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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibinette
 Commissioner

Patricia M. Tilley
 Director

29 HAZEN DRIVE, CONCORD, NH 03301
 603-271-4501 1-800-852-3345 Ext. 4501
 Fax: 603-271-4827 TDD Access: 1-800-735-2964
 www.dhhs.nh.gov

April 7, 2022

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing contract with Social Solutions Global, Inc. (VC#224040-B001), Austin, TX, to continue providing service and maintenance to the Home Visiting Data System, by increasing the price limitation by \$329,673.00 from \$652,330.94 to \$982,003.94 and by extending the completion date from June 30, 2022 to June 30, 2025, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on June 29, 2016, item #37 and most recently amended with Governor and Council approval on June 24, 2020, item #44.

Funds are available in the following accounts for State Fiscal Year 2023, and are anticipated to be available in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-902010-5896 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: PUBLIC HEALTH DIV, BUREAU OF COMM & HEALTH SERV, HOME VISITING FORMULA GNT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Svc	90004104	\$8,850	\$0	\$8,850
2017	102-500731	Contracts for Prog Svc	90004104	\$124,000.15	\$0	\$124,000.15
2018	102-500731	Contracts for Prog Svc	90004104	\$99,900.15	\$0	\$99,900.15
2019	102-500731	Contracts for Prog Svc	90004104	\$99,900.15	\$0	\$99,900.15
2020	102-500731	Contracts for Prog Svc	90004104	\$99,900.15	\$0	\$99,900.15

His Excellency, Governor Christopher T. Sununu
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2021	102-500731	Contracts for Prog Svc	90004104	\$0	\$0	\$0
2022	102-500731	Contracts for Prog Svc	90083205	\$109,890.17	\$0	\$109,890.17
2023	102-500731	Contracts for Prog Svc	90083205	\$0	\$109,891	\$109,891
2024	102-500731	Contracts for Prog Svc	TBD	\$0	\$109,891	\$109,891
2025	102-500731	Contracts for Prog Svc	TBD	\$0	\$109,891	\$109,891
			Subtotal	\$542,440.77	\$329,673.00	\$872,113.77

05-95-92-920510-3382 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: BEHAVIORAL HEALTH DIVISION, BUREAU OF DRUG AND ALCOHOL SVCS, GOVERNOR COMMISSION FUNDS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	92058502	\$109,890.17	\$0	\$109,890.17
			Subtotal	\$109,890.17	\$0	\$109,890.17
			Total	\$652,330.94	\$329,673.00	\$982,003.94

EXPLANATION

The purpose of this request is to continue providing the Department with a hosted, secure, web-based home visiting software system that includes training, technical support and maintenance services.

The Department provides statewide home visiting services in eleven (11) communities across the state through contracts with community health and social service agencies. The Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program uses the Healthy Families America model, an evidence-based home visiting model that embodies the belief that nurturing early relationships is the foundation for lifelong health development. Healthy Families America is family-centered, culturally sensitive, strength-based and proven effective in promoting healthy child development and preventing child abuse and neglect. The Healthy Families America Model is equipped to work with families who are most at-risk of child maltreatment and adverse childhood experiences due to a history of trauma, intimate partner violence, mental health disorders and/or substance misuse.

Social Solutions Global, Inc. has provided the software to collect and manage data and reporting for this program. Community-based home visitors use this software program to enter client and services data, as well as data related to case management and performance measures. The Division of Public Health Services uses the software to manage the statewide program and

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
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to create federal reports on demographics, service utilization, staffing levels, Healthy Families America Best Practice Standards, benchmarks and performance measures on topics such as maternal depression, developmental screening, reduction of child maltreatment and child injuries. Continual access to the system's data is essential to demonstrate program quality and deliverables required for the federal funding.

Department staff will monitor contracted services by reviewing the contractors work plan and status reports.

As referenced in Section 1 Contract Documents, Subsection 1.3 Contract Terms of the original agreement, the parties have the option to extend the agreement for up to five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for three (3) of the three (3) years available.

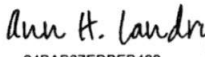
Should the Governor and Council not authorize this request, the Department would not be in compliance with federal legislation requiring the monitoring and evaluation of the delivery and effectiveness of the home visiting program.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.870, FAIN #X10MC39701

In the event that the Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

DocuSigned by:

24BAB37EDBEB488...

Lori A. Shibinette

Commissioner



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

Denis Goulet
Commissioner

January 20, 2022

Lori A. Shibinette, Commissioner
Department of Health and Human Services
State of New Hampshire
129 Pleasant Street
Concord, NH 03301

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to exercise a renewal option to an existing contract with Social Solutions Global, Inc. of, Austin, TX as described below and referenced as DoIT No. 2016-105B.

The purpose of this request is to extend an existing contract with Social Solutions Global, Inc. to provide the maintenance and support of the Maternal, Infant & Early Childhood Home Visiting Data System. This system collects and manages data and reporting for the Division of Public Health Services. Community-based home visitors use this software system to enter client and services data, as well as data related to case management and performance measures. The Division of Public Health also uses the software to manage the statewide program and to create Federal reports on benchmarks and performance measures on topics such as maternal depression, tobacco cessation, reduction of child maltreatment and child injuries and child development screens.

This amendment requests an increase to the contract price limitation of \$329,673.00 from \$652,330.94 to an amount of \$982,003.94 and by extending the completion date from June 30, 2022 to June 30, 2025, effective upon Governor and Council approval.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/RA
DoIT #2016-105B
cc: Michael Williams, IT Manager, DoIT

**State of New Hampshire
Department of Health and Human Services
Amendment #2**

This Amendment to the Home Visiting Data System contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Social Solutions Global, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 29, 2016, (Item #37), as amended on June 24, 2020, (Item #44), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 18, and Exhibit P, NH DHHS Standard Exhibit C – Special Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2025

2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$982,003.94

3. Modify Contract 2016-105 – Part 2, Section 3, Contract Management, Subsection 3.1, to read:
3.1 The Vendor’s Contract Manager

The Contracted Vendor shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. The Contracted Vendor’s Contract Manager is:

Abigail (Abby) Anaya, Enterprise Client Success Manager

Tel: (512) 364-6097 (M) | (737) 307-0069 (O)

E-mail: AAnaya@socialsolutions.com

4. Modify Contract 2016-105 – Part 2, Section 3, Contract Management, Subsection 3.3, Paragraph 3.3.3, Subparagraph 3.3.3.1 to read:

3.3.3.1 The Contracted Vendor Key Project Staff shall include the following roles identified below:

3.3.3.1.1 ETO Consultant

3.3.3.1.2 Director of Advocacy

5. Modify Contract 2016-105 – Part 3, Exhibit B Price and Payment Schedule, Section 1 Deliverable Payment Schedule, Table 2: Software Licensing, Maintenance and Support Pricing Worksheet, to read:

Table 2: Software Licensing, Maintenance and Support Pricing Worksheet

	SFY 2016 (4/16 – 6/16)	SFY 2017 (7/16 – 6/17)	SFY 2018 (7/17 – 6/18)	SFY 2019 (7/18 – 6/19)	SFY 2020 (7/19 – 6/20)	SFY 2021 (7/20 – 6/21)	SFY 2022 (7/21 – 6/22)
ETO Software Initiative Edition - Software as a Service (includes hosting)	-	\$64,500.15	\$64,500.15	\$64,500.15	\$64,500.15	\$70,950.17	\$70,950.17

Social Solutions Global, Inc.

A-S-1.2

Contractor Initials _____

DS
KS

2016-105 / SS-2016-DPHS-09-HOMEV-01-A02

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Date _____

3/31/2022

Services - New Benchmark Form 1 and Form 2 requirements Build API for interface with Watch Me Grow with Welligent	-	\$5,100.00 \$13,000.00 \$6,000.00	-	-	-	-	-
Platinum Service Package - Premium Support Package	\$3,750.00	\$15,000.00	\$15,000.00	\$15,000.00	\$15,000.00	\$16,500.00	\$16,500.00
Managed Services – Additional monthly consultant hours (120 hours)	\$5,100.00	\$20,400.00	\$20,400.00	\$20,400.00	\$20,400.00	\$22,440.00	\$22,440.00
Totals	\$8,850.00	\$124,000.15	\$99,900.15	\$99,900.15	\$99,900.15	\$109,890.17	\$109,890.17

	SFY 2023 (7/22 – 6/23)	SFY 2024 (7/23 – 6/24)	SFY 2025 (7/24 – 6/25)	Total
ETO Software Initiative Edition - Software as a Service (includes hosting)	\$70,951.00	\$70,951.00	\$70,951.00	\$612,753.94
Services - New Benchmark Form 1 and Form 2 requirements Build API for interface with Watch Me Grow with Welligent	-	-	-	\$24,100.00
Platinum Service Package - Premium Support Package	\$16,500.00	\$16,500.00	\$16,500.00	\$146,250.00
Managed Services – Additional monthly consultant hours (120 hours)	\$22,440.00	\$22,440.00	\$22,440.00	\$198,900.00
Totals	\$109,891.00	\$109,891.00	\$109,891.00	\$982,003.94

6. Modify Part 3, Exhibit P, NH DHHS Standard Exhibit C – Special Provisions, Paragraph 16, Insurance, by deleting Paragraph 16 in its entirety.

DS
KS

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective July 1, 2022, or upon Governor and Council approval, whichever is later.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

4/4/2022

Date

DocuSigned by:

Patricia M. Tilley

946FB38F68FD4C8...

Name: Patricia M. Tilley

Title:
Director

Social Solutions Global, Inc.

3/31/2022

Date

DocuSigned by:

Ken Saunders

73AFA5B2F2EF403

Name: Ken Saunders

Title:
Cfo

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

4/7/2022

Date

DocuSigned by:
Robyn Guarino
748734844941460...

Name: Robyn Guarino
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

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 SOCIAL SOLUTIONS GLOBAL, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on February 02, 2012. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **665543**

Certificate Number: **0005707850**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 16th day of March A.D. 2022.

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

William M. Gardner
Secretary of State

CERTIFICATE OF AUTHORITY

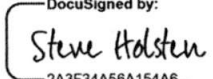
I, Steve Holsten, hereby certify that I am a duly elected Corporate Secretary of Social Solutions Global, Inc., a Delaware Public Benefits Corporation.

The following is a true and correct action by written consent taken by the Board of Directors on March 25, 2022.

RESOLVED: That Kenneth Saunders as Chief Financial Officer is duly authorized on behalf of Social Solutions Global, Inc. to enter into contracts or agreements and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his judgment be desirable or necessary to effect the purpose of this consent.

I hereby certify that said consent has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority remains valid until such time authority is revoked by the Board of Directors. I further certify that it is understood that this certificate is evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation.

Dated: 3/30/2022

DocuSigned by:

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Signature of Elected Officer
Name: Steve Holsten
Title: Corporate Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/10/2022

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 have **ADDITIONAL INSURED** provisions or 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).

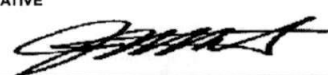
PRODUCER		CONTACT NAME: Sara Giocolo	
AssuredPartners of Missouri, LLC		PHONE (A/C, No, Ext): (314) 523-8800	FAX (A/C, No): (314) 453-7555
11975 Westline Industrial Dr		E-MAIL ADDRESS: Sara.Giocolo@assuredpartners.com	
St Louis MO 63146		INSURER(S) AFFORDING COVERAGE	
		INSURER A : National Fire Insurance Co of Hartford	NAIC # 20478
		INSURER B : Valley Forge Insurance Company	20508
		INSURER C : The Continental Insurance Company	35289
		INSURER D : American Casualty Company of Reading, PA	20427
		INSURER E : Columbia Casualty Company	31127
		INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 20/21 Social Solutions **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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			6018205628	07/17/2021	07/17/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY			6018205564	07/17/2021	07/17/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			6018205581	07/17/2021	07/17/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input checked="" type="checkbox"/> N N/A			6079054730 / 6079054727	07/17/2021	07/17/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	Tech E&O / Cyber Liability			596583474	07/17/2021	07/17/2022	Each Claim \$5,000,000 Aggregate \$5,000,000 Retention \$25,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 State of NH Department of Health and Human Services is included as additional insured where required by written contract per form No.CNA74872(01-15)
 Collision Deductible: \$1,000
 Comprehensive Deductible: \$100

CERTIFICATE HOLDER		CANCELLATION	
State of NH Department of Health and Human Services 129 Pleasant Street Concord NH 03301-3857		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 	



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

03/10/2022

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.

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PRODUCER AssuredPartners of Missouri, LLC 11975 Westline Industrial Dr St Louis MO 63146	CONTACT NAME: Sara Giocolo PHONE (A/C, No, Ext): (314) 523-8800 FAX (A/C, No): (314) 453-7555 E-MAIL ADDRESS: Sara.Giocolo@assuredpartners.com																				
	<table border="1"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A : National Fire Insurance Co of Hartford</td> <td></td> <td>20478</td> </tr> <tr> <td>INSURER B : Valley Forge Insurance Company</td> <td></td> <td>20508</td> </tr> <tr> <td>INSURER C : The Continental Insurance Company</td> <td></td> <td>35289</td> </tr> <tr> <td>INSURER D : American Casualty Company of Reading, PA</td> <td></td> <td>20427</td> </tr> <tr> <td>INSURER E : Columbia Casualty Company</td> <td></td> <td>31127</td> </tr> <tr> <td>INSURER F :</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A : National Fire Insurance Co of Hartford		20478	INSURER B : Valley Forge Insurance Company		20508	INSURER C : The Continental Insurance Company		35289	INSURER D : American Casualty Company of Reading, PA		20427	INSURER E : Columbia Casualty Company		31127	INSURER F :	
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INSURER F :																					
INSURED Social Solutions Global, Inc. 10801-2 North MoPac Expressway Suite 400 Austin TX 78759																					

COVERAGES **CERTIFICATE NUMBER:** 20/21 Social Solutions **REVISION NUMBER:**

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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

State of NH Department of Health and Human Services is included as additional insured where required by written contract per form No.CNA74872(01-15)

Collision Deductible: \$1,000
Comprehensive Deductible: \$100

CERTIFICATE HOLDER


State of NH Department of Health and Human Services
 129 Pleasant Street

 Concord NH 03301-3857

CANCELLATION

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



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STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibilitte
 Commissioner

Lisa M. Morris
 Director

29 HAZEN DRIVE, CONCORD, NH 03301
 603-271-4501 1-800-852-3345 Ext. 4501
 Fax: 603-271-4827 TDD Access: 1-800-735-2964
 www.dhhs.nh.gov

May 26, 2020

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing **Sole Source** contract with Social Solutions Global, Inc. (Vendor #224040-B001), Austin, TX, to continue providing service and maintenance to the Home Visiting Data System, by exercising a contract renewal option by increasing the price limitation by \$219,780.34 from \$432,550.60 to \$652,330.94 and by extending the completion date from June 30, 2020 to June 30, 2022 effective upon Governor and Council approval. The original contract was approved by Governor and Council on June 29, 2016 (Item #37). 50% Federal Funds; 50% Other Funds (Governor Commission Funds).

Funds are available in the following account for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-902010-5896 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, ACA HOME VISITING

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Program Svc	90004104	\$8,850.00	\$0	\$8,850.00
2017	102-500731	Contracts for Program Svc	90004104	\$124,000.15	\$0	\$124,000.15
2018	102-500731	Contracts for Program Svc	90004104	\$99,900.15	\$0	\$99,900.15
2019	102-500731	Contracts for Program Svc	90004104	\$99,900.15	\$0	\$99,900.15

2020	102-500731	Contracts for Program Svc	90004104	\$99,900.15	\$0	\$99,900.15
2021	102-500731	Contracts for Program Svc	90004104	\$0	\$0	\$0
2022	102-500731	Contracts for Program Svc	TBD	\$0	\$109,890.17	\$109,890.17
			<i>Subtotals</i>	<i>\$432,550.60</i>	<i>\$109,890.17</i>	<i>\$542,440.77</i>

05-95-92-920510-3382 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: BEHAVIORAL HEALTH DIVISION, BUREAU OF DRUG & ALCHOL SVCS, GOVERNOR COMMISSION FUNDS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Program Svc	92058502	\$0	\$109,890.17	\$109,890.17
			<i>Subtotals</i>	<i>\$0</i>	<i>\$109,890.17</i>	<i>\$109,890.17</i>
			Total	\$432,550.60	\$219,780.34	\$652,330.94

EXPLANATION

This request is **Sole Source** because the Contractor is the only vendor able to provide the necessary services. As previously stated, the original contract was approved by Governor and Council on June 1, 2016 (Item #37).

The purpose of this request is to continue providing the Department with a hosted, secure, web-based home visiting software system that includes support and maintenance services.

The Department provides statewide home visiting services in eleven (11) at-risk communities across the state through contracts with community health and social service agencies. The Maternal, Infant and Early Childhood Home Visiting Program uses the Healthy Families America Model. Healthy Families America is an evidence-based voluntary home visiting model that embodies the belief that early nurturing relationships are the foundation for lifelong health development. It is family-centered, culturally sensitive, strength based and proven effective in promoting healthy child development and preventing child abuse and neglect. The Healthy Families America Model is equipped to work with families who are most at-risk of child maltreatment and adverse childhood experiences due to a history of trauma, intimate partner violence, mental health disorders and/or substance misuse.

Social Solutions Global, Inc. provides the software to collect and manage data and reporting for this program. Community-based home visitors use this software program to enter client and services data, as well as data related to case management and performance measures. The Division of Public Health Services uses the software to manage the statewide program and to create Federal reports on benchmarks and performance measures on topics such as maternal

depression, tobacco cessation, reduction of child maltreatment and child injuries and child development screens. Continual access to the system's data is essential to demonstrate program quality and deliverables required for the federal funding.

Social Solutions Global's effectiveness in delivering services will continued to be measured through monitoring of the following performance measures:

- Work plan, status reports and meetings;
- Custom support plan;
- Custom report specifications;
- Access to Efforts to Outcomes System for State personnel and provides;
- Ongoing hosting tech support and maintenance; and
- Training plan for users.

As referenced in Section 1. Contract Documents, Subsection 1.3 Contract Terms of the original contract, the parties have the option to extend the agreement for up to five (5) years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council. The Department is in agreement with renewing services for two (2) of the five (5) years at this time.

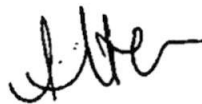
Should the Governor and Executive Council not approve this request; the Department will not be in compliance with federal legislation requiring the monitoring and evaluation of the delivery and effectiveness of the home visiting program, which would impact the ability to obtain future federal funds.

Area served: Statewide

Source of Funds: 50% Federal Funds from the US Department of Health and Human Services, Health Resources and Services Administration; Maternal, Infant & Early Childhood Home Visiting Grant Program, CFDA #93.870, FAIN X10MC32206 (exp. 9/29/2020), X10MC33595 (exp. 9/29/2021), and FAIN TBD (exp. 9/29/2022); and 50% Other Funds (Governor Commission Funds).

In the event the Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Ann H. Landry,

ASU Commission



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

Denis Goulet
Commissioner

May 1, 2020

Lori A. Shabinette, Commissioner
Department of Health and Human Services
State of New Hampshire
129 Pleasant Street
Concord, NH 03301

Dear Commissioner Shabinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to exercise a renewal option to an existing Sole Source contract with Social Solutions Global, Inc. of, Austin, TX as described below and referenced as DoIT No. 2016-105A.

The purpose of this agreement is for Social Solutions Global, Inc to provide the maintenance and support of the Maternal, Infant & Early Childhood Home Visiting Data System. This system collects and manages data and reporting for the Division of Public Health Services. Community-based home visitors use this software system to enter client and services data, as well as data related to case management and performance measures. The Division of Public Health also uses the software to manage the statewide program and to create Federal reports on benchmarks and performance measures on topics such as maternal depression, tobacco cessation, reduction of child maltreatment and child injuries and child development screens.

The funding amount for this amendment is \$219,780.34, increasing the current contract from \$432,550.60 to \$652,330.94 and by extending the completion date to June 30, 2022 from the original completion date of June 30, 2020. This amendment shall become effective upon Governor and Executive Council approval through June 30, 2022.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/kaf
DoIT #2016-105A
RID: N/A
cc: Michael Williams, IT Manager, DoIT



**New Hampshire Department of Health and Human Services
Home Visiting Data System**

**State of New Hampshire
Department of Health and Human Services
Amendment #1 to the Home Visiting Data System Contract**

This 1st Amendment to the Home Visiting Data System contract (hereinafter referred to as "Amendment 1") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Social Solutions Global, Inc. (hereinafter referred to as "the Contractor"), a for-profit corporation with a place of business at 10801 N MoPac Expressway, Suite 400, Building 2, Austin, TX 78759 (formerly located at 425 Williams Court, Suite 100, Baltimore, MD 21220).

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 29, 2016, (Item #37), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, the State and the Contractor have agreed to make changes to the scope of work, payment schedules or terms and conditions of the contract; and

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18; Part 2, Section 1. Contract Documents; Subsection 1.3 Contract Term; and Part 3, Exhibit P NH DHHS Standard Exhibit C, Special Provisions, Section 17; the State may modify the scope of work, modify the payment schedule and extend the term of the contract upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 Subject, to read:
Subject: Home Visiting Data System (2016-105 / SS-2016-DPHS-09-HOMEV-01-A01).
2. Contract page headers to delete CONTRACT 2012-009 and replace with:
CONTRACT 2016-105.
3. Contract page footers to delete 2012-009 and replace with:
2016-105.
4. Form P-37 General Provisions, Block 1.4, Contractor Address, to read:
10801 N MoPac Expressway, Suite 400, Building 2, Austin, TX 78759.
5. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
June 30, 2022.
6. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$652,330.94.
7. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.



**New Hampshire Department of Health and Human Services
Home Visiting Data System**

8. Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:
603-271-9631.
9. Contract Agreement - Part 2, Section 3 Contract Management, Subsection 3.5 State Project Manager, to read:

3.5 State Project Manager

3.5.1 The State shall assign a Project Manager. The State Project Managers' duties shall include the following:

- 3.5.1.1 Leading the Project.
- 3.5.1.2 Engaging and managing all the Contracted Vendors.
- 3.5.1.3 Managing significant issues and risks.
- 3.5.1.4 Reviewing and accepting Contract Deliverables.
- 3.5.1.5 Invoice sign-offs.
- 3.5.1.6 Review and approval of change proposals.
- 3.5.1.7 Managing stakeholders' concerns.

3.5.2 The State Project manager is:

Home Visiting Program Supervisor
Division of Public Health Services
Department of Health & Human Services
29 Hazen Drive, Concord, NH 03301
Tel: (603) 271-4540
Fax: (603) 271-3827

10. Contract 2012-009 - Part 3, Exhibit B Price and Payment Schedule; Section 1 Deliverable Payment Schedule; Table 2: Software Licensing, Maintenance and Support Pricing Worksheet, to read:

Table 2: Software Licensing, Maintenance and Support Pricing Worksheet

	SFY 2016 (4/16 – 6/16)	SFY 2017 (7/16 – 6/17)	SFY 2018 (7/17 – 6/18)	SFY 2019 (7/18 – 6/19)	SFY 2020 (7/19 – 6/20)	SFY 2021 (7/20 – 6/21)	SFY 2022 (7/21 – 6/22)	Total
ETO Software Initiative Edition - Software as a Service (includes hosting)		\$64,500.15	\$64,500.15	\$64,500.15	\$64,500.15	\$70,950.17	\$70,950.17	\$399,900.94
Services - New Benchmark Form 1 and Form 2 requirements Build API for interface with Watch Me Grow with Welligent		\$5,100.00 \$13,000.00 \$6,000.00						\$24,100.00
Platinum Service Package - Premium Support Package	\$3,750.00	\$15,000.00	\$15,000.00	\$15,000.00	\$15,000.00	\$16,500.00	\$16,500.00	\$96,750.00
Managed Services - Additional monthly consultant hours (120 hours)	\$5,100.00	\$20,400.00	\$20,400.00	\$20,400.00	\$20,400.00	\$22,440.00	\$22,440.00	\$131,580.00
TOTALS	\$8,850.00	\$124,000.15	\$99,900.15	\$99,900.15	\$99,900.15	\$109,890.17	\$109,890.17	\$852,330.94

Social Solutions Global, Inc.

Amendment #1

Contractor Initials

KS



**New Hampshire Department of Health and Human Services
Home Visiting Data System**

11. Part 3, Exhibit B Price and Payment Schedule, Section 3 Invoicing, to read:

3. INVOICING

3.1 Social Solutions Global, Inc. shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. Social Solutions Global, Inc. shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation:

3.1.1 Itemization of each Deliverable and identification of the Deliverable for which payment is sought.

3.1.2 The acceptance date triggering such payment.

3.1.3 Date of delivery and/or installation.

3.1.4 Monthly maintenance charges.

3.1.5 Any other Project costs or retention amounts, if applicable

3.2 Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

3.3 Invoices shall be emailed or mailed to:

DPHSContractBilling@dhhs.nh.gov
New Hampshire Division of Public Health Services
Department of Health and Human Services
Bureau of Public Health Systems, Policy and Performance
Contracts & Finance Section
29 Hazen Drive
Concord, NH 03301-6504
Phone 603-271-4541

12. Modify Contract 2012-009 - Part 3 by adding Exhibit X, DHHS Information Security Requirements, which is attached hereto and incorporated by reference herein.



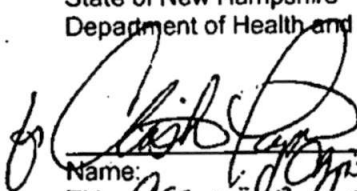
**New Hampshire Department of Health and Human Services
Home Visiting Data System**

All terms and conditions of the Contract not inconsistent with this Amendment #1 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

Date 5/27/2020


Name: Kristin Lappin
Title: Associate Commissioner

Social Solutions Global, Inc.

5/26/2020
Date

DocuSigned by:
Kenneth Saunders
Name: 73AFASB2F2EF403
Title: CFO



**New Hampshire Department of Health and Human Services
Home Visiting Data System**

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

June 2, 2020
Date

J. Christopher Marshall
Name:
Title:

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3
Exhibit X



DHHS Information Security Requirements

A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control; compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61808972 Rev. 2, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of Confidential Information through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

**New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3
Exhibit X**



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not protected with a secure tunnel and encryption of connections based on the latest NIST standards.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to obtain a protective order or consent to such disclosure.

New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3



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3. If DHHS notifies the Contractor in writing that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor will review such additional restrictions and provide DHHS with written notice of its ability or inability to meet such restrictions and any additional security safeguards. If Contractor is unable to meet such additional restrictions and security safeguards, the parties may mutually agree to revise the requirements, including timelines for compliance, or Contractor may terminate the Contract without penalty.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data through the Software-application interface to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layer (SSL), or an industry standard encryption technology that exceeds SSL, such as transport layer security (TLS), must be used and the web site must be secure. SSL/TLS encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail, or registered courier service, within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.

New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3



Exhibit X

10. If applicable, SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract and thirteen (13) months thereafter. After such time, the Contractor will have thirty (30) days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant cloud service provider (CSP) solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its reasonable cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for

**New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3
Exhibit X**



securely disposing of such data thirteen (13) months after contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use (subject to Contractor's thirteen (13) month retention policy), electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor's Cloud Service Provider (CSP) will provide artifacts to document and certify in writing at time of the data destruction, and will provide these artifacts to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.

2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirteen (13) months of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
 2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
 3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
 4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
 5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.

**New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3**



Exhibit X

6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach, Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. In the event the security breach was caused by the acts or omissions of the Contractor or its subcontractors, the State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs, and costs associated with website and telephone call center services necessary due to the breach.
12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.

**New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3
Exhibit X**



13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards for Application Security must provide a level and scope of security that is not less than the level and scope of the Application Security Policy established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
 - b. safeguard this information at all times.
 - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
 - d. limit disclosure of the Confidential Information to the extent permitted by law.
 - e. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours, as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
 - f. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
 - g. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
 - h. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

**New Hampshire Department of Health and Human Services
Home Visiting Data System
Contract 2016-105 Part 3
Exhibit X**



Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract, through security questionnaires and/or review of Contractor's SOC 2 Type II audit (or successor audit).

V. LOSS REPORTING

The Contractor must notify the DHHS Privacy Office and Security Office, via the email addresses provided in Section VI below, immediately upon the Contractor determining that a breach or security incident has occurred and that DHHS confidential information/data may have been exposed or compromised.

The Contractor must further handle and report Incidents or Breaches involving PHI in accordance with this Contract and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or the Form P-37, General Provisions, of the Contract;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

37 *Banks*



STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6503
603-271-4612 1-800-852-3345 Ext. 4612
Fax: 603-271-4827 TDD Access: 1-800-735-2964



Jeffrey A. Meyers
Commissioner

Marcella Jordan Bobinsky
Acting Director

June 1, 2016

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services to enter into a **sole source** agreement with Social Solutions Global, Inc. (Vendor #224040-B0000) to provide service and maintenance to the Home Visiting Data System in an amount not to exceed \$432,550.60 effective upon Governor and Executive Council approval through June 30, 2020. 100% Federal Funds.

Funds to support this request are available in the following accounts in State Fiscal Year 2016 and State Fiscal Year 2017 and anticipated to be available in State Fiscal Year 2018, 2019, and 2020, upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-902010-5896 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, ACA HOME VISITING

Fiscal Year	Class	Title	Activity Code	Budget
2016	102-500731	Contracts for Program Svc	90004104	\$8,850.00
2017	102-500731	Contracts for Program Svc	90004104	\$124,000.15
2018	102-500731	Contracts for Program Svc	90004104	\$99,900.15
2019	102-500731	Contracts for Program Svc	90004104	\$99,900.15
2020	102-500731	Contracts for Program Svc	90004104	\$99,900.15
			Total:	\$432,550.60

EXPLANATION

The purpose of this **sole source** agreement is to provide the Maternal, Infant & Early Childhood Home Visiting Program with a hosted, secure, web-based home visiting software system which includes support and maintenance services.

This agreement is **sole source** because the vendor developed and has been providing the Maternal, Infant & Early Childhood Home Visiting Program's proprietary data system in strict accordance with Federal benchmark and performance measures requirement. The Maternal, Infant & Early Childhood Home Visiting Program requires a secure, web-based, scalable, easily modifiable, standardized data system that is able to align with other maternal and child health and early childhood data. In addition, Federal benchmark and performance measures are being revised, thus requiring the development of new reports prior to the October 2016 reporting deadline. Social Solutions Global, Inc. is uniquely able to assist the Maternal, Infant & Early Childhood Home Visiting Program to meet these fast changing Federal requirements for improved quality assurance and evaluation of home visiting services.

The Maternal, Infant & Early Childhood Home Visiting Program provides statewide home visiting services in 11 at-risk communities across the state through contracts with community health and social service agencies. The Maternal, Infant & Early Childhood Home Visiting Program uses the Healthy Families America Model. Healthy Families America is a research-based voluntary home visiting model that embodies the belief that early nurturing relationships are the foundation for lifelong health development. It is family-centered, culturally sensitive, strength based and proven effective in promoting healthy child development and preventing child abuse and neglect.

The Healthy Families America Model is equipped to work with families who are most at-risk of child maltreatment and adverse childhood experiences due to a history of trauma, intimate partner violence, mental health disorders and/or substance misuse. The most vulnerable populations of young families including low income mothers less than 21 years of age and those with a history of substance misuse or child abuse. Services are provided prenatally or shortly after the birth of a baby and are offered voluntarily and intensively over a three year span.

Social Solutions Global, Inc. provides the software to collect and manage data and reporting for this program. Community-based home visitors use this software program to enter client and services data, as well as data related to case management and performance measures. The Division of Public Health uses the software to manage the statewide program and to create Federal reports on benchmarks and performance measures on topics such as maternal depression, tobacco cessation, reduction of child maltreatment and child injuries and child development screens

Social Solutions Global has met previous performance measures by completing the implementation schedule consisting of activities, deliverables and milestones to satisfaction. Deliverables included providing software configuration by week 11, deliver a user operational manual and support plan by week 12 and complete custom reports by week 21.

This contract contains language which allows the Department the option to renew the contract for up to five (5) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

Should Governor and Executive Council not approve this request, the Department would not be in compliance with federal legislation which requires the monitoring and evaluation of the delivery and effectiveness of the home visiting program.

Area Served: Statewide

Source of Funds: 100% Federal Funds from the US Department of Health and Human Services, Health Resources and Services Administration, Maternal, Infant and Early Childhood Home Visiting Grant. (CFDA# 93.505, FAIN# X02MC27409 & X02MC28234, and CFDA# 93.870, FAIN# X10MC29490).

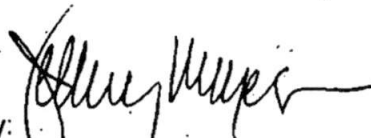
In the event that the federal funds become no longer available, no further general funds will be requested to support this contract.

Respectfully Submitted,



Marilee Nihan
Deputy Commissioner

Approved by:



Jeffrey A. Meyers
Commissioner



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/doi

Denis Goulet
Commissioner

March 22, 2016

Jeffrey A. Meyers, Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into an agreement with Social Solutions Global, Inc. as described below and referenced as DoIT No. 2012-009.

The purpose of this agreement is to provide a secure, web-based, scalable, easily modifiable, standardized data system used by the Maternal and Child Health Section, Home Visiting Program in an amount not to exceed \$432,550.60 effective April 1, 2016 or upon Governor and Executive council approval, whichever is later, through June 30, 2020.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/mh
Contract #2012-009

CC: Caroline Trexler, DHHS

Subject: Home Visiting Data System

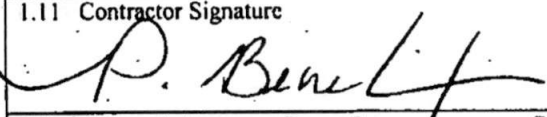
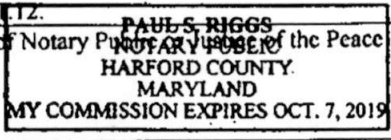
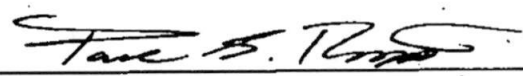
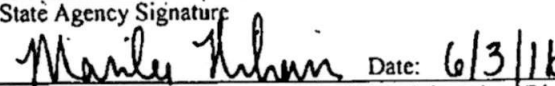
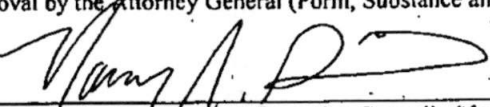
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

I. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services Division of Public Health Services		1.2 State Agency Address 29 Hazen Drive	
1.3 Contractor Name Social Solutions Global, Inc.		1.4 Contractor Address 425 Williams Court, Suite 100 Baltimore, MD 21220	
1.5 Contractor Phone Number 866-732-3560	1.6 Account Number 010-090-5896-102-50073-1	1.7 Completion Date June 30, 2021 ²⁰²⁰ <i>MM</i>	1.8 Price Limitation \$432,550.60
1.9 Contracting Officer for State Agency Eric Borrin		1.10 State Agency Telephone Number 603-271-9558	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory PATRICIA BENEDIX - CFO	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public 			
1.13.2 Name and Title of Notary or Justice of the Peace PAUL S. RIGGS, NOTARY PUBLIC			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Marilee Nihan Deputy Commissioner	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 6/14/2016			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor; and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. **ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES (DPHS)
HOME VISITING DATA SYSTEM
CONTRACT 2012-009
CONTRACT AGREEMENT -PART 2

TERMS AND DEFINITIONS

The following general contracting terms and definitions apply, except as specifically noted elsewhere in this document.

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System
Access Control	Supports the management of permissions for logging onto a computer or network.
Agreement	A contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Best and Final Offer (BAFO)	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
CCP	Change Control Procedures
CR	Change Request
COTS	Commercial Off-The-Shelf Software
CM	Configuration Management
Case Priority Levels	<p>Class A Deficiency – <i>Software</i> - Critical, does not allow System to operate, no work around, demands immediate action; <i>Written Documentation</i> - missing significant portions of information or unintelligible to State; <i>Non Software</i> - Services were inadequate and require re-performance of the Service.</p> <p>Class B Deficiency – <i>Software</i> - important, does not stop operation and/or there is a work around and user can perform tasks; <i>Written Documentation</i> - portions of information are missing but not enough to make the document unintelligible; <i>Non Software</i> - Services were deficient, require reworking, but do not require re-performance of the Service.</p> <p>Class C Deficiency – <i>Software</i> - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; <i>Written Documentation</i> - minimal changes required and of minor editing nature; <i>Non Software</i> - Services require only minor reworking and do not require re-performance of the Service</p>
Certification	The Vendor's written declaration with full supporting and written

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	Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Control	Formal process for initiating changes to the proposed solution or process once development has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure <i>under the Contract</i>
Contract	This Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract (See Contract Agreement, Section 1.1)
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. (See Section 4: <i>Contract Management</i>)
Contracted Vendor/Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	A test to ensure that a Data conversion process correctly takes Data from a legacy system and successfully converts it to a form that can be used by the new System.
COTS	Commercial off the Shelf.
Cure Period	The thirty (30) day period following written notification of a default within which a contracted vendor must cure the default identified.
Custom Code	Code developed by the Vendor specifically for this project for the State of New Hampshire
Custom Software	Software developed by the Vendor specifically for this project for the State of New Hampshire
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term
DBA	Database Administrator
Deficiencies/Defects	A failure, deficiency or defect in a Deliverable resulting in a

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	Deliverable, the Software, or the System, not conforming to its Specifications. The Contractor's response to Deficiencies and Defects shall be governed by the Case Priority Levels defined in Attachment A.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to the State or under the terms of a Contract requirement.
Department	An agency of the State
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Digital Signature	Guarantees the unaltered state of a file
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract
Encryption	Supports the encoding of data for security purposes
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders
ETO	Efforts to Outcomes data
Event of Default	Any one or more of the following acts or omissions of a Vendor shall constitute an event of default hereunder ("Event of Default") a. Failure to perform the Services satisfactorily or on schedule; b. Failure to submit any report required; and/or c. Failure to perform any other covenant, term or condition of the Contract
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor's cost experience in performing the Contract
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses
GAAP	Generally Accepted Accounting Principles
Governor and Executive Council	The New Hampshire Governor and Executive Council.
HFA	Healthy Families America home-visit model
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
Implementation	The process for making the System fully operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business, and

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	technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
Key Project Staff	Personnel identified by the State and by the contracted Vendor as essential to work on the Project.
Licensee	The State of New Hampshire
MIECHV	Maternal, Infant, and Early Childhood Home Visiting Program
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4 th , Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed (NTP)	The State Contract Manager's written direction to the Vendor to begin work on the Contract on a given date and time
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
Project	The planned undertaking regarding the entire subject matter of the Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality

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Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful Project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Vendor on the Project
Proposal	The submission from a Vendor in response to the Request for a Proposal or Statement of Work
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to Defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the Review Period is five (5) business days.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
SaaS- Software as a Service	Occurs where the COTS application is hosted but the State does not own the license or the code. The vendor allows the use of the software as a part of their service.
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Vendor on the Project as described in the Contract.
Software	All custom Software and COTS Software provided by the Vendor under the Contract
Software Deliverables	COTS Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor under the Contract.
Specifications	The written Specifications that set forth the requirements which include, without limitation the Contractors statement of work, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part

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	of the Contract as though completely set forth herein.
State	STATE is defined as: State of New Hampshire Department of Health & Human Services Division of Public Health Services 29 Hazen Drive Concord, NH 03301 Reference to the term "State" shall include applicable agencies
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The Contract Agreement SOW defines the results that the Vendor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to <u>RSA Chapter 91-A</u> .
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1 st through June 30 th of the following calendar year
State Project Leader	State's representative with regard to Project oversight
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the Contract Agreement
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through termination.
Transition Services	Services and support provided when the contracted vendor is

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	supporting System changes.
UAT	User Acceptance Test
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/ Contracted Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
Walk Through	A step-by-step review of a Specification, usability features or design before it is handed off to the technical team for development
Warranty Period	A period of coverage during which the Contracted Vendor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.
Warranty Releases	Code releases that are done during the Warranty Period.
Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Work Hours	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

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INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through the Department of Health & Human Services, Division of Public Health Services ("State"), and Social Solutions Global, Inc. (SSI) ("Vendor"), having its principal place of business at 425 Williams Court, Suite 100, Baltimore, MD, 21220.

The State of New Hampshire, Department of Health and Human Services (DHHS), Division of Public Health Services (DPHS), has implemented the federal Maternal, Infant & Early Childhood Home Visiting (MIECHV) program. The State subscribes to SSI's "Efforts to Outcomes" (ETO) Software as a Service model (SaaS) application to collect and manage data and reporting for this program and has been using the Social Solutions' to manage the program. This contract allows the State continued access to the ETO system, including but not limited to, hosting, technical support, and maintenance.

RECITALS

The State desires to have Social Solutions Global, Inc. provide the ETO System, and associated Services for Department of Health & Human Services, Division of Public Health Services;

Social Solutions Global, Inc. wishes to provide their ETO System and associated Services for the State.

The parties therefore agree as follows:

1. CONTRACT DOCUMENTS

1.1 Contract Documents

This Contract is comprised of the following documents (Contract Documents):

- A. Part 1 – State Terms and Conditions contained in the Form P-37
- B. Part 2 – The Contract Agreement
- C. Part 3 – Consolidated Exhibits
 - Exhibit A- Contract Deliverables
 - Exhibit B- Price and Payment Schedule
 - Exhibit C- Special Provisions
 - Exhibit D- Administrative Services
 - Exhibit E- Implementation Services
 - Exhibit F- Testing Services
 - Exhibit G- Maintenance and Support Services
 - Exhibit H- Requirements
 - Exhibit I- Work Plan
 - Exhibit J- Software License and related Terms
 - Exhibit K- Warranty and Warranty Services
 - Exhibit L- Training Services
 - Exhibit M- Reserved
 - Exhibit N- Reserved
 - Exhibit O- Certificates and Attachments

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- Exhibit P- DHHS Standard Exhibit C: Special Provisions
- Exhibit Q- DHHS Standard Exhibit D: Certification Regarding Drug-Free Workplace Requirements
- Exhibit R- DHHS Standard Exhibit E: Certification Regarding Lobbying
- Exhibit S- DHHS Standard Exhibit F: Certification Regarding Debarment, Suspension, and Other Responsibility Matters
- Exhibit T- DHHS Standard Exhibit G: Certification Regarding the Americans with Disabilities Act Compliance
- Exhibit U- DHHS Standard Exhibit H: Environmental Tobacco Smoke
- Exhibit V- DHHS Standard Exhibit I: Health Insurance Portability and Accountability Act
- Exhibit W- DHHS Standard Exhibit J: Certification Regarding the Federal Funding Accountability and Transparency Act (FFATA) Compliance

1.2 Order of Precedence

In the event of conflict or ambiguity among any of the text of the Contract Documents, the following Order of Precedence shall govern:

- a. *The State of New Hampshire Terms and Conditions*, Form P-37-Contract Agreement Part 1
- b. State of New Hampshire, Department of Health & Human Services, Division of Public Health Services, Contract 2016-009.

1.3 Contract Term

The Contract and all obligations of the parties hereunder shall become effective after full execution by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval ("Effective Date").

The Department reserves the right to renew the contract for up to five (5) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

The Contract shall begin on the Effective Date and extend through the Completion date on the P-37, General Provisions, Block 1.7.

Social Solutions Global, Inc. shall commence work upon issuance of a Notice to Proceed by the State.

The State does not require the Contracted Vendor to commence work prior to the Effective Date; however, if the Contracted Vendor commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of the Contracted Vendor. In the event that the Contract does not become effective, the State shall be under no obligation to pay the Contracted Vendor for any costs incurred or Services performed.

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Time is of the essence in the performance of Social Solution, Inc.'s obligations under the Contract.

2. COMPENSATION

2.1 Contract Price

The Contract price is set forth in Block 1.8 of the State of New Hampshire General Provisions (P-37), and the method of payment, and terms of payment are identified and more particularly described in Contract Exhibit B: *Price and Payment Schedule*.

2.2 Non-Exclusive, FIRM FIXED PRICE Contract

This is a Non-Exclusive, Firm Fixed Price (FFP) Contract with a not-to-exceed component with price and term limitations set forth in the Contract.

The State reserves the right, at its discretion, to retain other contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal. The Contracted Vendor shall not be responsible for any delay, act, or omission of such other contractors, except that the Contracted Vendor shall be responsible for any delay, act, or omission of the other contractors if such delay, act, or omission is caused by or due to the fault of the Contracted Vendor.

Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed the Price Limitation on Form P-37, Block 1.8

3. CONTRACT MANAGEMENT

The Project will require the coordinated efforts of a Project Team consisting of both the Contracted Vendor and State personnel. The Contracted Vendor shall provide all necessary resources to perform its obligations under the Contract. The Contracted Vendor shall be responsible for managing the Project to its successful completion.

3.1 The Vendor's Contract Manager

The Contracted Vendor shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. The Contracted Vendor's Contract Manager is:

Paul Riggs
Contracts Associate, Social Solutions Global,
Inc 425 Williams Ct, Suite 100
Baltimore, MD 21220
Tel: 443-460-3404
Fax: 443-460-3473
Email: CLanham@socialsolutions.com

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3.2 The Vendor's Project Manager

3.2.1 Contract Project Manager

The Contracted Vendor shall assign a Project Manager who meets the requirements of the Contract. The Contracted Vendor's selection of the Contracted Vendor Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed the Contracted Vendor Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of the Contracted Vendor's Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

3.2.2 The Contracted Vendor Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as the Contracted Vendor's representative for all administrative and management matters. The Contracted Vendor's Project Manager shall perform the duties required under the Contract, including, but not limited to, those set forth in Contract Exhibit I, Section 2. The Contracted Vendor's Project Manager must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State, and be at the site as needed. The Contracted Vendor's Project Manager must work diligently and use his/ her best efforts on the Project.

3.2.3 The Contracted Vendor shall not change its assignment of the Contracted Vendor Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contracted Vendor's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than the Contracted Vendor Project Manager being replaced; meet the requirements of the Contract; and be subject to reference and background checks described above in Contract Agreement Part 2, Section 3.2.1: *Contract Project Manager*, and in Contract Agreement Part 2, Section 3.6: *Reference and Background Checks*, below. the Contracted Vendor shall assign a replacement the Contracted Vendor Project Manager within ten (10) business days of the departure of the prior the Contracted Vendor Project Manager, and the Contracted Vendor shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim the Contracted Vendor Project Manager.

3.2.4 Notwithstanding any other provision of the Contract, the State shall have the option, at its discretion, to terminate the Contract, declare the Contracted Vendor in default and pursue its remedies at law and in equity, if the Contracted Vendor fails to assign a the Contracted Vendor Project Manager meeting the requirements and terms of the Contract.

3.2.5 The Contracted Vendor Project Manager is:

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Project Manager
Social Solutions Global, Inc.
425 Williams Court, Suite 100
Baltimore, MD, 21220
Tel: (443) 803-7128
Fax: (443)-460-3473
Email: ddelprete@socialsolutions.com

3.3 The Contracted Vendor Key Project Staff

- 3.3.1 The Contracted Vendor shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in the Contract, including but not limited to Exhibit A: *Deliverables* and Exhibit H: *Requirements*. The State may conduct reference and background checks on the Contracted Vendor Key Project Staff. The State reserves the right to require removal or reassignment of the Contracted Vendor's Key Project Staff who are found unacceptable to the State. Any background checks shall be performed in accordance with the Contract Agreement Section 4.10: *Background Checks*.
- 3.3.2 The Contracted Vendor shall not change any the Contracted Vendor Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contracted Vendor Key Project Staff will not be unreasonably withheld. The replacement the Contracted Vendor Key Project Staff shall have comparable or greater skills than the Contracted Vendor Key Project Staff being replaced; meet the requirements of the Contract and be subject to reference and background checks described in Contract Agreement-Part 2, Section 3.6: *Reference and Background Checks*,
- 3.3.3 Notwithstanding any other provision of the Contract to the contrary, the State shall have the option to terminate the Contract, declare the Contracted Vendor in default and to pursue its remedies at law and in equity, if the Contracted Vendor fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with the Contracted Vendor's replacement Project staff.
- 3.3.3.1 The Contracted Vendor Key Project Staff shall consist of the following individuals in the roles identified below:

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The Contracted Vendor's Key Project Staff:

<u>Key Member(s)</u>	<u>Title</u>
To be determined Ingvild Bjørnvold	ETO Consultant Director of Advocacy

3.4 State Contract Manager

The State shall assign a Contract Manager who shall function as the State's representative with regard to Contract administration. The State Contract Manager is:

Maternal and Child Health Section
Division of Public Health Services, Department of Health & Human Services
29 Hazen Dr, Concord, NH 03301
Tel: (603) 271-4540
Fax: (603) 271-3827

3.5 State Project Manager

The State shall assign a Project Manager. The State Project Manager's duties shall include the following:

- a. Leading the Project;
- b. Engaging and managing all the Contracted Vendors;
- c. Managing significant issues and risks.
- d. Reviewing and accepting Contract Deliverables;
- e. Invoice sign-offs;
- f. Review and approval of change proposals; and
- g. Managing stakeholders' concerns.

The State Project Manager is:

Heidi Petzold, Home Visiting Program Coordinator
Division of Public Health Services, Department of Health & Human Services
29 Hazen Dr., Concord, NH 03301
Tel: (603) 271-4566
Fax: (603) 271-3827
Email: heidi.petzold@dhhs.state.nh.us

3.6 Reference and Background Checks

The State may, at its sole expense, conduct reference and background screening of the Contracted Vendor Project Manager and the Contracted Vendor Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Contract Agreement, Part 2-Section 11: *Use of State's Information, Confidentiality.*

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4. DELIVERABLES

4.1 Vendor Responsibilities

The Contracted Vendor shall be solely responsible for meeting all requirements, and terms and conditions specified in this Contract, regardless of whether or not a Subcontractor is used.

The Contracted Vendor may subcontract Services subject to the provisions of the Contract, including but not limited to, the terms and conditions in Section 6: *General Contract Requirements* herein and the *Contract Agreement Part 1: State of New Hampshire Terms and Conditions-P-37*. The Contracted Vendor must submit all information and documentation relating to the Subcontractor, including terms and conditions consistent with this Contract. The State will consider the Contracted Vendor to be wholly responsible for the performance of the Contract and the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

4.2 Deliverables and Services

The Contracted Vendor shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan for this Contract, and as more particularly described in Contract Exhibit A: *Contract Deliverables*.

Upon its submission of a Deliverable or Service, the Contracted Vendor represents that it has performed its obligations under the Contract associated with the Deliverable or Service.

4.3 Non-Software and Written Deliverables Review and Acceptance

After receiving written Certification from the Contracted Vendor that a Non-Software or Written Deliverable is final, complete, and ready for Review, the State will Review the Deliverable to determine whether it meets the Requirements outlined in Contract Exhibit A: *Contract Deliverables*. The State will notify the Contracted Vendor in writing of its Acceptance or rejection of the Deliverable within five (5) business days of the State's receipt of the Contracted Vendor's written Certification. If the State rejects the Deliverable, the State shall notify the Contracted Vendor of the nature and class of the Deficiency and the Contracted Vendor shall correct the Deficiency within the period identified in the Work Plan. If no period for the Contracted Vendor's correction of the Deliverable is identified, the Contracted Vendor shall correct the Deficiency in the Deliverable within five (5) business days. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify the Contracted Vendor of its Acceptance or rejection thereof, with the option to extend the Review Period up to five (5) additional business days. If the Contracted Vendor fails to correct the Deficiency within the allotted period of time, the State may, at its option, continue reviewing the Deliverable and require the Contracted Vendor to continue until the Deficiency is corrected, or immediately terminate the Contract, declare the Contracted Vendor in default, and pursue its remedies at law and in equity.

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4.4 System/Software Testing and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Exhibit F: *Testing Services*.

4.5 Security

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, Systems and Data.

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets. See *Contract Agreement -Part 3- Exhibit F: Testing* for detailed information on requirements for Security testing.

5. SOFTWARE

5.1 Software and Documentation

The Contracted Vendor shall provide the State with access to Software and Documentation set forth in the Contract, and particularly described in Exhibit J: *Software*.

5.2 Software Support and Maintenance

The Contracted Vendor shall provide the State with Software support and Maintenance Services set forth in the Contract, and particularly described in Exhibit J.

5.3 Restrictions

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of the Contracted Vendor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

5.4 Title

The Contracted Vendor must hold the right to allow the State to use the Software or hold all title, right, and interest in the Software and its associated Documentation

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6. WARRANTY

The Contracted Vendor shall provide the Warranty and Warranty Services set forth in the Contract, and particularly described in Exhibit K: *Warranty and Warranty Services*.

7. SERVICES

The Contracted Vendor shall provide the Services required under the Contract Documents. All Services shall meet, and be performed, in accordance with the Specifications.

7.1 Administrative Services

The Contracted Vendor shall provide the State with the administrative Services set forth in the Contract, and particularly described in Exhibit D: *Administrative Services*.

7.2 Implementation Services

The Contracted Vendor shall provide the State with the Implementation Services set forth in the Contract, and particularly described in Exhibit E: *Implementation Services*.

7.3 Testing Services

The Contracted Vendor shall perform testing Services for the State set forth in the Contract, and particularly described in Exhibit F: *Testing Services*.

7.4 Training Services

The Contracted Vendor shall provide the State with training Services set forth in the Contract, and particularly described in Exhibit L: *Training Services*.

7.5 Maintenance and Support Services

The Contracted Vendor shall provide the State with Maintenance and support Services for the Software set forth in the Contract, and particularly described in Exhibit G: *System Maintenance and Support*.

8. WORK PLAN DELIVERABLE

The Contracted Vendor shall provide the State with a Work Plan that shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment Schedule.

The initial Work Plan shall be a separate Deliverable and is set forth in Contract Exhibit I: *Work Plan*. The Contracted Vendor shall update the Work Plan as necessary, but no less than every two weeks, to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment Schedule. Any such updates to the Work Plan must be approved by the State, in writing, prior to final incorporation into Contract Exhibit I: *Work Plan*. The updated Contract Exhibit I: *Work Plan*, as approved by the State, is incorporated herein by reference.

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Unless otherwise agreed in writing by the State, changes to the Contract Exhibit I: *Work Plan* shall not relieve the Contracted Vendor from liability to the State for damages resulting from the Contracted Vendor's failure to perform its obligations under the Contract, including, without limitation, performance in accordance with the Schedule.

In the event of any delay in the Schedule, the Contracted Vendor must immediately notify the State in writing, identifying the nature of the delay, i.e., specific actions or inactions of the Contracted Vendor or the State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event additional time is required by the Contracted Vendor to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from the Contracted Vendor's failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Work Plan or elements within the Work Plan.

9. CHANGE ORDERS

The State may make changes or revisions at any time by written Change Order. The State originated changes or revisions shall be approved by the Department of Information Technology. Within five (5) business days of the Contracted Vendor's receipt of a Change Order, the Contracted Vendor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

The Contracted Vendor may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. The State shall attempt to respond to the Contracted Vendor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from the Contracted Vendor to the State, and the State acceptance of the Contracted Vendor's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by the State.

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10. INTELLECTUAL PROPERTY

Upon successful completion and/or termination of the Implementation of the Project, the Contracted Vendor shall own and hold all, title, and rights in any Software modifications developed in connection with performance of obligations under the Contract, or modifications to the Contracted Vendor provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Vendors' special utilities. The Contracted Vendor shall license back to the State the right to produce, publish, or otherwise use such software, source code, object code, modifications, reports, and Documentation developed under the Contract.

In no event shall the Contracted Vendor be precluded from developing for itself, or for others, materials that are competitive with, or similar to Custom Software, modifications developed in connection with performance of obligations under the Contract. In addition, the Contracted Vendor shall be free to use its general knowledge, skills, experience, and any other ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this agreement

10.1 State's Data

All rights, title and interest in State Data shall remain with the State.

10.2 Vendor's Materials

Subject to the provisions of this Contract, the Contracted Vendor may develop for itself, or for others, materials that are competitive with, or similar to, the Deliverables. In accordance with the confidentiality provision of this Contract, the Contracted Vendor shall not distribute any products containing or disclose any State Confidential Information. the Contracted Vendor shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this Contract, provided that such is not obtained as the result of the deliberate memorization of the State Confidential Information by the Contracted Vendor employees or third party consultants engaged by the Contracted Vendor.

Without limiting the foregoing, the parties agree that the general knowledge referred to herein cannot include information or records not subject to public disclosure under New Hampshire RSA Chapter 91-A, which includes but is not limited to the following: records of grand juries and petit juries; records of parole and pardon boards; personal school records of pupils; records pertaining to internal personnel practices, financial information, test questions, scoring keys and other examination data use to administer a licensing examination, examination for employment, or academic examination and personnel, medical, welfare, library use, video tape sale or rental, and other files containing personally identifiable information that is private in nature.

10.3 State Website Copyright

WWW Copyright and Intellectual Property Rights

All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State. The State shall also retain all right, title and interest in

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any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State's copyright.

10.4 Custom Software Source Code

The Contracted Vendor shall provide the State with a copy of the source code for the Custom Software, which shall be subject to the License rights. The State shall receive a worldwide, perpetual, irrevocable, non-exclusive paid -up right and license to use, copy, modify and prepare derivative works of any custom developed software.

10.5 Survival

This Contract Agreement Section 10: *Intellectual Property* shall survive the termination of the Contract.

11. USE OF STATE'S INFORMATION, CONFIDENTIALITY

11.1 Use of State's Information

In performing its obligations under the Contract, the Contracted Vendor may gain access to information of the State, including State Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings* (see e.g. RSA Chapter 91-A: 5 *Exemptions*). the Contracted Vendor shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as directly connected to and necessary for the Contracted Vendor's performance under the Contract.

11.2 State Confidential Information

The Contracted Vendor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information that becomes available to the Contracted Vendor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State Confidential Information shall require the prior written approval of the State. The Contracted Vendor shall immediately notify the State if any request, subpoena or other legal process is served upon the Contracted Vendor regarding the State Confidential

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Information, and the Contracted Vendor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

In the event of the unauthorized release of State Confidential Information, the Contracted Vendor shall immediately notify the State, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

11.3 Vendor Confidential Information

Insofar as the Contracted Vendor seeks to maintain the confidentiality of its confidential or proprietary information, the Contracted Vendor must clearly identify in writing all information it claims to be confidential or proprietary. Notwithstanding the foregoing, the State acknowledges that the Contracted Vendor considers the Software and Documentation to be Confidential Information. The Contracted Vendor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. The State shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State and federal laws or regulations, including but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by the Contracted Vendor as confidential, the State shall notify the Contracted Vendor and specify the date the State will be releasing the requested information. At the request of the State, the Contracted Vendor shall cooperate and assist the State with the collection and review of the Contracted Vendor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be the Contracted Vendor's sole responsibility and at the Contracted Vendor's sole expense. If the Contracted Vendor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to the Contracted Vendor, without any liability to the Contracted Vendor.

11.4 Survival

This Contract Agreement Section 11, *Use of State's Information, Confidentiality*, shall survive termination or conclusion of the Contract.

12. LIMITATION OF LIABILITY

12.1 State

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to the Contracted Vendor shall not exceed the total Contract price set forth in Contract Agreement, Section 1.8 of the *Contract Agreement -Part 1-General Provisions*.

Notwithstanding the foregoing and any provision of this Contract to the contrary, in no event does the State waive its sovereign immunity or any applicable defenses or immunities.

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12.2 The Contracted Vendor

Subject to applicable laws and regulations, in no event shall the Contracted Vendor be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and the Contracted Vendor's liability to the State shall not exceed two times (2X) the total Contract price set forth in Contract Agreement, Section 1.8 of the *Contract Agreement -Part 1-General Provisions*.

Notwithstanding the foregoing, the limitation of liability in this SOW Section 12.2 shall not apply to the Contracted Vendor's indemnification obligations set forth in the *Contract Agreement Part 1-Section 13: Indemnification* and confidentiality obligations in *Contract Agreement-Part 2- Section 11: Use of State's Information, Confidentiality*, which shall be unlimited.

12.3 State's Immunity

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract conclusion.

12.4 Survival

This *Contract Agreement- Part 2-Section 12: Limitation of Liability* shall survive termination or Contract conclusion.

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13. TERMINATION

This Section 13 shall survive the termination or Contract Conclusion.

13.1 Termination for Default

Any one or more of the following acts or omissions of the Contracted Vendor shall constitute an event of default hereunder ("Event of Default")

- a. Failure to perform the Services satisfactorily or on schedule;
- b. Failure to submit any report required; and/or
- c. Failure to perform any other covenant, term or condition of the Contract

13.1.1 Upon the occurrence of any Event of Default, the State may take any one or more, or all, of the following actions:

- a. Unless otherwise provided in the Contract, the State shall provide the Contracted Vendor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Contracted Vendor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Contracted Vendor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.
- b. Give the Contracted Vendor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Contracted Vendor during the period from the date of such notice until such time as the State determines that the Contracted Vendor has cured the Event of Default shall never be paid to the Contracted Vendor.
- c. Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;
- d. Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.
- e. Procure Services that are the subject of the Contract from another source and the Contracted Vendor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

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13.1.2 The Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

13.1.3 Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract Conclusion.

13.2 Termination for Convenience

13.2.1 The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to the Contracted Vendor. In the event of a termination for convenience, the State shall pay the Contracted Vendor the agreed upon price, if separately stated in this Contract, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated under the Contract shall be paid, in whole or in part, generally in accordance with Contract Exhibit B, *Price and Payment Schedule*, of the Contract.

13.2.2 During the thirty (30) day period, the Contracted Vendor shall wind down and cease Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

13.3 Termination for Conflict of Interest

13.3.1 The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current development, support, and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if the Contracted Vendor did not know, or reasonably did not know, of the conflict of interest.

13.3.2 In the event the Contract is terminated as provided above pursuant to a violation by the Contracted Vendor, the State shall be entitled to pursue the same remedies against the Contracted Vendor as it could pursue in the event of a default of the Contract by the Contracted Vendor.

13.4 Termination Procedure

13.4.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the Contracted Vendor to deliver to the State any

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property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

13.4.2 After receipt of a notice of termination, and except as otherwise directed by the State, the Contracted Vendor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;
- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of the Contracted Vendor and in which the State has an interest;
- d. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State; and
- e. Provide written Certification to the State that the Contracted Vendor has surrendered to the State all said property.
- f. Assist in Transition Services, as reasonably requested by the State at no additional cost.

14. CHANGE OF OWNERSHIP

In the event that the Contracted Vendor should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with the Contracted Vendor, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with the Contracted Vendor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to the Contracted Vendor, its successors or assigns.

15. ASSIGNMENT, DELEGATION AND SUBCONTRACTS

15.1 The Contracted Vendor shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent shall not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void, and may constitute an event of default at the sole discretion of the State.

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15.2 The Contracted Vendor shall remain wholly responsible for performance of the entire Contract even if assignees, delegates, Subcontractors, or other transferees ("Assigns") are used, unless otherwise agreed to in writing by the State, and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract, or other transfer shall neither relieve the Contracted Vendor of any of its obligations under the Contract nor affect any remedies available to the State against the Contracted Vendor that may arise from any event of default of the provisions of the contract. The State shall consider the Contracted Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

15.3 Notwithstanding the foregoing, nothing herein shall prohibit the Contracted Vendor from assigning the Contract to the successor of all or substantially all of the assets or business of the Contracted Vendor provided that the successor fully assumes in writing all obligations and responsibilities under the Contract. In the event that the Contracted Vendor should change ownership, as permitted under this Contract Agreement Part 2, Section 14: *Change of Ownership*, the State shall have the option to continue under the Contract with the Contracted Vendor, its successors or assigns for the full remaining term of the Contract; continue under the Contract with the Contracted Vendor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminating the Contract without liability to the Contracted Vendor, its successors or assigns.

16. DISPUTE RESOLUTION

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted under the Contract:

The parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table

LEVEL	CONTRACTOR	STATE	CUMULATIVE ALLOTTED TIME
Primary	Social Solutions Project Manager (PM)	State of NH Project Manager (PM)	5 Business Days
First	Social Solutions Enterprise Projects Director (EPD)	State Project of NH Management Team (PMT)	10 Business Days

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Second	Chief Operating Officer (COO)	State of NH Director of the Division of Public Health Services	15 Business Days
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The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other party.

17. ESCROW OF CODE

This section not applicable.

18. GENERAL PROVISIONS

18.1 Travel Expenses

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

18.2 Shipping and Delivery Fee Exemption

The State will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

18.3 Project Workspace and Office Equipment

The State agency will work with the Contracted Vendor to determine the requirements for providing all necessary workspace and office equipment, including desktop computers for the Contracted Vendor's staff.

18.4 Access/Cooperation

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon the State, the State shall provide the Contracted Vendor with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete contracted services.

The State shall use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow the Contracted Vendor to perform its obligations under the Contract.

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18.5 Required Work Procedures

All work done must conform to standards and procedures established by the Department of Information Technology and the State.

18.6 Computer Use

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), the Contracted Vendor understands and agrees to the following rules:

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall the Contracted Vendor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall the Contracted Vendor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times the Contracted Vendor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other Agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by the Contracted Vendor. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if the Contracted Vendor is found to be in violation of any of the above-stated rules, the User may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

18.7 Email Use

Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal Email systems" or "State-funded Email systems". The Contracted Vendor understands and agrees that use of email shall follow State standard policy (available upon request).

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CONTRACT AGREEMENT -PART 2**

18.8 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

18.9 Regulatory Government Approvals

The Contracted Vendor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

18.10 Force Majeure

Neither the Contracted Vendor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such party and without fault or negligence of such party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

Except in the event of the foregoing, Force Majeure events shall not include the Contracted Vendor's inability to hire or provide personnel needed for the Contracted Vendor's performance under the Contract.

18.11 Insurance

18.11.1 The Contracted Vendor Insurance Requirement

See Contract Agreement Part 1-Form P-37 Section 14.

18.11.2 The ACORD Insurance Certificate should note the Certificate Holder in the lower left hand block including State of New Hampshire, Department Name, name of the individual responsible for the funding of the contracts and his/her address.

18.12 Exhibits

The Exhibits referred to, in and attached to the Contract are incorporated by reference as if fully included in the text.

18.13 Venue and Jurisdiction

Any action on the Contract may only be brought in the State of New Hampshire Merrimack County Superior Court.

18.14 Survival

The terms, conditions and warranties contained in the Contract that by their context are intended to survive the completion of the performance, cancellation or termination of the Contract shall so survive, including, but not limited to, the terms of the *Contract Agreement Exhibit D Section 3: Records Retention and Access Requirements*, *Contract Agreement Exhibit D Section 4: Accounting Requirements*, and Contract Agreement Part 2-Section 11:

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*Use of State's Information, Confidentiality and Contract Agreement Part 1- Section 13:
Indemnification which shall all survive the termination of the Contract.*

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CONTRACT 2012-009- PART 3
EXHIBIT A
CONTRACT DELIVERABLES

1. DELIVERABLES, MILESTONES AND ACTIVITIES

Social Solutions Global, Inc. shall provide the State with Efforts-to-Outcomes Software (ETO), which will meet and perform in accordance with the Specifications and Deliverables that are in accordance with the time frames in the Work Plan.

Prior to the commencement of work on Non-Software and Written Deliverables, Social Solutions Global, Inc. shall provide to the State a template, table of contents, or agenda for review and prior approval by the State.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

Pricing for Deliverables set forth in Exhibit B: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

2. SCOPE OF SERVICES

Social Solutions Global, Inc. shall provide the State with Efforts-to-Outcomes Software (ETO), which will meet and perform in accordance with the Specifications and Deliverables that are in accordance with the time frames in the Work Plan. The State has been utilizing the ETO System for five years; therefore, a period of system implementation is not required. This contract allows continued access to the System along with hosting, technical support, and maintenance. The Contractor shall provide a secure, web-based, scalable, easily modifiable, standardized data system through a Software as a Service (SaaS) model, with the ability to link with other MCH and early childhood data. The Contractor shall provide additional services and enhancements including training of users, custom development, reports, custom manuals, and closeout activities, as requested.

Requirements for the System and Services are more fully described in Exhibit H: Requirements.

3. DELIVERABLES, MILESTONES, AND ACTIVITIES SCHEDULE

3.1 Implementation Schedule – Activities / Deliverables / Milestones

Activity, Deliverable or Milestone	Deliverable Type	Proposed Delivery Date
Project management		
Work Plan, Status reports, and meetings	Non-software	Bi-weekly status reports
User support plan	Written	8/1/2016
Custom Report Specifications Delivered	Written	TBD
Operations		
Access to ETO System for State	Software	TBD

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EXHIBIT A
CONTRACT DELIVERABLES

personnel and health care providers		
Ongoing hosting, technical support, and maintenance	Non-software	TBD
Training		
Training plan and schedule for Data Coordinator	Written	Within 30 days of hire
Train users	Non-software	As needed
Train Data Coordinator	Non-software	Within 60 days of hire
Documentation		
User operation manual	Written	8/1/2016
User support plan	Written	8/1/2016
User Custom Report manual	Written	8/1/2016
Reports		
Custom Reports Completed	Software	8/1/2016

2012-009 Exhibit A Contract Deliverables

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Exhibit A

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EXHIBIT B
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PAYMENT SCHEDULE

1.1 Firm Fixed Price

This is a Firm Fixed Price (FFP) Contract. Social Solutions Global, Inc. shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Social Solutions Global, Inc. to invoice the State for the following activities, Deliverables, or milestones at fixed pricing/rates appearing in the price and payment tables below:

Table 2: Software Licensing, Maintenance, and Support Pricing Worksheet

ETO Software Initiative Edition - Software as a Service (includes hosting)		\$64,500.15	\$64,500.15	\$64,500.15	\$64,500.15	\$258,000.60
Services - New Benchmark Form 1 and Form 2 requirements Build API for interface with Watch Me Grow with Welligent		\$5,100.00 \$13,000.00 \$6,000.00				
Platinum Service Package - Premium Support Package	\$3,750.00	\$15,000.00	\$15,000.00	\$15,000.00	\$15,000.00	\$63,750.00
Managed Services - Additional monthly consultant hours (120 hours)	\$5,100.00	\$20,400.00	\$20,400.00	\$20,400.00	\$20,400.00	\$86,700.00
Totals per SFY	\$8,850.00	\$124,000.15	\$99,900.15	\$99,900.15	\$99,900.15	
Total Five Year Cost						\$432,550.60

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EXHIBIT B
PRICE AND PAYMENT SCHEDULE**

2. TOTAL CONTRACT PRICE

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 the Price Limitation on Form P-37, Block 1.8 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Social Solutions Global, Inc. for all fees and expenses, of whatever nature, incurred by Social Solutions Global, Inc. 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.

3. INVOICING

Social Solutions Global, Inc. shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. Social Solutions Global, Inc. shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

Invoices shall be sent to:

Cathy Liane
Contracts & Finance Section
Bureau of Public Health Systems, Policy and Performance
New Hampshire Division of Public Health, Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301-6504
Phone: 603-271-4541
Email: DPHScontractbilling@dhhs.state.nh.us

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Social Solutions Global, Inc.
425 Williams Court, Suite 100
Baltimore, MD 21220

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EXHIBIT B
PRICE AND PAYMENT SCHEDULE**

5. OVERPAYMENTS TO Social Solutions Global, Inc.

Social Solutions Global, Inc. shall promptly, but no later than fifteen (15) business days, return to the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

6. CREDITS

The State may apply credits due to the State arising out of this Contract, against Social Solutions Global, Inc.'s invoices with appropriate information attached.

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EXHIBIT C
SPECIAL PROVISIONS

I. SPECIAL PROVISIONS - N/A

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EXHIBIT D
ADMINISTRATIVE SERVICES

1. SPECIAL PROVISIONS – N/A

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EXHIBIT D
ADMINISTRATIVE SERVICES

1. STATE MEETINGS AND REPORTS

The State believes that effective communication and reporting are essential to Project success. Social Solutions Global, Inc. Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

- a. **Status Meetings (as required):** Participants will include, at the minimum, the Social Solutions Global, Inc. Project Manager and the State Project Manager. These meetings will be conducted at least every two weeks and address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from Social Solutions Global, Inc. shall serve as the basis for discussion.
- b. **The Work Plan:** must be reviewed at each Status Meeting and updated, at minimum, on a bi-weekly basis, in accordance with the Contract.
- c. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
- d. The State expects Social Solutions Global, Inc. to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be Social Solutions Global, Inc.'s responsibility.
- e. The Social Solutions Global, Inc. Project Manager or Social Solutions Global, Inc. Key Project Staff shall submit every two weeks status reports in accordance with the Schedule and terms of this Contract. All status reports shall be prepared in formats approved by the State. The Social Solutions Global, Inc.'s Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. Project status reports shall contain, at a minimum, the following:
 - i. Project status related to the Work Plan;
 - ii. **Deliverable status;**
 - 1. Accomplishments during weeks being reported;
 - 2. Planned activities for the upcoming two (2) week period;
 - 3. Future activities;
 - 4. Issues and concerns requiring resolution; and
 - 5. Report and remedies in case of falling behind Schedule.

1. STATE-OWNED DOCUMENTS AND DATA

Social Solutions Global, Inc. shall provide the State access to all documents, State Data, materials, reports, and other work in progress relating to the Contract ("State Owned Documents"). Upon

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ADMINISTRATIVE SERVICES**

expiration or termination of the Contract with the State, Social Solutions Global, Inc. shall turn over all State-owned documents, material, reports, and work in progress relating to the Contract to the State at no additional cost to the State. State-owned Documents must be provided in both printed and electronic format.

2. RECORDS RETENTION AND ACCESS REQUIREMENTS

Social Solutions Global, Inc. shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by reference, regarding retention and access requirements, including without limitation; retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 *Contractor Records Retention*.

Social Solutions Global, Inc. and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. Social Solutions Global, Inc. and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. Social Solutions Global, Inc. shall include the record retention and review requirements of this section in any of its subcontracts.

The State agrees that books, records, documents, and other evidence of accounting procedures and practices related to Social Solutions Global, Inc.'s cost structure and profit factors shall be excluded from the State's review unless the cost of any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

3. ACCOUNTING REQUIREMENTS

Social Solutions Global, Inc. shall maintain an accounting system in accordance with generally accepted accounting principles. The costs applicable to the Contract shall be ascertainable from the accounting system and Social Solutions Global, Inc. shall maintain records pertaining to the Services and all other costs and expenditures.

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EXHIBIT F
TESTING SERVICES

1. IMPLEMENTATION SERVICES – N/A

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EXHIBIT F
TESTING SERVICES**

Social Solutions Global, Inc. shall provide the following Products and Services described in this Exhibit F, including but not limited to:

1. TESTING AND ACCEPTANCE

In the event that testing is required for enhancements, updates, bug fixes, security tests, tuning and stress testing, etc., Social Solutions Global, Inc. shall plan and coordinate all testing activities. Social Solutions Global, Inc. will also provide training as necessary to the State staff responsible for test activities. Social Solutions Global, Inc. shall be responsible for all aspects of testing contained in the Acceptance Test Plan including support, at no additional cost, during User Acceptance Test conducted by the State and the testing of the training materials.

The Test Plan methodology shall reflect the needs of the Project and be included in the finalized Work Plan. A separate Test Plan and set of test materials will be prepared for each Software function or module.

In addition, Social Solutions Global, Inc. shall provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. Social Solutions Global, Inc. shall also correct Deficiencies and support required re-testing.

1.1 Test Planning and Preparation

Social Solutions Global, Inc. shall provide the State with an overall Test Plan that will guide all testing. The Social Solutions Global, Inc. provided, State approved, Test Plan will include, at a minimum, identification, preparation, and Documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test Data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

1.2 User Acceptance Testing (UAT)

UAT begins upon completion of the new software installations and configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State.

The Contractor's Project Manager must certify in writing, that the Contractor's own staff has successfully executed all prerequisite Contractor testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.

The State shall be presented with all testing results, as well as written Certification that Social Solutions Global, Inc. has successfully completed the prerequisite tests, meeting the defined Acceptance Criteria, and performance standards. The State shall commence testing within five (5) business days of receiving Certification, in writing, from Social Solutions Global, Inc. that the system is installed, configured, complete and ready for State testing. The State shall conduct the UAT utilizing scripts developed as identified in the Acceptance Test Plan to validate the functionality of the System and the interfaces, and verify Implementation readiness. UAT is performed in a copy of the production

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TESTING SERVICES**

environment and can serve as a performance and stress test of the System. The User Acceptance Test may cover any aspect of the new System, including administrative procedures (such as backup and recovery).

The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.

UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

The results of the User Acceptance Test provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

Upon successful conclusion of UAT and successful System deployment, the State will issue a letter of UAT Acceptance and the respective Warranty Period shall commence

Activity Description	The System User Acceptance Tests verify System functionality against predefined Acceptance criteria that support the successful execution of approved processes.
Social Solutions Global, Inc. Team Responsibilities	<ul style="list-style-type: none"> • Provide the State an Acceptance Test Plan and selection of test scripts for the Acceptance Test. • Monitor the execution of the test scripts and assist as needed during the User Acceptance Test activities. • Work jointly with the State in determining the required actions for problem resolution.
State Responsibilities	<ul style="list-style-type: none"> • Approve the development of the User Acceptance Test Plan and the set of data for use during the User Acceptance Test. • Validate the Acceptance Test environment. • Execute the test scripts and conduct User Acceptance Test activities. • Document and summarize Acceptance Test results. • Work jointly with Social Solutions Global, Inc. in determining the required actions for problem resolution. • Provide Acceptance of the validated Systems.
Work Product Description	The Deliverable for User Acceptance Tests is the User Acceptance Test Results. These results provide evidence that the new System meets the User Acceptance criteria defined in the Work Plan.

1.8 Regression Testing

As a result, of the user testing activities, problems will be identified that require correction. The State will notify the Contractor of the nature of the testing failure in writing. The Contractor will be

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required to perform additional testing activities in response to State and/or user problems identified from the testing results. Regression testing means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements:

- a.) For each minor failure of an Acceptance Test, the Acceptance Period shall be extended by corresponding time defined in the Test Plan.
- b.) Social Solutions Global, Inc. shall notify the State no later than five (5) business days from the Social Solutions Global, Inc.'s receipt of written notice of the test failure when Social Solutions Global, Inc. expects the corrections to be completed and ready for retesting by the State. Social Solutions Global, Inc. will have up to five (5) business days to make corrections to the problem unless specifically extended in writing by the State.
- c.) When a programming change is made in response to a problem identified during user testing, a regression Test Plan should be developed by Social Solutions Global, Inc. based on the understanding of the program and the change being made to the program. The Test Plan has two objectives:
 1. validate that the change/update has been properly incorporated into the program; and
 2. validate that there has been no unintended change to the other portions of the program.
- d.) Social Solutions Global, Inc. will be expected to:
 1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly;
 2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and
 3. Manage the entire cyclic process.
- e.) Social Solutions Global, Inc. will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.

In designing and conducting such regression testing, Social Solutions Global, Inc. will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, Social Solutions Global, Inc. will be expected to design and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.

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TESTING SERVICES

1.9 Security Review and Testing

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets.

Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include 3rd party penetration testing (pen test) and application vulnerability scanning and Review. Alternatively, the State will also accept an attestation that the following testing has been performed and all vulnerabilities have been remediated.

Service Component	Defines the set of capabilities that:
Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users
Access Control	Supports the management of permissions for logging onto a computer or network
Encryption	Supports the encoding of data for security purposes
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Verification	Supports the confirmation of authority to enter a computer system, application or network
Digital Signature	Guarantees the unaltered state of a file
User Management	Supports the administration of computer, application and network accounts within an organization.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.

Prior to the new code being moved into production Social Solutions Global, Inc. shall provide results of all security testing to the Department of Information Technology for review and Acceptance. All Software and hardware shall be free of malicious code (malware).

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EXHIBIT G
SYSTEM MAINTENANCE AND SUPPORT

2. SYSTEM MAINTENANCE AND SUPPORT

Social Solutions Global, Inc. shall maintain and support the System in all material respects as described in the Customer Support Service Level Agreement – Platinum Level, included as Attachment A

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EXHIBIT H
REQUIREMENTS

General System Requirements

REQ	REQUIREMENT/DELIVERABLE	Mandatory or Optional	Yes/ w/Modifications / No
GENERAL REQUIREMENTS			
G-1	Contractor shall provide Project Staff as specified in the Contract	M	Y
G-2	Contractor shall submit a finalized Work Plan within ten (10) days after Contract Award and approval by Governor and Council. The Work Plan shall include without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than <i>every two weeks</i> .	M	Y
G-3	Contractor shall provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.	M	Y
G-4	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as Project Documentation (WORD format)	M	Y
G-5	Contractor must have experience with Healthy Families America home visiting model data collection and reporting requirements	M	Y
G-6	Contractor must have experience with MIECHV federal data collection and reporting requirements	M	
G-7	System will capture billable activities	O	Y
G-8	Solution includes home visiting data system software and any upgrades to the data system software that are necessary to maintain acceptable performance.	M	Y
G-9	NH State-level staff have the capacity to customize the System, including customizing menus	O	Y
G-10	Core set of REVISED 2016 benchmark reports will be delivered no later than August 1, 2016.	M	Y
G-11	Capability for ad hoc reporting at the local and State level	M	Y
G-12	Ability to have customized reports	M	Y
G-13	Have audits in place to track each Data System login session. Required information for each session includes: login date; start and end time; user name	M	Y
G-14	Have audits in place to identify any saves to	O	M

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**EXHIBIT H
REQUIREMENTS**

REQ	REQUIREMENT/DELIVERABLE	Mandatory or Optional	Yes/ w/Modifications / No
	locations outside the Data System		
G-15	Have audits in place to identify who modified a record and when	M	Y
FUNCTIONAL REQUIREMENTS			
F-1	Capacity to collect data on different programs, including multiple programs per family and multiple Individualized Family Service Plans (HVNH, HVNH-HFA, others at a later date)	O	Y
F-2	All home visiting data must be exportable to the New Hampshire MCH Data Linkages System. The Home Visiting Data System should provide at least one of the following methods for exporting the data:	M	Y
F-2.A	Tools that can be used by approved DoIT and DHHS personnel to export home visiting data to the MCH Data Linkages System in a format compatible with DoIT, DHHS, and external stakeholder formats.	O	Y
F-2.B	An electronic file(s) of exported home visiting data, created according DoIT/DHHS specifications, and made available to the MCH Data Linkages System for importing.	O	Y
F-3	Home Visiting data must be exportable to the New Hampshire Watch Me Grow child developmental screening Welligent data system through at least one of the methods described above in F-2.A-B	M	Y
F-4	Exports should be able to be automated	M	M
F-5	Access for uses must be via web portal with access to a knowledge base		
STAFF ADMINISTRATION REQUIREMENTS			
SA-1	Social Solutions Global will repair The HV Data System prompt report so the prompts work appropriately and do not bog the system down. Home visitors will see tasks due for each family in their caseload based on a look up table of the required schedule of services. For instance, the schedule for child development screenings is based on the birth of the child. The System will notify the home visitor that a screening is due when the child is 4 months old.	M	M
SA-2	Home visitors and supervisors will enter and report on staff training data including title of training, topics	M	Y

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ID	REQUIREMENT/DELIVERABLE	Mandatory or Optional	Yes/ w/Modifications /No
	covered, training objectives, date training completed		
SA-3	Home visitors and supervisors will enter and run reports on staff members' full time equivalency (FTE)	M	Y
SA-4	Home visitors and supervisors will enter and run reports on the number of families being served by each home visitor and the service level of those families	M	Y
SA-5	Home visitors and supervisors will enter and run reports on supervisory sessions for each staff person, including the name of the supervisor providing the supervision, date, time, and length of meeting	M	Y
DATA COLLECTION REQUIREMENTS			
D-1	Participant demographics including pregnant women, female caregivers, male caregivers, female index children and male index children. <ul style="list-style-type: none"> • Household numbers • Adult participant and index children ages • Participant ethnicity and race • Adult participant marital status • Adult participant educational attainment, educational status and employment status. • Adult participant employment and housing status • Index children primary language • Household income in relation to Federal Poverty Guidelines • Program priority population characteristics 	M	Y
D-2	Service utilization <ul style="list-style-type: none"> • Home visits delivered • Family engagement by household • Home visitor full time equivalents 	M	Y
D-3	Insurance and clinical <ul style="list-style-type: none"> • Participant type of health insurance coverage • Index children source of medical and dental care 	M	Y
D-4	Extensibility: System configuration to include the ability to add other home visiting programs to the System, including but not limited to Comprehensive Family Support Services, Early Supports and Services, and Special Medical Services.	M	Y

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	D-24		
BENCHMARK REPORTING			
BR-1	Percent of infants (among mothers who enrolled in home visiting during pregnancy) who are born preterm following program enrollment.	M	Y
BR-2	Percent of infants (among mothers who enrolled in home visiting at or before delivery) exclusively breastfed at 6 months.	M	Y
BR-3	Percent of primary caregivers enrolled in home visiting who are screened for depression using a validated tool within 3 months of enrollment.	M	Y
BR-4	Percent of primary caregivers with a negative screen for depression (at second time point) among those enrolled in home visiting who had a positive screen at the first time point.	M	Y
BR-5	Percent of children enrolled in home visiting who received the recommended number of age-specific well-child visits according to AAP guidelines.	M	Y
BR-6	Percent of mothers enrolled in home visiting at the time of delivery who received a postpartum visit within 8 weeks of delivery.	M	Y
BR-7	Percent of mothers enrolled in home visiting who had an inter-pregnancy interval of 6 months or less.	M	Y
BR-8	Percent of primary caregivers enrolled in home visiting who quit using tobacco or cigarettes within 12 months of enrollment.	M	Y
BR-9	Percent of infants enrolled in home visiting that are always placed to sleep on their backs, without bed-sharing and soft-bedding.	M	Y
BR-10	Rate of injury-related visits to the ER among children enrolled in home visiting.	M	Y
BR-11	Percent of children enrolled in home visiting with investigated cases of maltreatment following enrollment.	M	Y
BR-12	Percent of primary caregivers enrolled in home visiting whose parenting stress scores improved from being above the cutoff for normal levels of parenting stress (at first time point) to within the normal range (12 months after enrollment) using a validated tool.	M	Y
BR-13	Percent of primary caregivers enrolled in home visiting who receive an observation of caregiver interaction using a validated tool.	M	Y
BR-14	Percent of children enrolled in home visiting with a family	M	Y

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	member who reads, tells stories, and/or sings songs with child daily in the past week.		
BR-15	Percent of children enrolled in home visiting with a timely screen for developmental delays using a validated parent-completed tool.	M	Y
BR-16	Percent of primary caregivers who are asked if they have any concerns regarding their child's development, behavior, or learning.	M	Y
BR-17	Percent of primary caregivers enrolled in home visiting who are screened for Intimate Partner Violence (IPV) using a validated tool.	M	Y
BR-18	Percent of primary caregivers who enrolled in home visiting without a high school degree or GED completion who subsequently enrolled in or completed high school or equivalent during their participation in home visiting.	M	Y
BR-19	Percent of a) children and b) primary caregivers (enrolled in home visiting) who had continuous health insurance coverage in the past 12 months.	M	Y
BR-20	Percent of primary caregivers referred to services for a positive screen for depression who receive one or more service contacts.	M	Y
BR-21	Percent of children enrolled in home visiting with parental concerns and/or positive screens for delays (measured using a validated tool) who receive services in a timely manner.	M	Y
TECHNICAL REQUIREMENTS			
T-1	Web-based compatible and in conformance with the following W3C standards as required for State staff access: XHTML 1.0 CSS 2.1 XML 1.0 (fourth edition) The Contractor should have the ability to support mobile devices for field staff, as stated in T-2. The State understands that these mobile devices may have various operating systems and standards	M	Y
T-2	The Data System should be functional on laptops and tablets, and available on wireless and cellular networks. The State of NH has limited experience in this area. Contractors should list the systems and standards on which the System would be functional, for both laptops and tablets, as applicable.	M	Y
SECURITY REQUIREMENTS			
S-1	Verify the identity and authenticate all of the system client applications before allowing use of the System to prevent access to inappropriate or confidential data or services.	M	Y

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S-2	Verify the identity or authenticate all of the System's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	M	Y
S-3	Enforce unique user names.	M	Y
S-4	Enforce the use of complex passwords for general users using capital letters, numbers and special characters, consisting of at least 10 characters	M	Y
S-5	Encrypt passwords in transmission and at rest within the database.	M	Y
S-6	Expire passwords after 60 days	M	Y
S-7	Authorize users and client applications to prevent access to inappropriate or confidential data or services.	M	Y
S-8	Provide ability to limit the number of people that can grant or change authorizations	M	Y
S-9	Establish ability to enforce session timeouts during periods of inactivity	M	Y
S-10	Ensure application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project) The results of these tests will be submitted to DoIT for review and approval.	M	Y
S-11	The application shall not store authentication credentials or sensitive data in its code	M	Y
S-12	Audit all attempted accesses that fail identification, authentication and authorization requirements	M	Y
S-12a	Contractor has auditing turned on to track and retrieve all attempted accesses that fail identification, authentication and authorization requirements	M	Y
S-13	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place. The logs must be kept for twelve (12) months.	M	Y
S-14	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Y
S-15	Use only the Software and System Services designed for use	M	Y
S-16	The application data shall be protected from unauthorized use when at rest	M	Y
S-17	Keep any sensitive data or communications private from unauthorized individuals and programs.	M	Y
S-18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M	Y

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S-19	Create change management documentation and proccdures	M	Y
HOSTING REQUIREMENTS-OPERATIONS			
H-1	Contractor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins. State access will be via Internet Browser.	M	Y
H-2	At a minimum, the System should support this client configuration for State users: Pentium 4, 630/3.0GHz Pc, Microsoft Windows XP Professional Version 2002, Internet Explorer 6, and 128-bit encryption. At a minimum, the System should support this client configuration for field machines: Pentium 4, 630/3.0GHz Pc, Microsoft Windows 7, Internet Explorer 9, and 128-bit encryption. If the Contractor solution also works with mobile devices that require other than the minimum state standard, the Contractor should list all hardware/software/connectivity requirements for the field user machines. The State will be responsible for equipment, labor, and /or services necessary to set-up and maintain the internet connectivity at the State.	M	Y
H-3	Contractor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Contractor, for State computers and network, for example: bandwidth, network outages and /or any other conditions arising on the State's internal network or more generally, outside the Contractor's firewall or any issues that are the responsibility of the State Internet Service Provider.	M	Y
H-4	Contractor shall provide a secure Tier 3 Data Center providing equipment (including dedicated servers), an on-site 24/7 system operator, managed firewall services, and managed backup Services.	M	Y
H-5	Data Center Fire Protection System—fire detectors in conjunction with suppression gaseous systems must be installed to reduce the risk of loss due to fire.	M	Y
H-6	Contractor must monitor the application and all servers.	M	Y

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H-7	Contractor shall manage the databases and services on all servers located at the Contractor's facility.	M	Y
H-8	Contractor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer. Critical or high vulnerability patches should be 30 days or less.	M	Y
H-9	Contractor shall monitor System, security, and application logs	M	Y
H-10	Contractor shall manage the sharing of data resources	M	Y
H-11	Contractor shall manage daily backups, off-site data storage, and restore operations	M	Y
H-12	The Contractor shall monitor physical hardware.	M	Y
H-13	The Contractor shall immediately report any breach in security to the State of New Hampshire.	M	Y
HOSTING REQUIREMENTS - DISASTER RECOVERY			
H-14	Contractor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire.	M	Y
H-15	Contractor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	Y
H-16	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	Y
H-17	Contractor shall adhere to a defined and documented back-up schedule and procedure.	M	Y
H-18	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss of System failure.	M	Y
H-19	Scheduled backups of all servers must be completed on a daily basis	M	Y
H-20	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	Y
H-21	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Y
H-22	If State data is personally identifiable, data must be encrypted in the operation environment and on backup tapes.	M	Y
H-23	Data recovery—In the event that recovery back to the last backup is not sufficient to recover State Data, the Contractor shall employ the use of database logs in addition to backup	M	Y

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	media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.		
HOSTING REQUIREMENTS - NETWORK ARCHITECTURE			
H-24	The Contractor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this RFP, adequate performance is defined as 99.9% uptime, exclusive of the regularly scheduled maintenance window.	M	Y
HOSTING REQUIREMENTS - SECURITY			
H-25	The Contractor shall employ security measures ensure that the State's application and data is protected.	M	Y
H-26	If State Data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Y
H-27	All servers and devices must have currently supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities.	M	Y
H-28	Organization will have an aggressive IDS/IPS solution and Firewall system, with Logging going to centralize log system. These should be monitored on a daily basis.	M	Y
H-29	The Contractor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Contractor learns of their occurrence.	M	Y
H-30	The Contractor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the Contractor hosting infrastructure and/or the application	M	Y
H-31	The Contractor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	Y
H-32	The Contractor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Contractor hosting infrastructure and/or the application upon request.	O	Y
H-33	The Contractor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Contractor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to the State.	M	Y

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SERVICE LEVEL AGREEMENT			
H-34	Hosting, support, and maintenance Services shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Y
H-35	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades, and fixes as required.	M	Y
H-36	Repair or replace the hardware or Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Y
H-37	The Contractor shall provide an assigned primary support contact to handle "standard" support requests from both users and State system administrators.	M	Y
H-38	The State shall have unlimited access, via phone to the Contractor technical support staff between the hours of 8:00am to 6:00pm-Monday thru Friday EST;	M	Y
H-39	The State shall have unlimited access, via Email, to the Contractor technical support staff between the hours of 8:30am to 6:00pm-Monday thru Friday EST;	M	Y
H-40	The Contractor shall provide Online Chat Support Monday through Friday during the hours of 9:00 am to 5:00 pm eastern standard time.	M	Y
H-41	The Contractor response time for technical support shall conform to the specific Case Priority Level class as described in Attachment A	M	Y
H-42	The Contractor response time for support by Case Priority Level shall conform to the following: <ul style="list-style-type: none"> • Critical support response within one (1) business hour • High Level support response within two (2) business hours • Medium Level support response within sixteen (16) business hours • Low Level support response within one (1) business day 	M	Y
H-43	The Contractor shall provide support for data quality related reporting and cleanup in an amount of six (6) hours a quarter.	M	Y
H-44	The Contractor shall provide advanced support for certified ETO Administrators on questions, troubleshooting and field formatting of ETO Results in an amount of eight (8) hours per quarter.	M	Y
H-45	The Contractor shall provide comprehensive user and system support for all ETO and Total Record which shall be provided	M	Y

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	by industry professionals.		
H-46	The Contractor shall provide consulting services and support to New Hampshire Efforts to Outcomes (ETO) users and MIECHV staff and contractors.	M	Y
H-47	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Y
H-49	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Y
H-50	The Contractor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Y
H-51	The Contractor shall guarantee 99.9% uptime, exclusive of the regularly scheduled maintenance window	M	Y
H-52	If the Contractor is unable to meet the 99.9% uptime requirement, the Contractor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) X Number of Days Contract Item Not Provided. The State must request this credit in writing.	M	Y
H-53	The Contractor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Y
H-54	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Y
H-55	All hardware and software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All patches for operating systems, databases, web services, etc. shall be applied within sixty (60) days of release by their respective manufacturers. Critical or high vulnerability patches shall be applied within 30 days or less.	M	Y
H-56	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: <ul style="list-style-type: none"> • Server up-time • All change requests implemented, included operating system patches • All critical outages reported including actual issue and resolution • Number of deficiencies reported by class with initial response time as well as time to close. 	M	Y
H-57	The Contractor shall provide the State with a personal secure	M	Y

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	FTP site to be used by the State for uploading and downloading files.		
	TRAINING		
H-58	The Contractor shall provide ETO Administrator Certification self-paced prep course and exam for up to four (4) administrators.	M	Y
H-59	The Contractor shall provide in-person New Administrator Orientation; Results Intermediate Touchpoints and Results Advanced trainings	M	Y
H-60	The Contractor shall provide access to pre-release webinars.	M	Y
H-61	The Contractor shall provide annual system review and evaluation.	M	Y

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Social Solutions Global, Inc.'s Project Manager and the State Project manager shall finalize the Work Plan within five (5) days of the Effective Date and further refine the tasks required to implement the Project. The elements of the preliminary Work Plan are documented in accordance with Social Solutions Global, Inc.'s plan to implement the Application Software. Continued development and management of the Work Plan is a joint effort on the part of Social Solutions Global, Inc. and State Project Managers.

The preliminary Work Plan created by Social Solutions Global, Inc. and the State is set forth at the end of this Exhibit.

In conjunction with Social Solutions Global, Inc.'s Project Management methodology, which shall be used to manage the Project's life cycle, the Social Solutions Global, Inc. team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the **tasks, Deliverables, major milestones, task dependencies, and a payment Schedule** required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and Social Solutions Global, Inc. team members), refine the Project's scope, and establish the Project's Schedule. The Plan is documented in accordance with Social Solutions Global, Inc.'s Work Plan and shall utilize MS Project to support the ongoing management of the Project.

1. ASSUMPTIONS

A. General

- The State shall provide team members with decision-making authority to support the Implementation efforts, at the level outlined in the Request for Proposal Document State Staffing Matrix.
- All State tasks must be performed in accordance with the revised Work Plan.
- All key decisions will be resolved within five (5) business days. Issues not resolved within this initial period will be escalated to the State Project Manager for resolution.
- Any activities, decisions or issues taken on by the State that affect the mutually agreed upon Work Plan timeline, scope, resources, and costs shall be subject to the identified Change Control process.
- Social Solutions Global, Inc. shall provide a separate escrow agreement for the application.
- Social Solutions Global, Inc. shall maintain an accounting system in accordance with Generally Accepted Accounting Principles (GAAP).

B. Logistics

- The Social Solutions Global, Inc. Team shall perform parts of this Project at State facilities at no cost to Social Solutions Global, Inc..
- The Social Solutions Global, Inc. Team may perform that work at a facility other than that furnished by the State, at their own expense.
- The Social Solutions Global, Inc. Team shall honor all holidays observed by Social Solutions Global, Inc. or the State, although with permission, may choose to work on holidays and weekends.
- The State shall provide adequate facilities for the Social Solutions Global, Inc. Team, including PCs, phones, Virtual Private Network (VPN) access, and modem-based dial-out capability and access to any necessary internal State networks and/or software (within State standards).

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Convenient access to a high-speed printer, a high-speed copier, and a fax machine shall be provided to the Project Team, as well as access to conference rooms for meetings. This space, equipment, and printer/fax supplies shall be provided at no cost to the Social Solutions Global, Inc. Team and shall be available when the Project begins.

C. Project Management

- The State shall approve the Project Management Methodology used for the Project.
- The State shall provide the Project Team with reasonable access to the State personnel as needed to complete Project tasks.
- A Project folder created within the State system shall be used for centralized storage and retrieval of Project documents, work products, and other material and information relevant to the success of the Project and required by Project Team members. This central repository is secured by determining which team members have access to the Project folder and granting either view or read/write privileges. Social Solutions Global, Inc.'s Project Manager will establish and maintain this folder. The State Project Manager shall approve access for the State team. Documentation can be stored locally for Social Solutions Global, Inc. and State team on a "shared" network drive to facilitate ease and speed of access. Final versions of all Documentation shall be loaded to the State System.
- Social Solutions Global, Inc. assumes that an Alternate Project Manager may be appointed from time to time to handle reasonable and ordinary absences of the Project Manager.

Technical Environment and Management

- The State is responsible for providing the Internet access.
- Social Solutions Global, Inc. team shall implement ETO Software's latest Release, currently 3.1 applications.

E. Conversions

- Currently the state has collected a minimal amount of data within Excel spreadsheets to allow for the data collecting activities to commence as required by funding authorities until a system can be placed into production. The state needs this data loaded into the Contractor's solution. The Social Solutions Global, Inc. Team shall lead the State with the mapping of the legacy Data to the Social Solutions Global, Inc. applications. Specifically, the state will provide data to the Social Solutions Global Team in a format recommended by the Contractor, such as multiple CSV files - one file per agency home visitor.
- Additionally, the Social Solutions Global, Inc. Team shall:
 1. Design and develop the conversion, including data mappings, conversion scripts, and data loaders.
 2. Provide the state with the data loading process and instructions/training as to how to use the loading process.
 3. Assist with the resolution of problems and issues associated with the development and implementation of the conversions.

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F. Project Schedule – N/A

G. Reporting

- Social Solutions Global, Inc. shall conduct status meetings every two weeks, and provide reports that include, but are not limited to, minutes, action items, test results and Documentation.

H. User Training and Change Management

- The Social Solutions Global, Inc. Team shall lead the development of the end-user training plan.
- The State shall schedule and track attendance on all end-user training classes.

I. Performance and Security Testing

- The Social Solutions Global, Inc. Team shall provide a performance test workshop to identify the key scenarios to be tested, the approach and tools required, and best practices information on performance testing.
- The State shall work with Social Solutions Global, Inc. on performance testing as set forth in Contract Exhibit F – *Testing Services*.

2. ROLES AND RESPONSIBILITIES

A. Social Solutions Global, Inc. Team Roles and Responsibilities

1) Social Solutions Global, Inc. Team Project Executive

The Social Solutions Global, Inc. Team's Project Executives (Social Solutions Global, Inc. and Subcontractor Project Executives) shall be responsible for advising on and monitoring the quality of the Implementation throughout the Project life cycle. The Project Executive shall advise the Social Solutions Global, Inc. Team Project Manager and the State's Project leadership on the best practices for implementing the Social Solutions Global, Inc. Software Solution within the State. The Project Executive shall participate in the definition of the Project Plan and provide guidance to the State's Team.

2) Social Solutions Global, Inc. Team Project Manager

The Social Solutions Global, Inc. Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Social Solutions Global, Inc. Implementation Team. The Social Solutions Global, Inc. Team Project Manager will have the following responsibilities:

- Maintain communications with the State's Project Manager;
- Work with the State in planning and conducting a kick-off meeting;
- Create and maintain the Work Plan;
- Assign Social Solutions Global, Inc. Team consultants to tasks in the Implementation Project according to the scheduled staffing requirements;
- Define roles and responsibilities of all Social Solutions Global, Inc. Team members;

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- Provide every two weeks and month update progress reports to the State Project Manager;
- Notify the State Project Manager of requirements for State resources in order to provide sufficient lead time for resources to be made available;
- Review task progress for time, quality, and accuracy in order to achieve progress;
- Review requirements and scheduling changes and identify the impact on the Project in order to identify whether the changes may require a change of scope;
- Implement scope and Schedule changes as authorized by the State Project Manager and with appropriate Change Control approvals as identified in the Implementation Plan;
- Inform the State Project Manager and staff of any urgent issues if and when they arise;
- Provide the State completed Project Deliverables and obtain sign-off from the State's Project Manager.

3) Social Solutions Global, Inc. Team Analysis

The Social Solutions Global, Inc. Team shall conduct analysis of requirements; validate the Social Solutions Global, Inc. Team's understanding of the State business requirements by application, and perform business requirements mapping:

- Construct and confirm application test case scenarios;
- Produce application configuration definitions and configure the applications;
- Conduct testing of the configured application;
- Produce functional Specifications for extensions, conversions, and interfaces;
- Assist the State in the testing of extensions, conversions, and interfaces;
- Assist the State in execution of the State's Acceptance Test;
- Conduct follow-up meetings to obtain feedback, results, and concurrence/approval from the State;
- Assist with the correction of configuration problems identified during system, integration and Acceptance Testing; and
- Assist with the transition to production.

4) Social Solutions Global, Inc. Team Tasks

The Social Solutions Global, Inc. team shall assume the following tasks:

- Development and review of functional and technical Specification to determine that they are at an appropriate level of detail and quality;
- Development and Documentation of conversion and interface programs in accordance with functional and technical Specifications;
- Development and Documentation of installation procedures; and
- Development and execution of unit test scripts;
- Unit testing of conversions and interfaces developed; and
- System Integration Testing.

B. State Roles and Responsibilities

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The following State resources have been identified for the Project. The time demands on the individual State team members will vary depending on the phase and specific tasks of the Implementation. The demands on the Subject Matter Experts' time will vary based on the need determined by the State Leads and the phase of the Implementation.

1) State Project Manager

The State Project Manager shall work side-by-side with the Social Solutions Global, Inc. Project Manager. The role of the State Project Manager is to manage State resources, facilitate completion of all tasks assigned to State staff, and communicate Project status on a regular basis. The State Project Manager represents the State in all decisions on Implementation Project matters, provides all necessary support in the conduct of the Implementation Project, and provides necessary State resources, as defined by the Work Plan and as otherwise identified throughout the course of the Project. The State Project Manager has the following responsibilities:

- Plan and conduct a kick-off meeting with assistance from the Social Solutions Global, Inc. team;
- Assist the Social Solutions Global, Inc. Project Manager in the development of a detailed Work Plan;
- Identify and secure the State Project Team members in accordance with the Work Plan;
- Define roles and responsibilities of all State Project Team members assigned to the Project;
- Identify and secure access to additional State end-user staff as needed to support specific areas of knowledge if and when required to perform certain Implementation tasks;
- Communicate issues to State management as necessary to secure resolution of any matter that cannot be addressed at the Project level;
- Inform the Social Solutions Global, Inc. Project Manager of any urgent issues if and when they arise; and
- Assist the Social Solutions Global, Inc. team staff to obtain requested information if and when required to perform certain Project tasks.

2) State Subject Matter Expert(s) (SME)

The role of the State SME is to assist application teams with an understanding of the State's current business practices and processes, provide agency knowledge, and participate in the Implementation. Responsibilities of the SME include the following:

- Be the key user and contact for their Agency or Department;
- Attend Project Team training and acquire in-depth functional knowledge of the relevant applications;
- Assist in validating and documenting user requirements, as needed;
- Assist in mapping business requirements;
- Assist in constructing test scripts and data;
- Assist in system, integration, and Acceptance Testing;
- Assist in performing conversion and integration testing and data verification;
- Attend Project meetings when requested; and

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- Assist in training end users in the use of the Social Solutions Global, Inc. Software Solution and the business processes the application supports.

3) State Technical Lead and Architect

The State's Technical Lead and Architect advises the State's Project Manager and is responsible for leading and managing the State's technical tasks. Responsibilities include:

- Attend technical training as necessary to support the Project;
- Assist the State and Social Solutions Global, Inc. Team Project Managers to establish the detailed Work Plan;
- Manage the day-to-day activities of the State's technical resources assigned to the Project;
- Work with State IT management to obtain State technical resources in accordance with the Work Plan;
- Work with the Social Solutions Global, Inc. Technical Lead and the State's selected hardware Contractor to architect and establish an appropriate hardware platform for the State's Project development and production environments;
- Work in partnership with the Social Solutions Global, Inc. and lead the State technical staff's efforts in documenting the technical operational procedures and processes for the Project. This is a Contractor Deliverable and it will be expected that Social Solutions Global, Inc. will lead the overall effort with support and assistance from the State; and
- Represent the technical efforts of the State at <every two weeks Project meetings.

6) State Testing Administrator

The State's Testing Administrator will coordinate the State's testing efforts. Responsibilities include:

- Coordinating the development of system, integration, performance, and Acceptance Test plans;
- Coordinating system, integration, performance, and Acceptance Tests;
- Chairing test review meetings;
- Coordinating the State's team and external third parties involvement in testing;
- Ensuring that proposed process changes are considered by process owners;
- Establish priorities of Deficiencies requiring resolution; and
- Tracking Deficiencies through resolution.

3. SOFTWARE APPLICATION

The ETO solution is a hosted software application built with Microsoft SQL Server database. The backbone of the operating system is Windows Server 2008, ASP.NET and the .NET Framework 3.5 SPI, Business Objects Enterprise, and the Crystal Reports® programming languages.

4. INTERFACES

Interfaces shall be implemented in cooperation with the State. The following Table 5.1 identifies the interfaces within the scope of this Contract and their relative assignment.

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Table 5.1: In-Scope Interfaces

Interface	Responsible Party	Description
MCH Data Linkages Project	Social Solutions Global, Inc.	See RFP 2012-009 Home Visiting Data System for descriptions of the three Interfaces.
Watch Me Grow Wellgeant Data System	Social Solutions Global, Inc.	To be determined

A. Interface Responsibilities

- The Social Solutions Global, Inc. Team shall provide the State Social Solutions Global, Inc. Application Data requirements and examples, of data mappings and interfaces implemented on other Projects. The Social Solutions Global, Inc. Team shall identify the APIs the State should use in the design and development of the interface.
- The Social Solutions Global, Inc. Team shall lead the State with the mapping of legacy data to the Social Solutions Global, Inc. Applications.
- The Social Solutions Global, Inc. Team shall lead the review of functional and technical interface Specifications.
- The Social Solutions Global, Inc. Team shall assist the State with the resolution of problems and issues associated with the development and Implementation of the interfaces.
- The Social Solutions Global, Inc. Team shall document the functional and technical Specifications for the interfaces.
- The Social Solutions Global, Inc. Team shall create the initial Test Plan and related scripts to Unit Test the interface. The State shall validate and accept.
- The Social Solutions Global, Inc. Team shall develop and Unit Test the interface.
- The State and the Social Solutions Global, Inc. Team shall jointly verify and validate the accuracy and completeness of the interface.
- The State shall document the technical changes needed to legacy systems to accommodate the interface.
- The State shall develop and test all legacy application changes needed to accommodate the interface.
- The State and the Social Solutions Global, Inc. Teams shall jointly construct test scripts and create any data needed to support testing the interfaces.
- The State is responsible for all data extracts and related formatting needed from legacy systems to support the interfaces.
- The State is responsible for documenting the procedures required to run the interfaces in production.
- The State is responsible for the scheduling of interface operation in production.

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5. WORK PLAN –

Contractor will provide finalized work plan within 30 days of the approval of this contract.

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WARRANTY AND WARRANTY SERVICES**

1. DOCUMENTATION COPIES

Social Solutions Global, Inc. shall provide the State with a sufficient number of hard copy versions of the Software's associated Documentation and one (1) electronic version in Microsoft WORD and PDF format. The State shall have the right to copy the Software and its associated Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by the Contractor on such copies.

2. RESTRICTIONS

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of Social Solutions Global, Inc.'s proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

3. TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the Software, and its associated Documentation, shall remain with Social Solutions Global, Inc.

4. VIRUSES

Social Solutions Global, Inc. shall provide access to Software that shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

As a part of its internal development process, Social Solutions Global, Inc. will use reasonable efforts to test the Software for viruses. Social Solutions Global, Inc. shall also maintain a master copy of the appropriate versions of the Software, free of viruses. If the State believes a virus may be present in the Software, then upon its request, Social Solutions Global, Inc. shall use best efforts to diagnose and correct the problem.

5. AUDIT

Upon forty-five (45) days written notice, Social Solutions Global, Inc. may audit the State's use of the programs at Social Solutions Global, Inc.'s sole expense. The State agrees to cooperate with Social Solutions Global, Inc.'s audit and provide reasonable assistance and access to information. The State agrees that Social Solutions Global, Inc. shall not be responsible for any of the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, Social Solutions Global, Inc.'s audit rights are subject to applicable State and federal laws and regulations.

6. SOFTWARE NON-INFRINGEMENT

Social Solutions Global, Inc. warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software ("Material") provided under this Contract, and that such Services,

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equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Material infringe their intellectual property rights, Social Solutions Global, Inc. shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Social Solutions Global, Inc. in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Social Solutions Global, Inc. control of the defense and any settlement negotiations; and
- c. Gives Social Solutions Global, Inc. the information, authority, and assistance reasonably needed to defend against or settle the claim.

Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If Social Solutions Global, Inc. believes or it is determined that any of the Material may have violated someone else's intellectual property rights, Social Solutions Global, Inc. may choose to either modify the Material to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Social Solutions Global, Inc. may end the Service, and require return of the applicable Material and refund all fees the State has paid Social Solutions Global, Inc. under the Contract. Social Solutions Global, Inc. will not indemnify the State if the State alters the Material without Social Solutions Global, Inc.'s consent or uses it outside the scope of use identified in Social Solutions Global, Inc.'s user Documentation or if the State uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was provided to the State at no additional cost. Social Solutions Global, Inc. will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Social Solutions Global, Inc. Social Solutions Global, Inc. will not indemnify the State to the extent that an infringement claim is based upon the combination of any Material with any products or services not provided by Social Solutions Global, Inc. without Social Solutions Global, Inc.'s consent.

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1. WARRANTIES

1.1 Services

Social Solutions Global, Inc. warrants that the Service will operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

Social Solutions Global, Inc. warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and Terms of the Contract.

For any breach of the above Support and Maintenance warranty, the State's remedy, and Social Solutions Global, Inc.'s entire liability, shall be: (a) the correction of program errors that cause breach of the warranty, or if Social Solutions Global, Inc. cannot substantially correct such breach in a commercially reasonable manner, the State may cancel the service and recover the fees paid to Social Solutions Global, Inc. for the any unused, prepaid service fees the State has paid; or (b) the re-performance of the Deficient services, or (c) if Social Solutions Global, Inc. cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant services and recover the fees paid to Social Solutions Global, Inc. for the Deficient services.

1.3 Non-Infringement

Social Solutions Global, Inc. warrants that it has good title to, or the right to allow the State to use, all Services, equipment, and Software ("Material") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

1.4 Viruses; Destructive Programming

Social Solutions Global, Inc. warrants that the Software used under this Service shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Service in accordance with the Specifications.

1.5 Compatibility

Social Solutions Global, Inc. warrants that all System components, including but not limited to the components provided, including any replacement or upgraded System Software components provided by Social Solutions Global, Inc. to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

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1.6 Services

Social Solutions Global, Inc. warrants that all Services to be provided under the Contract will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

1.7 Personnel

Social Solutions Global, Inc. warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

1.8 Breach of Data

The Contractor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.

3. WARRANTY PERIOD

The Warranty Period shall commence upon approval of the contract by the Governor and Executive Council and shall remain in effect for the duration of the contract.

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 TRAINING SERVICES

Social Solutions Global, Inc. shall provide the following Training Services.

A. TRAINING

Social Solutions Global, Inc. shall lead in-person training for the delivery of end-user training. In-person training sessions will be delivered in a central location, in consecutive days and inclusive of up to 75 users. Individual class sizes are capped at 12 participants. Electronic curriculum is provided by Social Solutions Global, Inc. If centralized training is not possible or feasible, Social Solutions Global, Inc. will deliver instructor training via an online program such as Go to Meeting.

1. Delivery Method -Instructor-Led Class Training

This method helps build the in-depth knowledge and hands-on experience the State's employees and contractors will need to succeed in their job role with Social Solutions Global, Inc. From in-class demonstrations led by experienced Social Solutions Global, Inc. instructors, to realistic hands-on labs. Instructor-Led In-Class courses provide a dynamic learning environment.-

This instruction is targeted to train the group of Users defined as Project Team, Users from Departments and selected Subject Matter Experts (SMEs).

2. Project Team Developed Training

a. Social Solutions Global, Inc. and the State agree to an end user training approach to meet training objectives, including:

- 1) developing "in house" experts and end-user support channels that involve and leverage internal resources and subject matter experts (SMEs); and
- 2) leveraging statewide access to computers and the Web by accessing On-line courses whenever possible to lessen time away from the job and reduce travel costs for those who are spread across the State.

b. Key activities of the approach are highlighted below:

User Training Approach	Role and Responsibility	
	Social Solutions Global, Inc. Team	State of NH
Develop Training Plan	Lead the development and Implementation of the Training Plan. Provide guidance, coaching, materials, and tools.	Assist in the development and Implementation of the Training Plan.
Develop Curriculum	Analyze skill requirements.	Assist to analyze skill requirements.
	Detail roles, course content, and estimated course length.	Assist to detail roles, course content, and estimated length.

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User Training Approach	Role and Responsibility	
	Social Solutions Global, Inc. Team	State of NH
Produce Training Materials and End-User Documentation	Lead the development of materials and Documentation to include: Social Solutions Global, Inc. providing baseline Documentation in electronic format that can be modified and reproduced.	Assist in the development of training materials.
	Social Solutions Global, Inc. and the State will together Conduct Train-the-Trainers for the State's Central Support Group through Implementation. Social Solutions Global, Inc. will assist in the first train the trainer class for each topic.	Attend Train-the-Trainers training. Train additional State End Users.
Evaluate Training Effectiveness		

c. Key User Training Approach Activities

1) Identify State End Users

The Social Solutions Global, Inc. Team shall lead the State in identifying and categorizing its end users:

User Category 1—Power User Training: Power Users are those employees and contractors who frequently use the system. Training shall consist of a series of courses based on job functions, on business processes specific to job roles, and associated transactions. The training strategy shall be organized around the State's business processes and detailed transactions that support these processes.

User Category 2—Casual User Training: Casual Users shall access the system for inquiries or report-viewing on an occasional basis. Their courses shall focus on the end-to-end business process instruction and structured inquiry exercises.

User Category 3—Specialty Users: Specialty Users include functional and technical analysts. They shall be trained on the software on the basis of assignments, and may include navigation training and module overview/orientation courseware, functional (modules/business process) training, and configuration.

- 2) Develop Training Plan** The Social Solutions Global, Inc. Team shall act as the training lead and shall provide guidance, coaching, materials, and tools to assist the State Team to structure and implement a Training Plan—including a strategy for outlining the scope, roles, audiences, and deployment timeline throughout the Project lifecycle. The Plan is intended to 1) reinforce knowledge comprehension across the State by employing a train-the-trainer approach, 2) train employees on what they need to know and do to perform their jobs effectively, 3) establish an ongoing skills development process, 4) offer training Solutions that address the immediate and

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ongoing needs of the State to train new hires and transfers, and 5) implement a blended training delivery Solution that utilizes instructor-led (ILT) and On-line training to support learner interaction, and promotes effective, timely, and cost-efficient learning.

The Training Plan shall address the specific curriculum for each user category and provide support for the design, development, and deployment of training for each user category. It shall also provide a blueprint for the State's Team to manage its resources, activities, and timeline throughout the course of the initiative.

- 3) **Develop Training Curriculum:** Social Solutions Global, Inc. shall develop a recommended training curriculum for the State of New Hampshire End Users.
- 4) **Produce Training Materials and End-User Documentation:** The Social Solutions Global, Inc. team shall lead the efforts to produce the training materials and end-user Documentation.

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EXHIBIT M
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CERTIFICATES AND ATTACHMENTS

Attached are:

- A. Contractor's Certificate of Vote/Authority
- B. Contractor's Certificate of Good Standing
- C. Contractor's Certificate of Insurance

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NH DHHS STANDARD EXHIBIT C - SPECIAL PROVISIONS

NH Department of Health and Human Services

Standard Exhibit C

SPECIAL PROVISIONS

1. **Contractors Obligations:** The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:
2. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
3. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the Department for that purpose and shall be made and remade at such times as are prescribed by the Department.
4. **Documentation:** In addition to the determination forms, required by the Department, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the Department requests. The Contractor shall furnish the Department with all forms and documentation regarding eligibility determinations that the Department may request or require.
5. **Fair Hearings:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with Department regulations.
6. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.
7. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
8. **Conditions of Purchase:** Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate

2012-009 Exhibit P-DHHS Standard Exhibit C: Special Provisions

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which reimburses the Contractor in excess of the Contractor's costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:

- 8.1 Renegotiate the rates for payment hereunder, in which event new rates shall be established;
- 8.2 Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;
- 8.3 Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

RECORDS: MAINTENANCE, RETENTION, AUDIT, DISCLOSURE AND CONFIDENTIALITY:

9. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:

9.1 **Fiscal Records:** Books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

9.2 **Statistical Records:** Statistical, enrollment, attendance, or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.

9.3 **Medical Records:** Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.

10. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the agency fiscal year. It is recommended that the report be prepared in accordance with the provision of Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.

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10.1 Audit and Review: During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.

10.2 Audit Liabilities: In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.

- 11. Confidentiality of Records:** All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directed connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.

Notwithstanding anything to the contrary contained herein the covenants and conditions contained in the Paragraph shall survive the termination of the Contract for any reason whatsoever.

- 12. Reports: Fiscal and Statistical:** The Contractor agrees to submit the following reports at the following times if requested by the Department.

12.1 Interim Financial Reports: Written interim financial reports containing a detailed description of all costs and non-allowable expenses incurred by the Contractor to the date of the report and containing such other information as shall be deemed satisfactory by the Department to justify the rate of payment hereunder. Such Financial Reports shall be submitted on the form designated by the Department or deemed satisfactory by the Department.

12.2 Final Report: A final report shall be submitted within thirty (30) days after the end of the term of this Contract. The Final Report shall be in a form satisfactory to the Department and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the Department.

- 13. Completion of Services: Disallowance of Costs:** Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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14. **Credits:** All documents, notices, press releases, research reports, and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:

14.1 The preparation of this (report, document, etc.), was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, Division of Public Health Services, with funds provided in part or in whole by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.

15. **Operation of Facilities: Compliance with Laws and Regulations:** In the operation of any facilities for providing services, the Contractor shall comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which shall impose an order or duty upon the Contractor with respect to the operation of the facility or the provision of the services at such facility. If any government license or permit shall be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Contract the facilities shall comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and shall be in conformance with local building and zoning codes, by-laws and regulations.

16. **Insurance:** Select either (1) or (2) below:

As referenced in the Request for Proposal, Comprehensive General Liability Insurance Acknowledgement Form, the Insurance requirement checked under this section is applicable to this contract:

Insurance Requirement for (1) - 501(c) (3) contractors whose annual gross amount of contract work with the State does not exceed \$500,000, per RSA 21-1:13, XIV, (Supp. 2006): The general liability insurance requirements of standard state contracts for contractors that qualify for nonprofit status under section 501(c)(3) of the Internal Revenue Code and whose annual gross amount of contract work with the state does not exceed \$500,000, is comprehensive general liability insurance in amounts of not less than \$1,000,000 per claim or occurrence and \$2,000,000 in the aggregate. *These amounts may NOT be modified.*

- (1) The contractor certifies that it **IS** a 501(c) (3) contractor whose annual total amount of contract work with the State of New Hampshire does **not** exceed \$500,000.

Insurance Requirement for (2) - All other contractors who do not qualify for RSA 21-1:13, XIV, (Supp. 2006), Agreement P-37 General Provisions, 14.1 and 14.1.1. Insurance and Bond, shall apply: The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefits of the State, the following insurance: comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident or occurrence. *These amounts MAY be modified if the State of NH determines contract activities are a risk of lower liability.*

- (2) The contractor certifies it does **NOT** qualify for insurance requirements under RSA 21-1:13, XIV (Supp. 2006).

2012-009 Exhibit P-DHHS Standard Exhibit C: Special Provisions

Initial All Pages:

Contractor's Initials PB

Exhibit P

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NH DHHS STANDARD EXHIBIT C - SPECIAL PROVISIONS

17. **Renewal:** The Department reserves the right to renew the contract for up to five (5) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

No Applicable

18. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.

19. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language;

10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.

10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.

10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
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10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.

10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.

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NH DHHS STANDARD EXHIBIT C - SPECIAL PROVISIONS

SPECIAL PROVISIONS – DEFINITIONS

As used in the Contract, the following terms shall have the following meanings:

COSTS: *Shall mean those direct and indirect items of expense determined by the Department to be allowable and reimbursable in accordance with cost and accounting principles established in accordance with state and federal laws, regulations, rules and orders.*

DEPARTMENT: *NH Department of Health and Human Services.*

FINANCIAL MANAGEMENT GUIDELINES: *Shall mean the section of the Contractor Manual which is entitled "Financial Management Guidelines" and which contains the regulations governing the financial activities of contractor agencies which have contracted with the State of NH to receive funds.*

PROPOSAL: *If applicable, shall mean the document submitted by the Contractor on a form or forms required by the Department and containing a description of the Services to be provided to eligible individuals by the Contractor in accordance with the terms and conditions of the Contract and setting forth the total cost and sources of revenue for each service to be provided under the Contract.*

UNIT: *For each service that the Contractor is to provide to eligible individuals hereunder, shall mean that period of time or that specified activity determined by the Department and specified in Exhibit B of the Contract.*

FEDERAL/STATE LAW: *Whenever federal or state laws, regulations, rules, orders, and policies, etc., are referred to in the Contract, the said reference shall be deemed to mean all such laws, regulations, etc., as they may be amended or revised from time to time.*

CONTRACTOR MANUAL: *Shall mean that document prepared by the NH Department of Administrative Services containing a compilation of all regulations promulgated pursuant to the New Hampshire Administrative Procedures Act, NH RSA Ch 541-A, for the purpose of implementing State of NH and federal regulations promulgated thereunder.*

SUPPLANTING OTHER FEDERAL FUNDS: *The Contractor guarantees that funds provided under this Contract will not supplant any existing federal funds available for these services.*

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES
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EXHIBIT Q

NH DHHS STANDARD EXHIBIT D – CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

NH Department of Health and Human Services

Standard Exhibit D

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act to 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

ALTERNATIVE I – FOR GRANTEES OTHER THAN INDIVIDUALS

US DEPARTMENT OF HEALTH AND HUMAN SERVICES – CONTRACTORS
US DEPARTMENT OF EDUCATION – CONTRACTORS
US DEPARTMENT OF AGRICULTURE – CONTRACTORS

This certification is required by the regulations implementing Sections 5151-51-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.) the January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630 of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner
NH Department of Health and Human Services,
129 Pleasant Street
Concord, NH 03301

- 1) The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - (b) Establishing an ongoing drug-free awareness program to inform employee's about:
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

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NH DHHS STANDARD EXHIBIT D – CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will:
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d) (2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
 - (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 - (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).
- 2) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

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EXHIBIT Q

NH DHHS STANDARD EXHIBIT D – CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

Place of Performance (street address, city, county, State, zip code) (list each location)

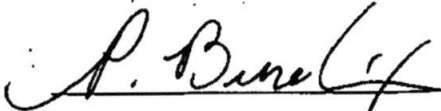
Check if there are workplaces on file that are not identified here.

Social Solutions Global, Inc.

Contractor Name

Period Covered by this Certification

Name and Title of Authorized Contractor Representative



5/9/16

Contractor Representative Signature

Date

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
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EXHIBIT R
NH DHHS STANDARD EXHIBIT E – CERTIFICATION REGARDING LOBBYING

NH Department of Health and Human Services

Standard Exhibit E

CERTIFICATION REGARDING LOBBYING

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES – CONTRACTORS
US DEPARTMENT OF EDUCATION – CONTRACTORS
US DEPARTMENT OF AGRICULTURE – CONTRACTORS

Programs (indicate applicable program covered):

- *Temporary Assistance to Needy Families under Title IV-A
- *Child Support Enforcement Program under Title IV-D
- *Social Services Block Grant Program under Title XX
- *Medicaid Program under Title XIX
- *Community Services Block Grant under Title VI
- *Child Care Development Block Grant under Title IV

Contract Period: July 1, 2012 or date of G&C Approval, whichever is later, through September 30, 2015

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
- (2) If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions, attached and identified as Standard Exhibit E-1.
- (3) The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

2012-009 Exhibit R-DHHS Standard Exhibit E: Certification Regarding Lobbying

Initial All Pages:

Contractor's Initials

PB

Exhibit R

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NH DHHS STANDARD EXHIBIT E – CERTIFICATION REGARDING LOBBYING



Contractor Signature

CFO

Contractor's Representative Title

Social Solutions Global, Inc.
Contractor Name

5/9/16

Date

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES
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EXHIBIT S

NH DHHS STANDARD EXHIBIT F – CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER
RESPONSIBILITY MATTERS

NH Department of Health and Human Services

Standard Exhibit F

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND
OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions, execute the following Certification:

Instructions for Certification

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transition. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transition," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntary excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rule implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion –

2012-009 Exhibit S-DHHS Standard Exhibit F: Certification Regarding Debarment, Suspension, and Other
Responsibility Matters

Initial All Pages:

Contractor's Initials

JB

Exhibit S

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EXHIBIT S

NH DHHS STANDARD EXHIBIT F – CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER
RESPONSIBILITY MATTERS

Lower Tier Covered Transaction”, “provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b. have not within a three-year period preceding this proposal (contract) been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph 1 b of this certification; and
 - d. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES
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EXHIBIT S

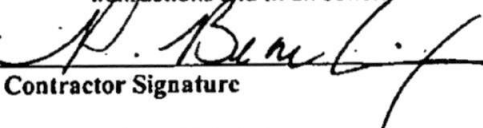
NH DHHS STANDARD EXHIBIT F – CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER
RESPONSIBILITY MATTERS

Lower Tier Covered Transactions

By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:

- (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
- (b) where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).

The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

	CFO
Contractor Signature	Contractor's Representative Title
Social Solutions Global, Inc.	5/9/16
Contractor Name	Date

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
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EXHIBIT T

NH DHHS STANDARD EXHIBIT G – CERTIFICATION REGARDING AMERICANS WITH DISABILITIES ACT COMPLIANCE

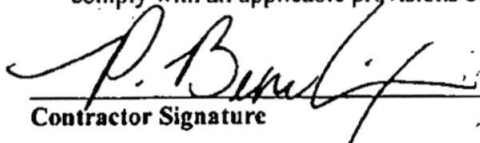
NH Department of Health and Human Services

Standard Exhibit G

CERTIFICATION REGARDING THE AMERICANS WITH DISABILITIES ACT COMPLIANCE

The contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this proposal (contract) the Contractor agrees to make reasonable efforts to comply with all applicable provisions of the Americans with Disabilities Act of 1990.


Contractor Signature

CFO
Contractor's Representative Title

Social Solutions Global, Inc.
Contractor Name

5/9/16
Date

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
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EXHIBIT U

NH DHHS STANDARD EXHIBIT H – CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

NH Department of Health and Human Services

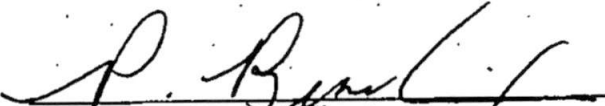
STANDARD EXHIBIT H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.


Contractor Signature

CFO
Contractor's Representative Title

Social Solutions Global, Inc.
Contractor Name

5/9/16
Date

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
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EXHIBIT V

NH DHHS STANDARD EXHIBIT I – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

NH Department of Health and Human Services

STANDARD EXHIBIT I
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 and those parts of the HITECH Act applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

BUSINESS ASSOCIATE AGREEMENT

(I) Definitions.

- a. "Breach" shall have the same meaning as the term "Breach" in Title XXX, Subtitle D, Sec. 13400.
- b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164.
- i. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).

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EXHIBIT V

NH DHHS STANDARD EXHIBIT I – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

- j. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.501.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreasonable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, the Business Associate shall not, and shall ensure that its directors, officers, employees and agents, do not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HITECH Act, Subtitle D, Part

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1, Sec. 13402 of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.

- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.
- c. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. Business Associate shall report to the designated Privacy Officer of Covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, including any security incident involving Covered Entity data, in accordance with the HITECH Act, Subtitle D, Part 1, Sec.13402.
- b. The Business Associate shall comply with all sections of the Privacy and Security Rule as set forth in, the HITECH Act, Subtitle D, Part 1, Sec. 13401 and Sec.13404.
- c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section (3)b and (3)k herein. The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision #13 of this Agreement for the purpose of use and disclosure of protected health information.
- e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.

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- f. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- g. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- i. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- k. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.

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- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) **Termination for Cause**

In addition to standard provision #10 of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) **Miscellaneous**

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, and the HITECH Act as amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule and the HITECH Act.
- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section 3 k, the defense and indemnification provisions of section 3 d and standard contract provision #13, shall survive the termination of the Agreement.

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IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

DIVISION OF PUBLIC HEALTH SERVICES
The State Agency Name

SOCIAL SOLUTIONS GLOBAL, INC.
Name of Contractor

Signature of Authorized Representative

Signature of Authorized Representative

Joan H. Ascheim

P. Benedix

~~JOAN H. ASCHEIM~~

PATRICIA BENEDIX

Name of Authorized Representative

Name of Authorized Representative

Deputy Commissioner

~~BUREAU CHIEF~~

CHIEF FINANCIAL OFFICER

Title of Authorized Representative

Title of Authorized Representative

6/3/16

5/9/16

Date

Date

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EXHIBIT W

NH DHHS STANDARD EXHIBIT J – CERTIFICATION REGARDING THE FEDERAL FUNDING
ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE

NH Department of Health and Human Services

STANDARD EXHIBIT J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND
TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (*Reporting Sub-award and Executive Compensation Information*), the Department of Health and Human Services (DHHS) must report the following information for any sub-award or contract award subject to the FFATA reporting requirements:

- 1) Name of entity
- 2) Amount of award
- 3) Funding agency
- 4) NAICS code for contracts / CFDA program number for grants
- 5) Program source
- 6) Award title descriptive of the purpose of the funding action
- 7) Location of the entity
- 8) Principle place of performance
- 9) Unique identifier of the entity (DUNS #)
- 10) Total compensation and names of the top five executives if:
 - a. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - b. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (*Reporting Sub-award and Executive Compensation Information*), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

2012-009 Exhibit W-DHHS Standard Exhibit J: Certification Regarding the Federal Funding Accountability and Transparency Act (FFATA) Compliance

Initial All Pages:

Contractor's Initials

JB

Exhibit W

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EXHIBIT W

NH DHHS STANDARD EXHIBIT J – CERTIFICATION REGARDING THE FEDERAL FUNDING
ACCOUNTABILITY AND TRANSPARANCY ACT (FFATA) COMPLIANCE

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.


(Contractor Representative Signature)
Title)

PATRICIA BENEDIX, CFO
(Authorized Contractor Representative Name &
Title)

Social Solutions Global, Inc.
(Contractor Name)

5/9/16
(Date)

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EXHIBIT W

NH DHHS STANDARD EXHIBIT J – CERTIFICATION REGARDING THE FEDERAL FUNDING
ACCOUNTABILITY AND TRANSPARANCY ACT (FFATA) COMPLIANCE

NH Department of Health and Human Services

STANDARD EXHIBIT J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: _____ 033227211

2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements?

NO _____ YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

_____ NO _____ YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____ Amount: _____

2012-009 Exhibit W-DHHS Standard Exhibit J: Certification Regarding the Federal
Funding Accountability and Transparency Act (FFATA) Compliance

Initial All Pages:

Contractor's Initials PB

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ACCOUNTABILITY AND TRANSPARANCY ACT (FFATA) COMPLIANCE

Name: _____

Amount: _____

Name: _____

Amount: _____

Name: _____

Amount: _____

Name: _____

Amount: _____

2012-009 Exhibit W-DHHS Standard Exhibit J: Certification Regarding the Federal
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Appendix A

Social Solutions 
transforming human services



**Customer Support
Service Level Agreement**

Customer Support

Social Solutions provides comprehensive user and system support for all ETO Software® and Total: Record® clients within the client's subscription fees. Provided by industry professionals, our team's experience in the field of human services coupled with their extensive knowledge of the software allows them to provide timely and relevant support to all authorized users. Our goal is to keep customers happy and well educated about ETO Software® and Total: Record® by responding quickly to phone calls and emails, providing thorough, friendly and accurate support and by providing documentation and a knowledge base that will enable clients to address questions without having to contact Support directly. We are committed to helping users understand how to best utilize their system to maximize their organization's outcome(s). Additional support packages are available for a fee that is in addition to the subscription fees, for clients who need advanced support options to match their unique business needs. The chart shown below provides an overview of the support provided in the various support packages.

Features	Basic	Silver	Gold	Platinum
Target support initial response time by case priority level	Critical: 1 business hour High: 2 business hours Medium: 16 business hours Low: 1 business Day	Critical: 1 business hour High: 2 business hours Medium: 16 business hours Low: 1 business Day	Critical: 1 hour High: 2 hours Medium: 12 hours Low: 16 hours	Critical: 1 hour High: 2 hours Medium: 8 hours Low: 12 hours
Live phone support¹	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM	24x7 toll-free phone support ¹	24x7 toll-free phone support ¹
Online Chat Support²	Mon - Fri 8AM to 5PM	Mon - Fri 8AM to 5PM	Mon - Fri 8AM to 5PM	Mon - Fri 8AM to 5PM
Email Support³	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM <u>After Hours - Critical Only</u> Mon - Thurs 8PM to 11PM Fri 6PM to 11PM, Sat/Sun 10AM-5PM	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM <u>After Hours - Critical Only</u> Mon - Thurs 8PM to 11PM Fri 6PM to 11PM, Sat/Sun 10AM-5PM	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM <u>After Hours - Critical Only</u> Mon - Thurs 8PM to 11PM Fri 6PM to 11PM, Sat/Sun 10AM-5PM	Mon - Thurs 8AM to 5PM Fri 8AM to 6PM <u>After Hours - Critical Only</u> Mon - Thurs 8PM to 11PM Fri 6PM to 11PM, Sat/Sun 10AM-5PM
Online customer portal access including self-service knowledge base	✓	✓	✓	✓
Assigned primary support contact to handle "standard" support requests.⁴	—	—	✓	✓
Advanced support for certified ETO Administrators on questions, troubleshooting and field formatting of ETO Results	—	2 Hrs. / Qtr.	4 Hrs. / Qtr.	8 Hrs. / Qtr.
Access to pre-release webinars	—	—	✓	✓
Pre-release webinar one-on-one follow-up call with assigned support representative	—	—	✓	✓
Support for data quality related reporting and cleanup	—	—	3 Hrs. / Qtr.	6 Hrs. / Qtr.
ETO Admin Certification self-paced prep course and exam	—	1 administrator	2 administrators	4 administrators
Annual system review and evaluation	—	—	—	✓

All times reflect Eastern Standard Time (EST)

¹Excluding US holidays

²Attempt will be made to answer questions while in chat, otherwise response will be within 2 hours.

³Email support response time targeted to be within 2 hours.

⁴Primary support contact is available 8A-F 5-5PM local time based on US-based customers' locations. International customers will be considered on a case by case basis.

How to Contact Customer Support

Social Solutions provides several different ways to contact Support:

- **Online Help Manual:** Users can access our searchable online Help Manual to find out how to use all software features, locate answers to FAQs or watch recorded trainings (available 24/7).
- **Customer Portal:** Customers can login to our Customer Portal to contact support, update cases or check issue and case statuses, or check our Knowledge Base (available 24/7). This is accessible to all ETO administrators via the Support link under Help in the upper right hand corner of ETO.
- **Phone support:** Users can call Customer Support at 866-732-3560 x 2 to speak with a live Customer Support Representative (see below for availability).
- **Chat support:** Users can chat with a live representative (available 9am-5pm EST) by clicking Help in the upper right hand corner of the software and then clicking Support to access the portal.
- **Email support:** Users can email support@socialsolutions.com (ETO Software users) directly or send a message through the software by clicking on the Help link in the upper right corner of the software and then clicking Support (see below for availability).

Customer Support Availability – Basic – United States/Canada

Social Solutions Customer Support is available by phone and email during the following business hours:

Monday – Thursday 8am – 8pm (ET)

Friday 8am – 6pm (ET)

Chat support is available Monday – Friday 9am – 5pm (ET)

After Hours – Basic – United States/Canada

Social Solutions Customer Support checks email for major issues from 8pm-11pm (ET) on Monday – Thursday, 6pm-11pm (ET) on Friday and 10am-8pm (ET) on Saturday, Sunday and holidays. This is only intended to be used for major issues; for example, a server running out of memory or a reporting server down. If your email is not regarding an outage or major performance problem, it will be answered the following business day.

Customer Support Availability – Basic – Australia

Social Solutions Customer Support is available by phone and email during the following business hours:

Monday 8:30am – 5pm (AUS ET)

Tuesday – Thursday 12am – 5pm (AUS ET)

Friday 12am – 3:30pm (AUS ET)

Saturday 12am – 10am (AUS ET)

After Hours – Basic – Australia

Social Solutions Customer Support checks email for major issues from 10am – 3pm (Australian Eastern) on Saturdays and 2am-12pm (Australian Eastern) on Sunday and US holidays. This is only intended to be used for major issues, for example, a server running out of memory or a reporting server that's down. If we receive an email where there appears to be this type of issue we will respond, otherwise your message will be answered the following business day.

Customer Support Availability – Basic – UK

Social Solutions Customer Support is available by phone and email during the following hours (all times below are in BST (British Summer Time)):

Monday – Wednesday 1pm – 6am (following day)

Thursday 1pm – 4:30am (following day)

Friday 1pm – 11pm

Afterhours – Basic – UK

Social Solutions Customer Support checks email for major issues from 3pm – midnight (BST) on Saturdays, Sundays and US holidays. This is only intended to be used for major issues, for example, a server running out of memory or a reporting server that's down. If we receive an email where there appears to be this type of issue we will respond, otherwise your message will be answered the following business day.

Party Responsibilities

Customer/User Responsibilities

Administrators are expected to receive individualized training from a member of their SSG Implementation Team and/or attend the 3 Day Administrator Orientation or 4 Day Virtual Administrator Orientation before they begin contacting Customer Support. Non-administrator users also have a responsibility to receive training to obtain an understanding of the features prior to utilizing Customer Support. (Customer Support provides free online and recorded trainings through our online Help Manual and Knowledge Base.) The user also has a responsibility to know what it is they need when contacting Support; the customer/user should contact their System Administrator/Site Manager if they are uncertain of or unable to clearly describe their needs.

Customer Support Responsibilities

The Customer Support Representative is responsible for gathering the customer/user's information and for determining their needs by listening and asking clarifying questions. When evaluating the needs of the customer/user, it is our responsibility to determine whether the question or issue can be resolved in less than 20 minutes. If yes, the Representative should continue to assist. If no, the customer/user may be scheduled for advanced support with a more senior member of the team and/or forwarded on to their Account Manager to discuss paid training/consulting options when appropriate.

Customer Support: Basic Support

When users contact Customer Support, a case will be entered into our Customer Relationship Management (CRM) system resulting in a unique case number. This case number will be provided to the customer and will be left open until the case is resolved. Each time a user contacts Support with a different question or issue a new case will be entered into the CRM system.

When contacting Support via email, Customer Portal or web form (during normal business hours):
If a user emails Customer Support or submits a case online they will receive an automatic response with the case number.

Response Time for Basic Email/Portal Support

Response times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our initial target response time ranges depending on the priority of the case submitted. See below for details and definitions of case priorities and target response times:

- **Critical/Business Down** – Critical/Business Down cases apply to a service being stopped or so severely impacting you with no acceptable workaround that you cannot reasonably continue business operations. Critical/Business Down cases apply to reports due within a limited time frame, removal of users for security purposes the software, features or reports not functioning causing possible data loss, data corruption, or significant financial impact. Customers reporting Critical/Business Down cases should be readily available for additional follow up questions or troubleshooting. Target response time for Critical/Business Down cases is one business hour.
- **High** - Your use of the software is continuing but there is a serious impact on business operations. You are reporting that the software is operational with one or more important features unavailable with no acceptable workaround. High priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time for High priority cases will be business two hours.
- **Medium** - Your use of the software is continuing but there is a moderate impact on business operations. User is reporting that the software is operational with one or more important features unavailable but there is an acceptable workaround. Medium priority requests can apply to time sensitive cases or cases that require significant investigation and need to be addressed quickly. Target response time for Medium priority cases will be 16 business hours.
- **Low** - Software is operational with problems or errors which have little impact on system operations. There is no time limitation involved and the response will not impact immediate business operations. Low priorities can apply to enhancement requests, questions on best practice, request for more information on a specific feature, spelling or grammar errors or comments on the software. Target response time for Low priority cases will be one business day.

In order to provide the highest level of service to all our customers, Critical/Business Down cases will be reviewed first; if the case does not meet the definition of a Critical/Business Down case then the response will be based on the actual priority of the question, request or concern.

If a case is not submitted through our designated contact us pages or the portal, the priority will default to Medium unless it explicitly states otherwise within the subject of the message. Case priorities can be adjusted after the case has been submitted if additional information is provided/discovered that causes the priority to either increase or decrease. If the case priority is adjusted by a Customer Support Representative, the representative will notify you of the change and provide an explanation for the change.

When contacting Support via chat (during normal chat business hours):

Chat is answered in real time in the order in which they are received. (If no representatives are available your question will be sent via email and it will be answered in the order in which it's received – see email response times for more information.) For all chat interactions, our goal is to answer the user's question(s) while on chat. If for some reason this is not possible, the targeted response time for following up on a chat with questions left unanswered ranges from 2 hours to one business day depending on the level of research needed to investigate and answer the user's question. The response time may be longer if the case is escalated to a higher level support team member, but the customer will receive updates while the representative continues to work on the case. We strongly recommend that users do not use Chat support for more complex questions or issues, such as ETO Results related questions or troubleshooting technical issues on your computer such as the inability to open a report. These types of questions are handled much more easily via phone or email.

When contacting Support via phone (during normal business hours):

Calls are taken in real time and are answered in the order in which they were received. (Please note, if you are waiting in the queue for the next available representative and wish to leave a voicemail, the next available representative will respond to the voicemail, typically within one hour.) For all phone interactions, our goal is to answer the user's question(s) while on the phone. If for some reason this is not the case, the targeted response time for following up on a call with questions left unanswered ranges from 4 hours to one business day depending on the level of research needed to investigate and answer the user's question. The response time may be longer if the case is escalated to a higher level support team member, but the customer will receive updates while the representative continues to work on the case.

Resolution Time for Basic Support

Our targeted support (non-development related issue) resolution time is 8 business hours from initial response (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Customer Support: Advanced Support Offering

Social Solutions offers three additional levels of advanced support to respond to the unique client needs. These advanced support offerings provide customers with 1:1 assistance for *fully trained* ETO Administrators (see Customer/User Responsibilities above). This type of support typically lasts 30-60 minutes and is scheduled once a Customer Support Representative assesses that the particular case may be too complex to be resolved in a normal tier 1 support interaction. Each customer may receive between 2 and 8 hours per quarter of advanced support sessions per quarter related to general ETO questions and ETO Results related inquiries depending on the level of support selected. Additionally, there is between 3 and 6 additional hours per quarter in advanced support for data quality reporting and cleanup, as well as ETO Admin Certification, pre-release webinars and pre-release webinar follow up, which vary depending on the level of support selected. Additional needs may be discussed with the Account Management team. The limit for advanced support is per organization/customer and not per administrator. **For specific details on each level of Advanced Support, refer to the table on page 2 of this document.**

Availability of Advanced Support

Social Solutions Customer Support is able to provide support up to 24 hours per day, 7 days per week for calls regarding general ETO questions. Targeted response times are enhanced although they still vary depending on the availability of the customer and the Advanced Support Representative.

Response and Resolution Time for Advanced Support

Response and resolution times may vary and is highly dependent upon the volume of cases Support is working on with all customers. Our target response time ranges from 1 hour to one business day depending on the severity of the issue and the level of advanced support selected. Our targeted support (non-development related issue) resolution time is 8 business hours (this does not include time when the support representative is waiting for a response from the customer). Please note our resolution time is highly dependent on the detailed information provided by the user/customer.

Advanced Support for ETO Results

ETO Administrators requiring Advanced Support with ETO Result are required to complete either the ETO Results Intermediate (8 hour) classes prior to receiving advanced support. The Orientation is a historical course and new administrators will be referred to the Intermediate course. The pre-requisite to the Intermediate course is either the 4-hour Results Orientation (live version) or the Self-Paced Orientation (free), and evidence of report building proficiency.

Advanced support calls related to ETO Results are typically scheduled within a week to 10 days, depending on availability of both the customer and the ETO Results specialist. *Peak reporting seasons may result in a longer wait time.*

Advanced Support for ETO Results consists of the following services under the advanced support offerings:

- One-on-One Advanced Session (1 hour per session)
- Data analysis based on case requirements which could otherwise be conducted by the customer
- Report building outside of an Advanced Session, as determined by reporting requirements. This will only be implemented after at least one One-on-One session has been conducted with the customer.
- Research related to any aspect of desired report issues

Once the maximum hours available under the applicable tier have been exhausted during any quarter, the customer will be referred to their Account Manager to purchase additional consulting hours or they may choose to wait until the next quarter when their limit resets.

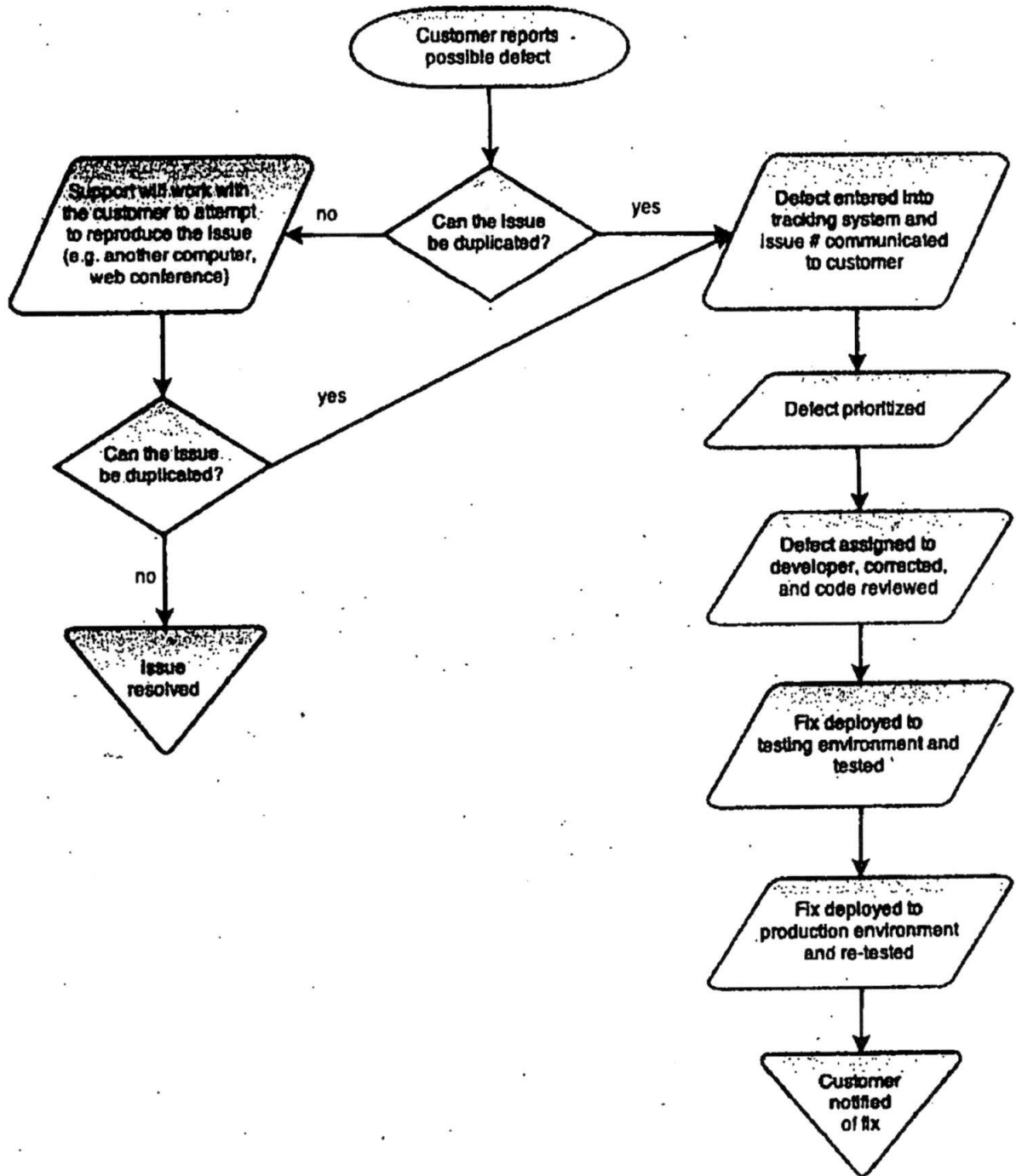
Customer Support: Issues/Defects

An issue or defect is an error, flaw, mistake, or failure in the software. If the user is experiencing something that they believe to be an issue in the software, the user should contact Customer Support and provide detailed instructions on how to reproduce the problem. A representative will login as/with the user to diagnose the issue and determine if it is a defect.

When users contact Customer Support with a potential issue, a case will be entered into the CRM system. If it is determined that the reported problem is a defect or issue, an issue will also be logged in the system in addition to the case. The customer will be given an issue number to track the defect. The representative will assign a severity to the issue based on the criteria described below; the resolution time is highly dependent on the severity. A customer has the right to provide feedback regarding the severity of the issue based on the priority for their organization. Each time a user contacts support with a different issue, a new case number and an issue number will be provided to the customer. The customer will receive communication from Customer Support on the status of the issue based on the criteria set below.

Social Solutions Development Team typically deploys three to four major updates/releases to the Software per year, along with monthly maintenance releases. Customers are given advanced notification of maintenance periods and upcoming updates on the login page and via an e-newsletter.

Below is a flowchart outlining the process Customer Support Representatives follow for issues:



Issue/Defect Priorities

There are four levels of severity for issues. Each issue is prioritized based on its severity level.

Severity 1 "SHOW-STOPPER"	Major functionality issue that prevents customer from being able to use software	The Development Team works to resolve these issues immediately with a target resolution of 2 business days or less.	Customer Support will provide <u>daily</u> updates of the status of the issue until such time as the issue is resolved. Escalation of the issue to the COO will occur if issue is not resolved within the target resolution time.
Severity 1 "NON SHOW-STOPPER"	Major functionality issue which does not have a work-around that is key to ETO's performance and causes major impact to customer's ability to operate their organization.	The Development Team works to resolve these issues immediately with a target resolution of 10 business days.	Customer may elect to have Customer Support provide updates on a daily, every other day, or whenever there is an update in the defect's remediation. Escalation of the issue to the COO will occur if issue is not resolved within the "target" resolution time.
Severity 2	A major function does not work in a core area of ETO, but there is a workaround. However, the workaround is time consuming.	The Development Team will fix within its normal release cycle. The target is to fix these issues within 30-120 days.	Customers will receive an automated update when the issue resolution is scheduled to be deployed.
Severity 3	Minor functionality less key to ETO is not working or there is functionality that is not working but there is an easy workaround.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect. Issue can be categorized as a higher priority if it's affecting a large number of customers.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.
Severity 4	Cosmetic or inconsistency issues that do not affect functionality in any significant way.	These issues will be targeted to be addressed when there is work being done in the functional area that contains the defect.	Status will be provided via customer portal and customers will receive an automated update when the resolution is scheduled to be deployed.

Resolution Time for Issues/Defects

These targeted resolution times only apply to core functionality, except if the functionality affected is completely hindering a user's ability to work and use the software.