



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

November 7, 2014

Subject: Technology Uplift for TEC & QUIC / Letter of Intent (LOI)

Dear County Director of Social Services:

In follow-up to the information shared during the Statewide DSS Directors conference call on November 4, 2014, this letter outlines DHHS plans to update the Time and Effort Calculation (TEC) and the Quarterly Information Consolidation (QUIC) systems.

As you are aware, MAXIMUS, Inc. will no longer support the following reimbursement functions because Microsoft's MS Visual FoxPro 9.0 Service Pack 2 software is at "end of life":

- Time and Effort Calculation (TEC) system
- Program Expenditure Tracking (PET) system
- Quarterly Information Consolidation (QUIC) system

The Division of Social Services (DSS) and the Division of Information Resource Management (DIRM) are finalizing negotiations to purchase the Maximus source code which will allow DIRM to update the current TEC and QUIC systems and maintain it for continued use. The PET system will not be a part of this uplift. In order to cover the costs associated with this effort, counties will be charged for these costs through the Electronic Funds Transfer (EFT) process.

The work on this effort will consist of two (2) phases, in state fiscal year 2014-2015 that are estimated to be completed as follows:

For the period 11/14 - 4/15: Phase 1 Assessment

DIRM will contract with individuals with needed expertise to assess the technical uplift process for TEC & QUIC systems. DIRM will be responsible to lead functional and detailed requirement development, Joint Application Development (JAD) sessions, functional and detailed design, business and workflow process modelling and business reengineering. DIRM will also develop the detailed project plan, work breakdown structures, project checklists, staffing plan & budgets to meet established timeframes.

For the period 5/15 - 6/15 and beyond: Phase II Development, Testing and Implementation

Additional DIRM resources will support with code development, data archival activities and continue with remaining phases of project development cycle. DIRM will coordinate project activities for adherence to project plan & goals; monitor results against established timelines, deliverables, tasks, dependencies & associated technical specifications; prepare comprehensive supporting plans in the areas of quality control, risk management, change management, testing & other associated project management areas; manage project development process to include monitoring project scope & change control processes; perform work in association with industry recognized standards, guidelines &

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practices; and be responsible for adhering to established policy and procedures with respect to project management methodology, quality assurance & other related standards. DIRM will also provide the project status reporting to the state & local stakeholders and management as required.

Project Funding

In order to complete the first phase of assessment, the NC DHHS Controller's Office will EFT funds from your county on Friday November 14, 2014. The EFT draft description will be named MaxUpf1. The second EFT is estimated to take place in or around the month of February, 2015. NC DSS will contact counties as soon as we have a definite time identified for Phase II EFT. In terms of additional costs for state fiscal year 2015-2016, much depends on the results of Phase I Assessment and Phase II Development, Testing, and Implementation.

In addition to assessment and development costs associated with this project, we also know that there will be ongoing maintenance costs once the system uplift is completed and operational. Your county can record these expenditures for federal reimbursement. Please contact your Local Business Liaison if you have any questions concerning the recording of these expenditures.

You should be aware that these EFT's are for projected costs, the actual costs could vary. The Division will reconcile actual costs to the EFT's as needed. Following the work on this effort, DIRM will notify DSS for estimated costs going forward.

Attached please find a "Letter of Intent" (LOI), which notifies the counties of DHHS's intention to EFT county funds to support the technical uplift of TEC and QUIC systems. In addition, please note the attached table which reflects the allocated cost per county along with the formula (*base cost, percentage of Non-General Administration minutes and the county percentage of statewide UDC Workers*) used to determine the cost per county.

Through execution of this LOI, you, as County Director acknowledge:

- (1) Your County's intent to enter into a formal agreement to allow funds to be accessed via Electronic Fund Transfer.
- (2) Additional costs may be necessary in state fiscal year 2015-16 to complete phase II of this project and this will be a cost to local County Departments of Social Services. DIRM will provide an estimate as soon as possible.
- (3) As in the past, it is anticipated that local County Departments of Social Services will assume ongoing maintenance costs once the system uplift is completed and operational.

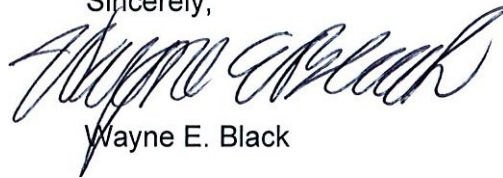
Please contact your local Business Liaison for guidance concerning claiming reimbursement for reported expenses associated with this project.

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DCDL

Please sign the attached LOI and email one signed scanned copy to Sandra Weathers at FAX (919)334-1031 or email Sandra.Weathers@dhhs.nc.gov no later than close of business, Wednesday, November 12, 2014.

I recognize that this is a very short notice and requires a quick turn around, but the Division must expedite this request in order to expedite assessment, development and testing of this important process.

Sincerely,

A handwritten signature in black ink, appearing to read "Wayne E. Black", written in a cursive style.

Wayne E. Black

WEB/ks

Attachments

BG 10-2014