

In response to Question #7:

Deloitte's contract calls for only 12 resources to provide field support; however, Deloitte has dedicated more than 50 resources on a temporary basis to assist State employees during the early weeks of the implementation period. Deloitte's people are assisting with technical and processing challenges, providing support to help State employees feel more comfortable with the system. Deloitte has also recently assigned additional managers – at no additional taxpayer cost – to supervise technical staff in the DHS Field Offices and better manage regular data reports about the new system.