



**New Hampshire  
Employment  
Security**

www.nhes.nh.gov

"We're working to keep New Hampshire working"

**ADMINISTRATIVE OFFICE**

32 SOUTH MAIN STREET  
CONCORD, NH 03301-4857



November 15, 2013

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, NH 03301

*Sole Source*

**REQUESTED ACTION**

To authorize New Hampshire Employment Security (NHES) to enter into a contract amendment with SymbioSys Solutions, Inc. (VC# 170929), Nashua, NH, increasing the contract amount by \$2,143,400.00 from \$9,645,644.00 to \$11,789,044.00 for modifications to the New Hampshire Unemployment Insurance System (NHUIS) from the date of Governor and Council approval through December 31, 2016. The original contract was approved by Governor and Council as item #60 on June 22, 2011 and amended as item #32 on December 5, 2012. 100% Federal Funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2014 forward with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

02 - 27 - 27 - 270010	DEPT OF EMPLOYMENT SECURITY	FY 2014	FY 2015	FY 2016
10 - 02700 - 80400000 - 030 - 500312	Computer Software, Major	\$ 116,000.00	\$ 27,400.00	
10 - 02700 - 80410000 - 030 - 500312	Computer Software, Major	\$ 125,000.00	\$ 125,000.00	
10 - 02700 - 80610000 - 030 - 500312	Computer Software, Major	\$ 300,000.00	\$ 850,000.00	\$ 600,000.00

Vendor Code: 170929 SymbioSys Solutions, Inc.

RQ#: 143047

**EXPLANATION**

NHES is requesting approval of the attached contract amendment for NHUIS modifications and improvements. This contract amendment includes modifications funded and supported by the United States Department of Labor (USDOL). NHES applied for and was awarded supplemental Federal funds to support the following modifications and improvements to our unemployment benefit system, NHUIS.

NHES is required to make modifications and improvements to the NHUIS System to revamp claimant facing module's initial and continued claims screens/process; to provide more accurate and comprehensive work history; to provide interested party identification and flexibility; to allow immediate presentation of additional fact-finding information; and, to provide more accurate and comprehensive continued claim data collection with emphasis towards partial work/earnings and work-search activity.

Additional modifications will interface with fraud detection cross-matches and route callers to the Benefit Payment Control unit during filing process; implement auto-reminders for claimant messaging; improve TAA and RTAA components and screens of NHUIS; and, enhance REA related processes as well as ongoing maintenance of the system.

Attached is the approval letter from the Office of Information Technology (#DoIT 2011-070B).

Respectfully submitted,

George N. Copadis  
Commissioner

GNC/jdr  
Attachments





**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Peter C. Hastings**  
Commissioner

November 25, 2013

George N. Copadis, Commissioner  
State of New Hampshire  
New Hampshire Employment Security  
32 South Main St  
Concord, NH 03301-4857

Dear Commissioner Copadis:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with SymbioSys Solutions, Inc., Nashua, New Hampshire, for the New Hampshire Unemployment Insurance System (NHUIS) Modifications, maintenance, support and knowledge transfer described below and referenced as DoIT No. 2011-070B.

This request is to enter into a contract amendment with SymbioSys Solutions, Inc. for required modifications to the NHUIS System to improve administration of the federal Re-employment and Eligibility Assessment Program (REA). Updates include, but are not limited to, revamping the claimant facing module-initial and continued claims, providing accurate and comprehensive work history, providing interested party identification and flexibility, allowing immediate presentation of additional fact-finding, and providing accurate and comprehensive continued claim data collection with emphasis towards partial work and earnings and work-search activity. In addition, the Department must interface with the fraud detection cross-matches and route callers to the Department's Benefit Payment Control Unit during filing process, implement auto-reminder for claimant messaging, modify TAA and RTAA components and screens of NHUIS, and enhance REA related, as well as ongoing maintenance of the system.

The not to exceed contract amount will increase by \$2,143,400 from \$9,645,644 to \$11,789,044. The term of the contract will remain through December 12, 2016.

A copy of this letter should accompany NH Employment Security's submission to the Governor and Executive Council for approval.

Sincerely,



Peter C. Hastings

PCH/ltn  
DoIT 2011-070B

cc: William Laycock, IT Manager, Department of Information Technology  
Leslie Mason, IT Manager, Department of Information Technology



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT  
CONTRACT 2011-070  
CONTRACT AMENDMENT B**

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #2011-070, on June 22, 2011, Item #60 (herein after referred to as the "Agreement"), SymbioSys Solutions, Inc. (hereinafter referred to as "Vendor" or "SymbioSys") agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Employment Security (hereinafter referred to as the "Department" or "NHES") certain sums as specified therein;

WHEREAS, pursuant to the Agreement Part I Section 17: Amendment, and the provisions of the Agreement, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, said agreement was modified by contract amendment (Contract Amendment A) dated November 7, 2012 and approved by Governor and Council on December 5, 2012 (Item #32) to make modifications and improvements to the NH Unemployment Insurance System and increasing the amount of the contract by \$1,684,564 from \$7,961,080 to \$9,645,644.00.

WHEREAS the Department seeks additional SymbioSys services for the provision of ongoing technical system maintenance;

WHEREAS the Department has received new directives and funding from federal regulating agencies (US Department of Labor), the Department and SymbioSys have agreed to make modifications to the computerized New Hampshire Unemployment Insurance System ("NHUIS") system in accordance with the schedule below.

WHEREAS, the Vendor desires to provide the requested technical services;

WHEREAS, the Department and the Vendor seek to clarify and amend the Agreement.

NOW THEREFORE, in consideration of the foregoing, and the covenants and conditions contained in the Agreement and set forth herein, the parties agree as follows:

**Table 1**

<b>Section 1.8 Pricing</b>	<b>The Agreement is hereby amended as follows:</b>			
	Amend Section 1.8 of the Agreement (Page 1) as previously amended by increasing the Price Limitation by \$2,143,400.00 from \$9,645,644.00 to \$11,789,044.			
<b>Exhibit A; Section 1. Deliverables, Milestones, and Activities Schedule</b>	<b>Add the following to the Deliverables Table in Section 1. Deliverables, Milestones, and Activities Schedule:</b>			
	65.	<ul style="list-style-type: none"> <li>• Revamp claimant facing module-initial and continued claims for clarity and user-friendliness</li> <li>• Provide more accurate and</li> </ul>	Software	9/15/15

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT  
CONTRACT 2011-070  
CONTRACT AMENDMENT B

	<ul style="list-style-type: none"> <li>comprehensive work history information collection</li> <li>• Provide interested party identification and flexibility to add/remove parties as warranted</li> <li>• Allow for immediate presentation of additional fact-finding questions regarding separations from employment.</li> <li>• Provide more accurate and comprehensive continued claim data collection with emphasis towards partial work and earnings and work-search activity.</li> <li>• Interface with fraud detection cross-matches and route callers to the departments Benefit Payment Control unit during filing process</li> <li>• Implement auto-reminder for claimant messaging</li> <li>• Revamp staff facing module to match all changes to claimant module</li> </ul>		
66.	<ul style="list-style-type: none"> <li>▪ Modify TAA component of NHUIS to allow for processing of returned checks and refunds checks, allow TAA to be paid after EUC,</li> <li>▪ Modify validations on Relocation Detail Screen,</li> <li>• Delete button for Employer Summary section of RTAA Wage Summary screen,</li> <li>▪ Modify Lump-Sum Payment for Trade 2002 2011. Revise wordings on Trade-related forms,</li> <li>• Allow Appeals related RTAA issue decisions, and modify validations on TAA screen.</li> </ul>	Software	9/15/15
67.	<ul style="list-style-type: none"> <li>▪ Enhance REA related functions to allow recall/view of return to work/placement information entered into NHUIS and to restrict staff viewing to view only their own appointments.</li> </ul>	Software	9/15/15
<p><b>To maintain compliance with the federal funding authority, Deliverables #65, 66, and 67 must be completed, and accepted by the State, and paid for by September 15, 2015.</b></p>			

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT  
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<p><b>Exhibit B Section #1.1 Firm Fixed Price – Deliverables Table</b></p>	<p><b>Add the following to the Deliverables Table in Section 1.1 Firm Fixed Price:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;"></td> <td style="width: 65%;"></td> <td style="width: 10%;"></td> <td style="width: 20%;"></td> </tr> <tr> <td style="text-align: center;">65.</td> <td>State acceptance of modifications to enhance NHUIS integrity and performance</td> <td style="text-align: center;">9/15/15</td> <td style="text-align: right;">\$1,750,000.00</td> </tr> <tr> <td style="text-align: center;">66.</td> <td>State acceptance of modifications to enhance TAA functionality</td> <td style="text-align: center;">9/15/15</td> <td style="text-align: right;">\$ 137,000.00</td> </tr> <tr> <td style="text-align: center;">67.</td> <td>State acceptance of modifications to enhance REA functionality</td> <td style="text-align: center;">9/15/15</td> <td style="text-align: right;">\$ 6,400.00</td> </tr> </table> <p>Changes in payment amounts for the Enhancements in this amendment will be based on the schedule in Table 2 herein</p>					65.	State acceptance of modifications to enhance NHUIS integrity and performance	9/15/15	\$1,750,000.00	66.	State acceptance of modifications to enhance TAA functionality	9/15/15	\$ 137,000.00	67.	State acceptance of modifications to enhance REA functionality	9/15/15	\$ 6,400.00				
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67.	State acceptance of modifications to enhance REA functionality	9/15/15	\$ 6,400.00																		
<p><b>Exhibit B Section #1.1 Firm Fixed Price - Additional Annual Maintenance Table</b></p>	<p><b>Replace the table for Additional Annual Maintenance with the following: Table 3</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 30%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> <tr> <td style="text-align: center;">On-Going</td> <td>Maintenance -Year 2</td> <td style="text-align: center;">1/1/2013-12/31/2013</td> <td style="text-align: right;">\$1,000,000</td> </tr> <tr> <td style="text-align: center;">On-Going</td> <td>Maintenance -Year 3</td> <td style="text-align: center;">1/1/2014-12/31/2014</td> <td style="text-align: right;">\$1,250,000</td> </tr> <tr> <td style="text-align: center;">On-Going</td> <td>Maintenance -Year 4</td> <td style="text-align: center;">1/1/2015- 12/31/2015</td> <td style="text-align: right;">\$640,000</td> </tr> <tr> <td style="text-align: center;">On-Going</td> <td>Maintenance -Year 5</td> <td style="text-align: center;">1/1/2016- 12/31/2016</td> <td style="text-align: right;">\$640,000</td> </tr> </table> <p>Changes in payment amounts for the Maintenance in this Contract will be based on the schedule in Table 3 herein</p>					On-Going	Maintenance -Year 2	1/1/2013-12/31/2013	\$1,000,000	On-Going	Maintenance -Year 3	1/1/2014-12/31/2014	\$1,250,000	On-Going	Maintenance -Year 4	1/1/2015- 12/31/2015	\$640,000	On-Going	Maintenance -Year 5	1/1/2016- 12/31/2016	\$640,000
On-Going	Maintenance -Year 2	1/1/2013-12/31/2013	\$1,000,000																		
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On-Going	Maintenance -Year 4	1/1/2015- 12/31/2015	\$640,000																		
On-Going	Maintenance -Year 5	1/1/2016- 12/31/2016	\$640,000																		
<p><b>Exhibit B Section #2 Total Contract Price</b></p>	<p><b>Delete Section 2. Total Contract Price and replace with the following:</b></p> <p>Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed \$11,789,044.00 ("Total Contract Price"). The payment by the State of the Total Contract Price shall be the only, and the complete reimbursement to SymbioSys for all fees and expenses, of whatever nature, incurred by SymbioSys in the performance hereof.</p> <p>The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.</p>																				

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT  
CONTRACT 2011-070  
CONTRACT AMENDMENT B

**Contract History**

2011-070	Original Contract	December 31, 2016	June 22, 2011, Item #60	\$ 7,961,080.00
2011-070A	Amendment A	December 31, 2016	December 5, 2012 Item #32	\$ 1,684,564.00
2011-070B	Amendment B	December 31, 2016	Upon G&C Approval	\$ 2,143,400.00

DEBARMENT CERTIFICATION, SUSPENSION, OTHER RESPONSIBILITY MATTERS PRIMARY COVERED TRANSACTIONS

SymbioSys certifies that primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency. SymbioSys will inform NH Employment Security of any changes in status regarding this statement.”

Except as provided herein, all provisions of the Agreement shall remain in full force and effect. This modification shall take effect upon the approval date from the Governor and the Executive Council.

*Remainder of page intentionally left blank.*

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT  
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IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year first above written.



Date: 11/19/2013

Arvind Ranade  
SymbioSys Solutions, Inc.

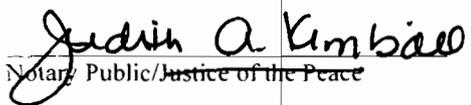
Corporate Signature Notarized:

STATE OF NEW HAMPSHIRE

COUNTY OF Merrimack

On this the 19<sup>th</sup> day of November, 2013 before me, Arvind R. Ranade, the undersigned Officer Arvind Ranade personally appeared and acknowledged her/himself to be the Chief Operations Officer of SymbioSys Solutions, Inc., a corporation, and that she/he, as such Chief Operations Officer being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by her/himself as Chief Operations Officer.

IN WITNESS WHEREOF I hereunto set my hand and official seal.



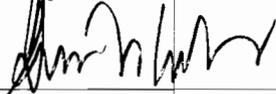
Notary Public/Justice of the Peace

My Commission Expires:

(SEAL)

JUDITH A. KIMBALL  
Notary Public - State of New Hampshire  
My Commission Expires September 14, 2016

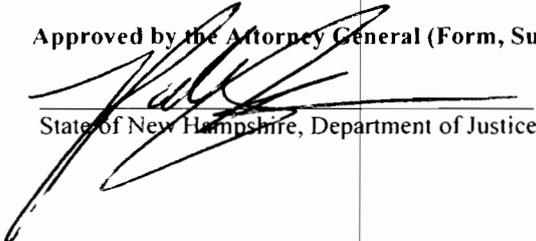
State of New Hampshire



Date: 11/19/13

George N. Copadis, Commissioner  
State of New Hampshire  
Department of Employment Security

Approved by the Attorney General (Form, Substance and Execution)



Date: 12/2/13

State of New Hampshire, Department of Justice



# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that SYMBIOSYS SOLUTIONS, INC. is a New Hampshire corporation duly incorporated under the laws of the State of New Hampshire on October 8, 2002. I further certify that all fees and annual reports required by the Secretary of State's office have been received and that articles of dissolution have not been filed.



In TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 13<sup>th</sup> day of November, A.D. 2013

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State



CERTIFICATE OF VOTE  
(Corporation Without Seal)

I, JYOTHI SHANKER, do hereby certify that:  
(Name of the Officer of the Corporation; cannot be contract signatory)

1. I am the duly elected Officer/President of SYMBIOSYS SOLUTIONS, INC.,  
(Corporation Name)
2. The following are true copies of two resolutions duly adopted by the Board of Directors of the Corporation duly held on November 15<sup>th</sup>, 2013:

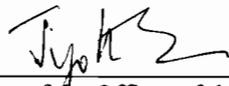
(Date)

**RESOLVED:** That this Corporation enter into Amendment B of the contract with the State of New Hampshire, acting through its Department of Employment Security, for the provision of Consulting Services as specified in Amendment B of NH NHUIS Modifications, Maintenance, and Support Contract 2011-070.

**RESOLVED:** That the Chief Operating Officer  
(Title of Contract Signatory)

is hereby authorized on behalf of this Corporation to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions or modifications thereto as he may deem necessary, desirable or appropriate.

3. The foregoing resolutions have not been amended or revoked, and remain in full force and effect as of the 19<sup>th</sup> day of November, 2013.
4. ARVIND RANADE is the duly elected Chief Operating Officer  
(Name of Contract Signatory) (Title of Contract Signatory)

  
(Signature of the Officer of the Corporation)

*Rebecca M Scofield  
Justice of the Peace  
my commission expires  
May 11, 2016*





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
11/20/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Foy Insurance Group - Nashua 350 Main St  Nashua NH 03060	<b>CONTACT NAME:</b> Monique Cary-Zillich <b>PHONE (A/C No. Ext):</b> (603) 883-1587 <b>FAX (A/C No.):</b> (603) 883-0997 <b>E-MAIL ADDRESS:</b> monique.cary-zillich@foyinsurance.com																				
	<table border="1"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A</td> <td>Hartford Casualty Insurance Co</td> <td>29424</td> </tr> <tr> <td>INSURER B</td> <td>Green Mountain Ins Co</td> <td>20680</td> </tr> <tr> <td>INSURER C</td> <td>Twin City Fire Ins Co</td> <td>29459</td> </tr> <tr> <td>INSURER D:</td> <td></td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A	Hartford Casualty Insurance Co	29424	INSURER B	Green Mountain Ins Co	20680	INSURER C	Twin City Fire Ins Co	29459	INSURER D:			INSURER E:			INSURER F:	
INSURER(S) AFFORDING COVERAGE		NAIC #																			
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INSURER D:																					
INSURER E:																					
INSURER F:																					
<b>INSURED</b> SYMBIOSYS SOLUTIONS, INC. 1 HADLEY DRIVE  NASHUA NH 03062																					

**COVERAGES**      **CERTIFICATE NUMBER** master 11/2013-2014      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			04SBAPK9402	11/1/2013	11/1/2014	EACH OCCURRENCE \$ 2,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 2,000,000
							GENERAL AGGREGATE \$ 4,000,000
							PRODUCTS - COMP/OP AGG \$ 4,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:							
	<input checked="" type="checkbox"/> POLICY	<input type="checkbox"/> PRO-JECT	<input type="checkbox"/> LOC				\$
B	AUTOMOBILE LIABILITY			20003448	12/11/2013	12/11/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 350,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS	<input checked="" type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
							Uninsured motorist combined \$ 350,000
	UMBRELLA LIAB		<input type="checkbox"/> OCCUR				EACH OCCURRENCE \$
	EXCESS LIAB		<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$
	DED		RETENTION \$				\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			3A State: New Hampshire Excl: Arvind Ranade 04WECKJ0881 Excl: Jyothi Shanker	11/1/2013	11/1/2014	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input checked="" type="checkbox"/> Y	N/A				E.L. EACH ACCIDENT \$ 100,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 100,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES** (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
Operations usual & customary for Computer Programmer & Software Design.

<b>CERTIFICATE HOLDER</b>  helen.a.dinsmore@nhes.nh.g  State of New Hampshire Department of Employment Security 32 South Main Street Concord, NH 03301-4857	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  Teri Davis, AAI, ACSR
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New Hampshire  
Employment  
Security

www.nhes.nh.gov

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE

32 SOUTH MAIN STREET  
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

November 15, 2012

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, NH 03301

#32  
12/5/12

Requested Action

To authorize New Hampshire Employment Security (NHES) to enter into a contract amendment with SymbioSys Solutions, Inc. (VC# 170929), Nashua, NH, increasing the contract amount by \$1,684,564.00 from \$7,961,080.00 to \$9,645,644.00 for modifications and improvements to the New Hampshire Unemployment Insurance System (NHUIS) from the date of Governor and Council approval through December 31, 2016. The original contract was approved by Governor and Council as item #60 on June 22, 2011. 100% Federal Funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2013 forward with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

	<u>FY 2013</u>	<u>FY 2014</u>
10 - 02700 - 80410000 - 030 - 500312 Software, Major	\$ 934,779.00	\$ 749,785.00
Vendor Code: 170929 SymbioSys Solutions, Inc.		
RQ#: TBD		

Explanation

NHES is requesting approval of the attached contract amendment for NHUIS modifications and improvements. This contract amendment includes modifications funded and supported by the United States Department of Labor (USDOL). NHES applied for and was awarded supplemental Federal funds to support the following modifications and improvements to our unemployment benefit system, NHUIS.

The various system modifications associated with unemployment benefit overpayments seek to improve detection and recovery by performing an analysis of business processes with the intent of re-engineering the overpayment module to improve and streamline practices while bringing the Department into compliance with current federal requirements.

Several system modifications are necessary to improve administration of the federal Re-employment and Eligibility Assessment (REA) program in order to meet USDOL reporting requirements. The REA program is designed to ensure claimants are meeting the eligibility provisions of state unemployment laws and are exposed to reemployment services, including job search assistance and placement services, so they may return to employment as quickly as possible. The REA program combines in-person unemployment insurance (UI) eligibility reviews, labor market information, development of an individual reemployment plan and referral to reemployment services and/or training.

Attached is the approval letter from the Office of Information Technology (#DoIT 2011-070).

Respectfully submitted,

George N. Copadis  
Commissioner

GNC/jdr  
Attachments





**New Hampshire  
Employment  
Security**

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**ADMINISTRATIVE OFFICE**

32 SOUTH MAIN STREET  
CONCORD, NH 03301-4857



TARA G. REARDON, COMMISSIONER

DARRELL L. GATES, DEPUTY COMMISSIONER

June 8, 2011

#60  
6/22/11

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, NH 03301

**Requested Action**

- To authorize New Hampshire Employment Security (NHES) to enter into a contract with SymbioSys Solutions, Inc. (VC# 170929), Nashua, NH, in the total amount of \$7,961,080 for the New Hampshire Unemployment Insurance System (NHUIS) modifications, maintenance, support and knowledge transfer services from the date of Governor and Council approval through December 12, 2016. 100% Federal Funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2011 forward with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

	FY 2011	FY 2012	FY 2013	FY 2014
10 - 02700 - 80410000 - 030 - 500312 Software, Major	\$ 90,000.00	\$ 1,072,778.00	\$ 1,217,222.00	\$ 1,095,000.00
	FY 2015	FY 2016	FY 2017	
	\$ 915,000.00	\$ 640,000.00	\$ 320,000.00	

	FY 2012	FY 2013
10 - 02700 - 80610000 - 030 - 500312 Software, Major	\$ 1,735,416.00	\$ 875,664.00

Vendor Code: 170929 SymbioSys Solutions, Inc.  
RQ#: 119379

**Explanation**

NHES is requesting approval of the attached contract for NHUIS modifications, maintenance, support and knowledge transfer services. This contract includes major modifications funded and supported by the United States Department of Labor (USDOL). The six (6) major modifications are to implement State Information Data Exchange System (SIDES), Benefit Payment Control Case (BPC) Management, Treasury Offset Program (TOP), Appeals Business Process Review, Adjudication Smart Scheduler, Automated Appeals Reminder, and to modify nine (9) sections of the Trade Act module. NHES applied for and was awarded supplemental Federal funds from USDOL to support these major system enhancements.

SIDES will be utilized to ensure the most secure, cost effective and efficient manner for obtaining requests for separation information from employers and Third Party Administrators (TPAs). NHES also plans to participate in the State Employer Website (SEW) to encourage employers and TPAs without the resources to participate in the automated connection for file exchange with the Central Broker, to utilize the standardized format for processing requests for separation information.



The BPC Case Management Program will replace an antiquated system that was developed over 20 years ago and does not currently serve the case management needs of the Agency. The new case management system will be efficient and effective allowing staff to create work items, manage workloads, record decisions, automatically generate letters and create more precise reporting.

The Treasury Offset Program (TOP) will expand our ability to recover monies from benefit overpayments. NHES currently creates repayment plans, offsets unemployment benefits and in some cases places liens on property. TOP will provide NHES an effective tool to recover fraud overpayments. NHES will be able to enter into an agreement with the Internal Revenue Service to intercept, or offset, federal tax refunds for state unemployment tax obligations.

The Appeals Business Process Review will consist of a performance audit of both internal processing of appeals by staff and how NHUIS processes appeals to help identify inefficiencies and provide effective solutions. With the record number of appeals that the department has been processing since the inception of NHUIS and the economic downturn, it is crucial that appeals be processed as efficiently and effective as possible.

The Adjudication Smart Scheduler will be implemented in an effort to make the unemployment claim adjudication process more efficient by automatically scheduling adjudication interviews with the claimants and employers that are attached to the unemployment claim. All interested parties will be notified of the interview time and the need to be available to answer questions otherwise a determination will be made with the available information on hand.

The Automated Appeals Reminder will be implemented in an effort to reduce the number of claimants, employers and/or interested parties that miss appeal hearings thereby reducing the need to reschedule or the even more time consuming task of processing a Request to Reopen by one party should a decision be rendered based on the facts provided by the parties that did attend a hearing.

The various modifications to the Trade Act module of NHUIS will provide for more accurate and complete tracking and reporting of Trade Act-related activities as well as provide for the necessary updates to Federal reporting due to changes imposed by USDOL.

This contract also provides for on-going support, maintenance and knowledge transfer of NHUIS through December 12, 2016.

Competitive bids were sought for NHUIS modifications, maintenance, support and knowledge transfer services. Request for Proposal (RFP) 2011-070 was publicly issued to prospective vendors on March 21, 2011 to obtain qualified vendors. A mandatory vendor conference, attended by five (5) vendors, was held in Concord, NH on March 28, 2011. Letters of Intent to Bid were required and two (2) were received.

Two (2) written proposals were received by the due date of April 29, 2011. The Vendors were Deloitte Consulting, LLP of Pittsburg, Pennsylvania and SymbioSys Solutions, Inc. of Nashua, New Hampshire.

Pursuant to the RFP, an Evaluation Committee was comprised of two (2) Department of Information Technology representatives and three (3) NHES representatives. In accordance with the RFP, the Committee addressed the following four (4) successive phases:

- 1) Evaluation of the written proposals
- 2) Reference and background checks
- 3) Oral interviews and product demonstrations
- 4) Best and final offer



The initial evaluation of the written proposals rated them according to the RFP scoring criteria which was broken down into six (6) categories: 1) software solution for modifications and Trade module, 2) technical, service and project management experience in unemployment insurance, 3) value added services and innovations, 4) maintenance, operation and production support approach, 5) corporate and state qualifications, and 6) cost. The preliminary scores were assigned to the various categories over several days of meetings.

Both Vendors provided a half day session to the Committee and other Agency stakeholders that included product demonstration and an opportunity for questions and clarifications regarding the Proposal, company experience with unemployment insurance and staff knowledge and experience. Vendors were required to have their proposed Project Manager and proposed key staff available for interview during this State visit. The Committee spoke with and observed the proposed Project Managers from both Vendors. Best and final offers were requested and reviewed.

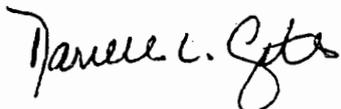
Applying the evaluation criteria contained in the RFP, the Committee scored the proposals as follows:

VENDOR	SCORE
SymbioSys Solutions, Inc.	809
Deloitte Consulting, LLP	708

The Committee agreed that SymbioSys Solutions, Inc. had the best overall proposal and offers the experience and commitment to quality that is necessary to successfully implement the changes outlined in the RFP as well as provide on-site maintenance and support to a most critical computer system. Both vendors submitted excellent technical solution proposals and the Agency has had a successful relationship with both vendors in the past. The scores were within ten (10) points of one another prior to the evaluation of the cost category. The difference in the cost for implementation of six (6) major enhancements, maintenance and support through 12/31/2012, and options to renew individually for four (4) more years of maintenance and support was significant. Deloitte Consulting's total of \$11,848,911 compared to SymbioSys Solutions' \$7,581,080 resulted in a \$4,267,831 difference that awarded more points and the intent to award to SymbioSys Solutions, Inc.

Attached is the approval letter from the Office of Information Technology (#DoIT 2011-070).

Sincerely,



Tara G. Reardon  
Commissioner

TGR/jdr  
Attachments

