contract delivery requirements, complete all daily, weekly and monthly HCO reporting-in-process by the LDO, with delivery to the successor contractor on the following business day.
8. Submit, on or about LDO as approved by DHCS, all updates to information previously given to the successor contractor during the Turnover period. In addition, the Contractor shall:
 - a. Monitor, track, report and correct all issues identified during the LDO Phase. Issues must be logged in the Turnover Risk and Issue Tracking and Reporting System used during Turnover. This system must continue to be available to DHCS.
 - b. Notify DHCS within 2 hours of any issue impacting applicants, beneficiaries, health plans or providers. Notify DHCS within 4 hours all other issues unless otherwise directed by DHCS.

9.0 POST-LDO AND TURNOVER CLOSEOUT PHASES

The Post-LDO phase begins immediately upon LDO and concludes three months after LDO, on the Contract Termination Date (CTD). Activities during this period include completion of transfers and deliverables and confirming all Operational and non-Operational components have been transferred to the successor contractor.

9.1 POST-LDO REQUIREMENTS

During the Post-LDO phase, the Contractor shall:

1. Complete transfers of all residual equipment transfers to DHCS or the successor contractor.

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2. Complete transfer of all residual inventory and residual records to DHCS or the successor contractor.
3. Complete all other transfers not related to equipment and inventory.
4. Answer all Contract-related calls, referring the callers to the successor contractor's toll-free telephone number(s).
5. Within four (4) hours of receipt, make available to the successor contractor all misdirected Contract-related mail for pick-up at the Contractor's main operating facility.
6. Monitor, track and correct all issues identified during Post-LDO Phase. Issues must be logged in the Turnover Risk and Issue Tracking and Reporting System used during Turnover. This system must continue to be available to DHCS.
7. Notify DHCS within 2 hours of any issue impacting applicants, beneficiaries, health plans or providers. Notify DHCS within 4 hours all other issues unless otherwise directed by DHCS.
8. Make available all key personnel to DHCS staff to answer questions.
9. Submit all HCO Program-related correspondence as follows:
 - a. Provide to DHCS or its designee within one (1) business day of receipt.
 - b. Following completion of the Post-HCO Operations phase, return correspondence received to the sender via a mail courier service.
10. Provide status as required by DHCS.

9.2 TURNOVER CLOSEOUT REQUIREMENTS

Turnover shall be considered completed and the Contractor's Turnover responsibilities accomplished upon the conclusion of the following items as approved in writing by DHCS:

1. Completion of all plans and activities required in this section of the Contract.
2. All Turnover deliverables and activities including, but not limited to, HCO functions, manuals and artifacts.
3. The Final Turnover version of the Records and Files Summary as defined in Records Retention and Retrieval.

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4. The Final Turnover version of the Master Index of Records as defined in Records Retention and Retrieval.
5. Correction, to the satisfaction of DHCS, of all errors and/or deficiencies identified during Takeover Testing and approval of such corrections by DHCS.
6. Successful operation of all manual and automated activities of the HCO Operations for all activities during Takeover.
7. Receipt of all residual inventory and residual records by the successor contractor
8. Receipt and confirmation of readability of all information files produced by the successor contractor.
9. Submission of the final Turnover Issue and Risk log used through Turnover closeout.
10. Submission of the final version of the Turnover Work Plan (TWP).
11. Submission of Lessons Learned document for Turnover Phase. This document shall include Turnover activities, methodologies that worked well and recommendations for improvements from the Contractors perspective.

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