NHES

New Hampshire Employment Security

www.nhes.nh.gov

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

November 17, 2014

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

REQUESTED ACTION

To authorize New Hampshire Employment Security ("NHES") to enter into a sole source contract amendment with SymbioSys Solutions, Inc. (VC #170929) of Nashua, New Hampshire, increasing the contract amount by $2,460,916.00 from $11,789,044.00 to $14,249,960.00 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 the Governor and Council on June 22, 2011 as Item #60. There have since been two amendments to the contract, Amendments A and B, approved by Governor and Council on December 5, 2012 (Item #32) and December 20, 2013 (Item #46), respectively.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2015 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 2015	FY 2016	FY 2017
10 - 02700 - 80400000 - 030 -	500312	Computer Software, Major	$ 450,860		
10 - 02700 - 80410000 - 030 -	500312	Computer Software, Major	$ 305,000		
10 - 02700 - 80400000 - 038 -	509038	Technology, Software		$ 1,030,028	$ 675,028

Vendor Code: 170929 SymbioSys Solutions, Inc.

RQ #: TBD

EXPLANATION

NHES is requesting approval of the attached sole source contract amendment (Amendment C) for additional NHUIS modifications and improvements. This contract amendment includes modifications funded and supported by the federal regulating agency, the United States Department of Labor ("USDOL"). NHES applied for and was awarded supplemental federal funds to support the anticipated modifications and improvements to our unemployment insurance benefit system.

The improvements to NHUIS will assist NHES in implementing new approaches to preventing and reducing overpayments through enhanced use of cross-match data. The changes will provide a system for flagging claimants with potential issues and following up with alerts and reports. These new measures will allow us to more quickly identify potential fraud and communicate more rapidly with claimants regarding case issues. Within the scope of work, NHES will also expand cross-matches, such as its State Directories of New Hire (SDNH) cross-match, and use system flags to proactively identify and prevent potential multi-claimant fraud schemes.

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary aids and services are available upon request of individuals with disabilities

Telephone (603) 224-3311   Fax (603) 228-4145   TDD/ TTY Access: Relay NH 1-800-735-2964   Web site: www.nhes.nh.gov

In addition, NHES has received grant funds to perform a review of key communication exchanges with the UI-Interstate Connection Network (UI-ICON) to ensure the integrity of data being sent to other states and ensure the best use of data NHES is receiving from other states. NHES will establish an agent claim file in NHUIS to aid in fraud detection by including data received in the claim flagging strategy. This scope will also include implementation of the Interstate Benefits quarterly cross-match to improve our participation in this important exchange of information with other states.

NHES is also seeking to expand the capacity of NHUIS to allow employers to respond on-line to all agency requests for information. On-line forms to be enabled include the Request for Wage Information; Request for Qualifying Wages; Request for Concurrency Information and Cross-match Request for Wage Information forms. Expanding the on-line capacity of the NHUIS system will allow for more timely communication with employers, reduction of overpayments, and more timely first payments to claimants.

We will also work with the vendor to enhance our federal reporting and rectify reporting discrepancies, including tracking issues that form the basis for benefit disqualifications in the system.

Finally, the amendment adds needed funds for the support and maintenance of NHUIS during the remaining term of the contract.

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

Respectfully submitted,
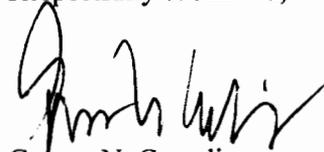
George N. Copadis
Commissioner

Steven J. Kelleher
Acting Commissioner

November 17, 2014

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. 2011-070C.

> This contract amendment with SymbioSys Solutions, Inc. is for required modifications to the NHUIS System to prevent and reduce overpayments by enhancing the use of cross-match data, as well as, to implement measures to more quickly identify potential fraud and to communicate more rapidly with claimants regarding case issues. NHUIS capacity will be expanded allowing employers to respond to all requests for information on-line, thus enhancing timely processing of benefit payments. Further enhancements include the expansion of cross-matches, such as its SDNH cross-match, the use of system flags to proactively identify and prevent potential multi-claimant fraud schemes, and the addition of an agent claim file to aid in fraud detection by including data received in the claim flagging strategy. Finally, NHES will perform a review of key communication exchanges with the UI-Interstate Connection Network (UI-ICON) to ensure the integrity of data being sent to other states and ensure the best use of data NHES is receiving from other states.

> The not-to-exceed-contract amount will increase by $2,460,916.00, from $11,789,044.00 to $14,249,960.00. The term of the contract will remain through December 12, 2016.

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

Sincerely,

Steven J. Kelleher

SJC/ltm
DoIT 2011-070C

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

WHEREAS, pursuant to an Agreement approved by Governor and Council, based upon RFP #2011-070, on June 22, 2011, Item #60 (hereinafter 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") of 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 $1,684,564.00 from $7,961,080.00 to $9,645,644.00.

WHEREAS, said Agreement was further modified by contract amendment (Contract Amendment B) dated November 19, 2013, and approved by Governor and Council on December 20, 2013 (Item #46), to improve the functionality of NHUIS, extend maintenance services and increase the amount of the contract by $2,143,400.00 from $9,645,644.00 to $11,789,044.00.

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

WHEREAS, the Department has received additional directives and funding from federal regulating agencies (US Department of Labor) for enhanced overpayment and fraud prevention, data integrity, enabling on-line forms, and automation changes and the Department and SymbioSys have agreed to make modifications to the computerized New Hampshire Unemployment Insurance System ("NHUIS") system in accordance with the revised 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

Section 1.8 Pricing	**The Agreement is hereby amended as follows:** Amend Section 1.8 of the Agreement (Page 1) as previously amended by increasing the Price Limitation by $ 2,460,916.00 from $11,789,044.00 to $14,249,960.00.
Exhibit A; Section 1. Deliverables, Milestones, and Activities Schedule	**Add the following to the Deliverables Table in Section 1. Deliverables, Milestones, and Activities Schedule (as further described in Attachment #1 hereto):**

	Ref	Activity Description / Deliverables	Analysis or Design	Planned Completion Date
	68.	• Implement new approaches to preventing and reducing overpayments by enhancing use of cross-match data. • Implement measures that will result in quicker identification of potential fraud situations and quicker communication with claimants regarding issues. • Identify claimants via cross-matches, preliminary predictive modeling and/or State Federal fraud scheme information. • Flag claimants and require them to speak with an NHES representative when filing a continued claim. • Create a system of follow through for flagged items, including alerts and reports that are managed by staff. • Expand cross-matches, such as SDNH and prisons, and utilize flag method to proactively identify and prevent potential multi-claimant fraud schemes.	Software	9/30/16
	69.	▪ Perform a review of key communication exchanges with the UI-Interstate Connection Network (UI-ICON) to ensure the integrity of data being sent to other states and ensure the best use of data being received from other states. ▪ Address current reject rate for LADT (Liable/Agent Data Transfer) outgoing files. ▪ Establish agent claim file in NHUIS to aid in fraud detection by including data received in the claim flagging strategy. ▪ Implement the Interstate Benefits quarterly cross-match in order to enhance our ability to provide data to other states and improve our participation in the cross-match.	Software	6/14/15
	70.	▪ Expand NHUIS capacity to allow employers to respond on-line to all requests for information and earnings to enhance timely processing and payment of benefits. ▪ Enable specific on-line forms, including Request for Wage Information; Request for Qualifying Wages; Request for Concurrency Information and Cross-match Request for Wage Information to allow for more timely communication, overpayments reduction and/or more timely first payments	Software	11/14/15

	To maintain compliance with the federal funding authority, Deliverables #68, 69, and 70 must be completed, and accepted by the State, and paid for by September 30, 2016.			

	Ref #	Activity, Deliverable and Milestone	Delivery Date	Required Delivery Date
	71.	• Enhance the federal 9128 and 9129 reporting so as to count the number of claimants whose "hire date" falls in the immediately preceding quarter. • Modify the Reemployment Eligibility Assessment ("REA") programming in anticipation of upcoming changes in the profiling model. • Revisit and rectify ETA 9128 and 9129 discrepancies, including tracking of the counting and issues that form the basis for disqualifications in the system.	Software	9/30/16

Exhibit B **Section #1.1 Firm Fixed Price –** **Deliverables Table**	Add the following to the Deliverables Table in Section 1.1 Firm Fixed Price: **Table 2**			

Ref #	Activity, Deliverable and Milestone	Due Date	Price/Payment
68.	Implement more proactive approaches to preventing and reducing overpayments by enhancing use of cross-match data.	9/30/16	$740,056.00
69.	Perform review of communication exchanges and address data integrity issues.	6/14/15	$179,470.00
70.	Expand NHUIS capacity to provide on-line functionality for employers.	9/15/15	$271,390.00
71.	Enhance reporting functions and correct discrepancies.	9/30/16	$ 50,000.00

Changes in payment amounts for the Enhancements in this amendment will be based on the schedule in Table 2 herein

Exhibit B **Section #1.1 Firm Fixed Price -** **Additional Annual Maintenance Table**	Replace the table for Additional Annual Maintenance with the following: **Table 3**

ADDITIONAL ANNUAL MAINTENANCE		
On-Going Maintenance -Year 4	1/1/2015- 12/31/2015	$1,250,000.
On-Going Maintenance -Year 5	1/1/2016- 12/31/2016	$1,250,000.

Changes in payment amounts for the Maintenance in this Contract will be based on the schedule in Table 3 herein

Exhibit B Section #2 Total Contract Price	**Delete Section 2. Total Contract Price and replace with the following:** 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 $14,249,960.00 ("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. 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.

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	December 20, 2013 Item # 46	$ 2,143,400.00
2011-070C	Amendment C	December 31, 2016	Upon G & C Approval	$ 2,460,916.00
	CONTRACT TOTAL			$14,249,960.00

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.

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year first above written.

Date: 11/17/14

Arvind Ranade
SymbioSys Solutions, Inc.

Corporate Signature Notarized:

STATE OF NEW HAMPSHIRE

COUNTY OF Merrimack

On this the 17th day of November, 2014, 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.
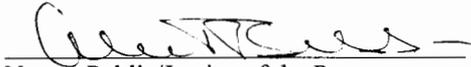
Notary Public/Justice of the Peace

My Commission Expires:

(SEAL)

ALICE P. BISSON
Notary Public - New Hampshire
My Commission Expires February 2, 2016

State of New Hampshire
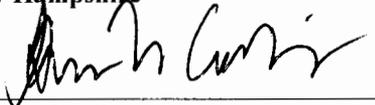
Date: 11/18/14

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

Approved by the Attorney General (Form, Substance and Execution)
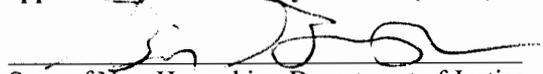
Date: 11/18/14

State of New Hampshire, Department of Justice

ATTACHMENT #1

Supplemental Project Description for Deliverable #'s 68, 69 and 70

DELIVERABLE #68

Additional Strategy Requirement – State-Defined Improper Payment Prevention Strategy – Fraud, including Strategy to Flag Continued Claims based on NDNH Crossmatch Hits

$740,056.00

Additional Strategy Requirement – State-Defined Improper Payment Prevention Strategy – Fraud, including Strategy to Flag Continued Claims based on NDNH Crossmatch Hits

The purpose of this request is to enable New Hampshire to implement more proactive approaches to preventing and reducing overpayments by enhancing the use of cross-match data and more aggressively target the root cause of New Hampshire's improper payments, specifically benefit year earnings. Implement additional approaches that will result in quicker identification of potential fraud situations and quicker communication with the involved claimant(s) that will positively impact other causes of improper payments, including ability and availability to work, and separation.

Claimants will be identified via various crossmatches, preliminary predictive modeling and/or State/Federal fraud scheme information. They will be flagged such that they must speak to a department representative when they file a continued claim, are generated specific messages and/or documents regarding the flag, and/or be part of alerts and reports that are managed by staff. This immediate attention approach has been used successfully in other States and began in New Jersey regarding NDNH data, where an innovation award was won. New Hampshire intends to also expand to other crossmatches, such as SDNH and prisons, and utilize this claim flag method to proactively identify potential multi-claimant fraud schemes.

The timeline presented does not start until October 2015 because of prior commitments to significant projects funded by previous SBR awards. It will likely be possible to implement parts of this project, namely flagging the claim based on NDNH hit, sooner than 9/30/2016.

Requirements (10 weeks)	10/4/2015 – 12/18/2015 **
Review & Approval of Requirements (1 week)	12/19/2015 – 1/9/2016**
Design (6 weeks)	1/10/2016 – 2/20/2016
Development & Unit Testing (20 weeks)	2/21/2016 – 7/9/2016
System Integration & User Acceptance Testing (10 weeks)	7/10/2016 – 9/17/2016
Production Preparation and Rollout (2 weeks)	9/18/2016 – 9/30/2016
**not including holiday w/e 11/28/2015, 12/26/2015 & 1/2/2016	

Project Manager	576.00	$ 160.00	$ 92,160.00
Business Analyst/SME	940.00	$ 138.00	$ 129,720.00
Team Leads	1,776.00	$ 108.00	$ 191,808.00
Developers	2,456.00	$ 93.00	$ 228,408.00
Quality Assurance/Testers	920.00	$ 83.00	$ 76,360.00
Project Coordinator	480.00	$ 45.00	$ 21,600.00
TOTAL	**7,148.00**		**$ 740,056.00**

N/A			

Although New Hampshire has one of the lowest improper payment rates in the country, it strives to continuously improve its Unemployment Insurance Program to ensure that eligible individuals receive unemployment compensation in a timely manner, and that each claimant receives the proper amount due to them. Per BAM program results as posted to DOL.gov, the estimated improper payment rate for New Hampshire was 1.85%. Results from the Benefit Accuracy Measurement (BAM) Program reveal that claimant's bore total or partial responsibility for 80.64% of these improper payments. New Hampshire Employment Security (NHES) intends to strategically target much of its prevention and reduction effort, therefore, toward claimants.

New Hampshire's strategy will be to implement a flag upon a crossmatch hit indicating potential fraud such that if the claimant attempts to file a continued claim via the IVR (phone system) during normal business hours, the call will be immediately rerouted to the BPC Unit. The flag would also cause notification to be displayed and/or sent to the claimant filing a continued claim via IVR during non-business hours, or via the NHUIS (New Hampshire's benefit payment system) internet application, that they must contact the BPC Unit within a specified time period to answer questions before payment could be released. Flagged hits would include not only NDNH but also SDNH, State Employees, Benefit/Wage, Interstate and Prison crossmatches. Design would be configurable to be able to manage workload. Design would include appropriate staff alerts and reports.

New Hampshire also intends to implement the ability to automatically and/or manually flag a specific claimant, residence or mailing address and/or IP address for action if/when a new or continued claim is filed in the future. Examples: repeat fraud offenders, former department employees, addresses or names previously identified in a multi-state fraud scheme. Design would be configurable to accommodate different circumstances and actions, such as rerouting claim to BPC Unit, generating alert or report for follow-up, generating letter to claimant and/or employer, or changing the required method of filing. New Hampshire law allows the department to mandate in-person filing, and this option could be used for unresponsive individuals. Varying degrees of risk would be associated to the flag depending on what generated the flag, which would correlate to the appropriate resulting action.

It is expected that some preliminary predictive modeling can be implemented to establish preliminary fraud risk profiles by analysis and ranking of fraud risks (high/medium/low) against anti-fraud controls.

"Payment when due" may require release of payment under certain circumstances, even though the claim is flagged. A method to automate release or reinstatement of payment when specific conditions are met would also be implemented.

NH Employment Security is dedicated to continuous process improvement of business and system processes, and utilizing technology to make improvements. The changes implemented as part of this project are expected to reduce improper payments and protect the Trust Fund.

Per BAM data, fifty-five point eighty-one percent (55.81%) of the improper payments in New Hampshire are attributed to benefit year earnings, twelve point thirty-three percent (12.33%) to able and available issues and nine point seventy-two percent (9.72%) to separation issues, totaling seventy-seven point eight-six percent (77.86%) of all improper payments. These areas will each be impacted with the implementation of this strategy.

Based on the overall activity tracked by the BPC Unit, a total of 2234 cases were worked in calendar year 2013. Of those cases, 585 or 26.2% were fraud, establishing $1,646,469 in overpayments, 857 or 38.4% were non-fraud establishing $360,066 in overpayments, and the remaining were closed without an overpayment. Fraud cases average 20 weeks and non-fraud 3.5 weeks of overpaid benefits.

Item	Fraud	Non-Fraud
Cases Completed 2013	585	857
Average Weeks per Case	20	3.5
Total Weeks (# x avg)	11700	3000
OP Established	$1,646,469	$360,066
Avg OP per Week	$140.72	$120.02
Reduce average 1 week	$82,321.20	$102,857.14

By reducing the average duration of fraud by 3 weeks, which is likely a conservative estimate, and the average duration of non-fraud by 1 week, the savings over a one-year period would be $349,820.74.

The total estimated improper payments per BAM data for New Hampshire were $1,788,230. Reducing improper payments by $349,820.74 would result in a 19.6% reduction to that total.

Additional savings will no doubt be realized by preventing fraud by use of the predictive analytics and proactive claim flagging, before any payments are even made. The cost of the new functionality and improvements being made with this award would be balanced in approximately two years.

DELIVERABLE #69

Optional Strategy #1 – UI-ICON Data Integrity

$179,470

Requirements (3 weeks)	1/11/2015 – 1/31/2015
Review & Approval of Requirements (2 weeks)	2/1/2015 – 2/14/2015
Design (3 weeks)	2/15/2015 – 3/7/2015
Development & Unit Testing (8 weeks)	3/8/2015 – 5/2/2015
Test preparation with Xerox (1 week)	5/3/2015 – 5/9/2015
System Integration & User Acceptance Testing (4 weeks)	5/10/2015 – 6/6/2015
Production Preparation and Rollout (1 week)	6/8/2015 – 6/14/2015

	Total Hours	Rate Per Hour	Total
Project Manager	226.00	$ 160.00	$ 36,160.00
Business Analyst/SME	216.00	$ 138.00	$ 29,808.00
Team Leads	406.00	$ 108.00	$ 43,848.00
Developers	400.00	$ 93.00	$ 37,200.00
Quality Assurance/Testers	288.00	$ 83.00	$ 23,904.00
Project Coordinator	190.00	$ 45.00	$ 8,550.00
TOTAL	**1,726.00**		**179,470.00**

N/A			

New Hampshire intends to validate all 63 data elements of the LADT file to ensure accuracy and completeness of information being transmitted. All 8 outgoing files will be validated and corrections made as identified. New Hampshire will also be utilizing the incoming LADT files from other states to create an agent claim file in NHUIS (NH's benefit payment system). This will improve the integrity of the program and assist in prompt identification of individuals with open claims in other states.

The weekly LADT file contains the most recent claim data, including whether an individual has filed a continued claim. This file will be used to crossmatch against New Hampshire overpayments, transmitted through UI-ICON via the SCO (State Claim & Overpayment) file. This crossmatch will quickly identify open claims in other states where claimants are actively filing and therefore the likelihood of offsetting benefits is highest.

Reinstating the Interstate Benefits Quarterly Crossmatch responses to other states will provide them with valuable information to reduce overpayments in their state.

By ensuring that data being sent via the LADT file is accurate, New Hampshire expects to come as close as technologically possible to eliminating its 1.25% reject rate. By utilizing the LADT weekly file for overpayment activity crossmatch, New Hampshire should be able to increase collection from out-of-state claimants, though that is somewhat dependent upon responses from other states when New Hampshire sends a request to offset.

By reactivating the Interstate Benefit Quarterly Crossmatch, New Hampshire will add another weapon to its arsenal against benefit fraud, and respond in a timely manner to other state requests for information.

New Hampshire will no longer be included on reports of delinquent states in these two (2) targeted areas.

DELIVERABLE #70

Name of Project
Optional Strategy #2 – Employer Wage & Earnings Data Processing

Amount of Funding Requested for this Project
$271,390

Optional Strategy #2 – Employer Wage & Earnings Data Processing

The purpose of this request is to expand NHUIS (NH benefit payment system) capacity to allow employers to respond to requests for information regarding wages and earnings as applicable to the timely processing and payment of benefits.

Numerous documents and requests for information are generated from New Hampshire's benefit payment system. The Notice of Claim and Request for Information (Fact-finding) documents are generated either on paper or electronically, based on the employer's preference. Regardless of how generated, the employer can respond to these documents on-line through their Employer Main Menu. The responses are immediately viewable to staff and, depending on the responses, go directly into the database and produce results, such as generating new eligibility issues for adjudication.

Other documents are generated from NHUIS that the employer must currently return by mail or fax. This process can delay processing and is less convenient for the employer than being able to respond on-line. With additional monies, New Hampshire can enable additional forms to be responded to on-line, allowing for more timely communication as well as the reduction of overpayments and/or untimely first payment that might be caused by missing information. Forms to be considered for this project include:

Crossmatch Request for Wage Information – NDNH, SDNH or other crossmatch has resulted in a "hit" that must be investigated. The employer is requested to supply wages for specific weeks.

Request for Wage Information – claimant has listed an employer in their work history for which there are no wages or missing quarterly wages corresponding to the dates of employment supplied. The employer is requested to supply wages for the missing quarters.

Request for Qualifying Wages – claimant has outstanding disqualification that requires five (5) weeks of requalifying wages to be earned. The employer is requested to supply the most recent five (5) weeks of wages that exceed the claimant's WBA plus 20%.

Request for Concurrency Information – claimant has been laid off from one job while still working another. The employer is requested to supply the most recent five (5) weeks of wages and hours worked to determine whether they are continuing to provide the same amount of hours. This impacts the benefit charging determination.

Requirements (6 weeks)	5/3/2015 – 6/13/2015
Requirements Review & Approval (2 weeks)	6/14/2015 – 6/27/2015
Design (3 weeks)	6/28/2015 – 7/18/2015
Development & Unit Testing (12 weeks)	7/19/2015 – 10/10/2015
System Integration & User Acceptance Testing (4 weeks)	10/11/2015 – 11/17/2015
Production Preparation and Rollout (1 weeks)	11/8/2015 – 11/14/2015

Project Manager	314.00	$ 160.00	$ 50,240.00
Business Analyst/SME	424.00	$ 138.00	$ 58,512.00
Team Leads	650.00	$ 108.00	$ 70,200.00
Developers	554.00	$ 93.00	$ 51,522.00
Quality Assurance/Testers	352.00	$ 83.00	$ 29,216.00
Project Coordinator	260.00	$ 45.00	$ 11,700.00
TOTAL	**2,554.00**		**271,390.00**

N/A			

N/A		

The most challenging aspect of collecting earnings information is ensuring that the earnings reported follows the Sunday through Saturday time period to match the week that the claimant has filed for benefits. Payroll periods, shift differentials, Saturday PM to Sunday AM shifts, overtime, commissions and salary versus hourly methods of payment can create challenges to accurate reporting.

New Hampshire would like to design a robust on-line method for employers to report earnings, such that their specific company and/or claimant payroll criteria can be entered and saved, and our system will calculate the Sunday to Saturday earnings based on the information provided for a given week(s).

This project will include form re-design, creating new programs and screens for response, and integration between NHUIS and the InvestiCase BPC Case Management System.
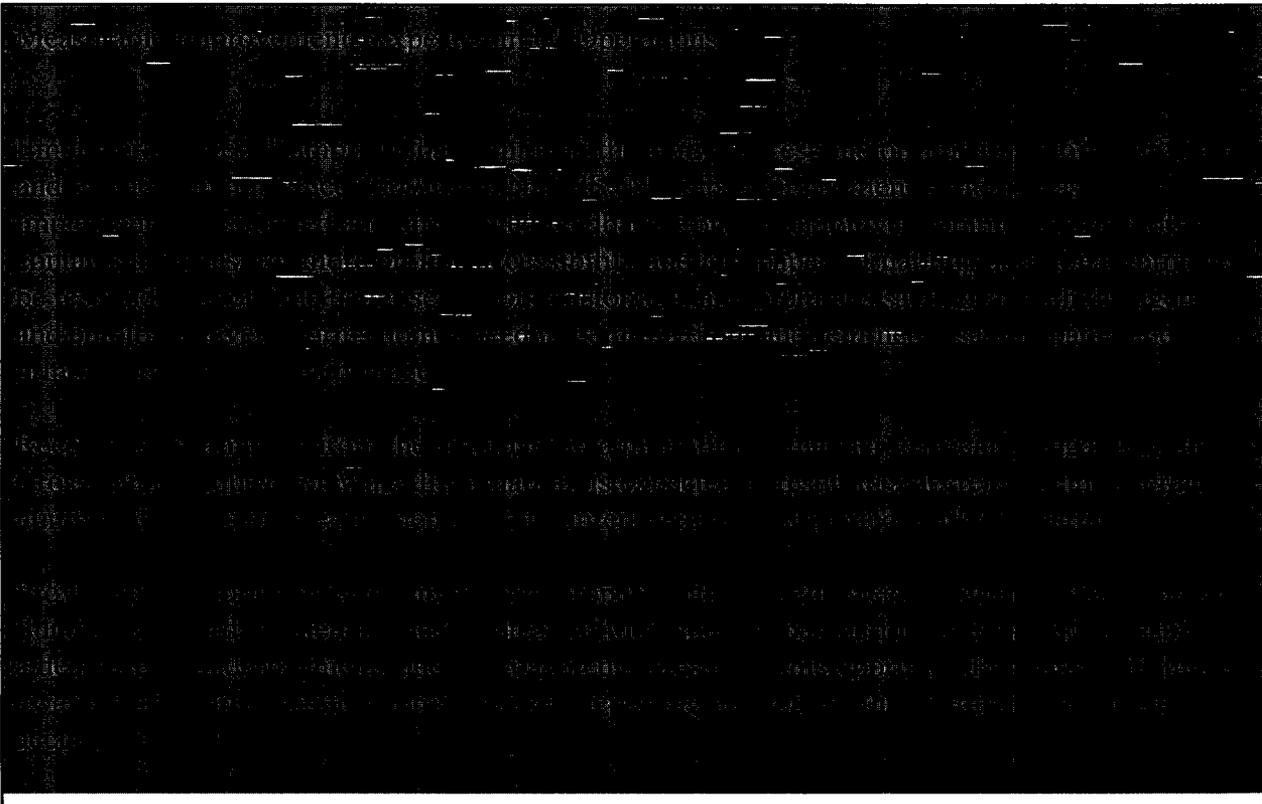
State of New Hampshire
Department of State

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 13th day of November, A.D. 2014

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 10th, 2014:
                                              (Date)
RESOLVED: That this Corporation enter into Amendment C 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 C 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 13th   day of November   , 2014.

4.   ARVIND RANADE   is the duly elected Chief Operating Officer
    (Name of Contract Signatory)   (Title of Contract Signatory)
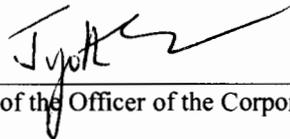
_____
(Signature of the Officer of the Corporation)

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/12/2014

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).

PRODUCER	CONTACT NAME: Donna Peirce		
Foy Insurance Group - Nashua 350 Main St Nashua NH 03060	PHONE (A/C, No. Ext): (603)883-1587		FAX (A/C, No): (603)883-0997
	E-MAIL ADDRESS: donna.peirce@foyinsurance.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A :Hartford Casualty Insurance Co		29424
INSURED	INSURER B :Green Mountain Ins Co		20680
SYMBIOSYS SOLUTIONS, INC.	INSURER C :Twin City Fire Ins Co		29459
	INSURER D :		
1 Hadley Drive	INSURER E :		
NASHUA NH 03062	INSURER F :		

COVERAGES CERTIFICATE NUMBER:CL14102437836 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** X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR X SS 00 08 (04 05) GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY ☐ PRO-JECT ☐ LOC			04SBAPK9402 Blanket Additional Insured	11/1/2014	11/1/2015	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							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
								$
B	**AUTOMOBILE LIABILITY** ANY AUTO ALL OWNED AUTOS — X SCHEDULED AUTOS X HIRED AUTOS — X NON-OWNED AUTOS			20003448 * 2014-2015 CSL & UM increased to $1,000,000	12/11/2013 12/11/2014	12/11/2014 12/11/2015	COMBINED SINGLE LIMIT (Ea accident)	$ *350,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Uninsured motorist combined	$ *350,000
	UMBRELLA LIAB — OCCUR **EXCESS LIAB** — CLAIMS-MADE DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
C	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [Y] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	3A State: New Hampshire Excl: Arvind Ranade & Jyothi Shanker 04WECKJ0881	11/1/2014	11/1/2015	X WC STATU-TORY LIMITS ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 100,000
							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. Any Person or Organization including Certificate Holder is additional insured if written signed contract, agreement, or permit to such exists prior to loss subject to form indicated above in General Liability section.

CERTIFICATE HOLDER	CANCELLATION
State of New Hampshire, Department of Employment Security Attn: Karen A Levchuk, Esq., Counsel 45 South Fruit Street Concord, NH 03301	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 Donna R Peirce

ACORD 25 (2010/05)

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