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

Jeffrey A. Meyers
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 10, 2018

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 agreement with Accela, Inc. (formerly known as Decade Software Company, LLC) (Vendor #264432), 2633 Camino Ramon, Suite 500, San Ramon, CA 94583 to conduct annual network penetration testing, a requirement for accepting credit card payments for Food Protection licenses, by increasing the price limitation by \$18,000 from \$462,535 to an amount not to exceed \$480,535 effective upon Governor and Executive Council approval with no change to the contract completion date of March 30, 2020. The original agreement was approved by Governor and Council on March 13, 2015, Item #12A. 47% General Funds and 53% Other Funds.

Funds are available in the following account for State Fiscal Year (SFY) 2019, and are anticipated to be available in SFY 2020, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office without further approval from the Governor and Executive Council, if needed and justified.

**05-95-90-00300-2930 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF HEALTH AND SOCIAL SERVICES,
13-195:VII-G - FOOD PROTECTION**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2015	034-500099	Capital Projects	90000219	\$138,387	\$0	\$138,387
2016	034-500099	Capital Projects	90000219	\$116,384	\$0	\$116,384
2017	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2018	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2019	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2020	034-500099	Capital Projects	90000218	\$0	\$0	\$0
			<i>Subtotals</i>	\$254,771	\$0	\$254,771

05-95-901510-5390000 - HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF PUBLIC HEALTH PROTECTION, FOOD PROTECTION LICENSING AND INSPECTION DATABASE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2015	102-500731	Contracts for Prog Svc	90000219	\$0	\$0	\$0
2016	102-500731	Contracts for Prog Svc	90000219	\$12,985	\$0	\$12,985
2017	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2018	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2019	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$9,000	\$60,941
2020	102-500731	Contracts for Prog Svc	90000219	\$38,956	\$9,000	\$47,956
			<i>Subtotals</i>	\$207,764	\$18,000	\$225,764
			TOTALS	\$462,535	\$18,000	\$480,535

EXPLANATION

The purpose of this request is to allow the Vendor to conduct annual network penetration testing to evaluate the security of the system used by the Division of Public Health Services, Food Protection Section when accepting credit and debit card payments from individuals and establishments paying for items relating to licensing of food service establishments.

The Department is required to have annual penetration testing completed in order to meet Payment Card Industry Data Security Standards (PCI DSS). Penetration testing is conducted to determine whether and how a potential malicious user could gain access to the State's systems and debit or credit cardholder data.

As part of the annual statewide PCI DSS audit of all agencies accepting credit card payments, the Food Protection Section is audited to ensure it is compliant with the PCI DSS standards. The required annual penetration testing was not included in the original contract.

Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennia.

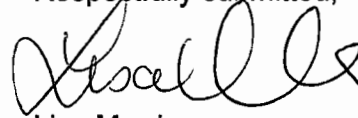
Should the Governor and Executive Council not authorize this request, the Food Protection Section may not be in compliance with the annual security testing required within the PCI DSS, to which all state agencies accepting credit card payments are subject. Failure to comply with the standards could jeopardize the Food Protection Section's ability to accept credit card payments, which would reflect as a negative finding in the annual statewide PCI audit.

Area served: Statewide

Source of Funds: 47% General Funds and 53% Other Funds

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

Respectfully submitted,



Lisa Morris,
Director

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/doit

Denis Goulet
Commissioner

May 22, 2018

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

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Accela, Inc (fka Decade Software Company) of San Ramon, CA described below and referenced as DoIT No. 2014-096A.

The purpose of this request is to conduct annual network penetration testing to evaluate the security of the systems used by the Division of Public Health Services, Food Protection Section when accepting credit and debit card payments from individuals and establishments paying for items relating to licensing of food service establishments.

The funding amount for this amendment is \$18,000, increasing the current contract from \$462,535 to an amount not to exceed \$480,535. This amendment shall become effective upon Governor and Council approval through March 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,

Denis Goulet

DG/kaf
DoIT #2014-096A

cc: Bruce Smith, IT Manager, DoIT

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
2014-096
CONTRACT AMENDMENT #1**

WHEREAS, pursuant to an Agreement approved by Governor and Council on March 13, 2015 Item #12A (herein after referred to as the "Agreement"), Accela, Inc. (formerly known as Decade Software Company, LLC), located at 2633 Camino Ramon, Suite 500, San Ramon, CA 94583 (hereinafter referred to as "Vendor"), agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Health & Human Services (hereinafter referred to as the "Department"), certain sums as specified therein;

WHEREAS, pursuant to the Agreement Section 18: Amendment and the provisions of the Agreement, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, the Vendor and the Department have agreed to amend the Agreement in certain respects;

WHEREAS, the Department wishes to add Additional Scope of Service;

WHEREAS, The Vendor agrees to provide Additional Scope of Service;

WHEREAS, the Department and the Vendor wish to increase the contract price by \$18,000 to bring the total contract price to \$480,535;

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

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

The Agreement is hereby amended as follows:

1. Amend Section 1.3 Contractor Name to read: Accela, Inc.
2. Amend Section 1.4 Contractor Address to read: 2633 Camino Ramon, Suite 500, San Ramon, CA 94583
3. Amend Section 1.5 Contractor Phone Number to read: 925-659-3200
4. Amend Section 1.8 of the Agreement (Page 1) by increasing the Price Limitation by \$18,000 from \$462,535 to \$480,535
5. Add Exhibit K, DHHS Information Security Requirements
6. The Agreement is further amended as described in Table 1:

Table 1

Contract #2014-096 Part 2, Section 3 Contract Management	AMENDED TEXT
Section 3.1 Vendor's Contract Manager	Delete and replace Section 3.1 The Vendor's Contract Manager with: Accela, Inc. shall assign a Contract Manager who will be responsible for all Contract authorization and administration. Accela's Contract Manager is: Accela, Inc. 2633 Camino Ramon, Suite 500 San Ramon, CA 94583 Attn: Legal

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2014-096
CONTRACT AMENDMENT #1**

<p>Contract #2014-096 Part 2, Section 3 Contract Management</p>	<p>AMENDED TEXT</p>
<p>Section 3.2.5 Vendor's Project Manager</p>	<p>Delete and replace Section 3.2.5. Vendor's Project Manager with: Accela's Project Manager is: Nam Ha Manager, Customer Support 2633 Camino Ramon, Suite 500 San Ramon, CA 94583 Tel (O): 925-359-3750 Tel (M): 925-915-7724</p>
<p>Contract #2014-096 Part 2, Section 3 Contract Management</p>	<p>AMENDED TEXT</p>
<p>Section 3.3. Key Project Staff</p>	<p>Delete and replace Section 3.3 Decade Key Project Staff with: 3.3. Accela Key Project Staff 3.3.1 Accela shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in RFP Appendix C: System Requirements and Deliverables, Table C.1: System Requirements and Deliverables-Vendor Response Checklist. The State may conduct reference and background checks on Accela Key Project Staff. The State reserves the right to require removal or reassignment of Accela'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 Accela shall not change any Accela Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Accela Key Project Staff will not be unreasonably withheld. The replacement Accela Key Project Staff shall have comparable or greater skills than Accela Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in RFP Appendix C: System Requirements and Deliverables, 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 Accela in default and to pursue its remedies at law and in equity, if Accela fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with Accela's replacement Project staff. 3.3.3.1 Accela Key Project Staff shall consist of the following individuals in the roles identified below: Nam Ha, Manager, Customer Support Chris Alderson, Sr. Manager, Customer Support Sharon Talkington, Sr. Director, Customer Support</p>

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DEPARTMENT OF HEALTH & HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
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<p>Contract #2014-096 Part 3, Exhibit A – Contract Deliverables</p>	<p>AMENDED TEXT</p>
<p>Table 2.1 Implementation Schedule - Deliverables</p>	<p>Update table as follows: Insert Ref # 60: Deliverable: Accela, Inc. will manage and coordinate annual penetration testing using vendors who comply with Section 5.2 of the NIST SP 800-115 Technical Guide to Information Security Testing and Assessment guidelines. http://nvlpubs.nist.gov/nistpubs/Legacy/SP/nistspecialpublication800-115.pdf</p> <ul style="list-style-type: none"> • Recent vendors Accela, Inc. has used in the past include DeLap, Align and Summit Security. <p>Accela, Inc. will provide (yearly) to the Department, the results from the independent vendors:</p> <ul style="list-style-type: none"> • Completed and executed SAQ-D • Attestation of Compliance • Before and after primary account number scans • Latest monthly/quarterly, Qualys, vulnerability report • Plan of action and milestone (POAM) associated with the penetration testing results • TLS 1.0/1.1 Remediation plan <p>All other contractual obligations including those in Appendix F, Section 1.9 of the contract, will remain in effect, including that Accela, Inc. will be responsible for the cost of any remediation to maintain PCI compliance.</p> <p>Deliverable Type: Non-Software Projected Delivery Date: Annually on July 1st</p>
<p>Contract #2014-096 Part 3, Exhibit B – Price and Payment Schedule</p>	<p>AMENDED TEXT</p>
<p>Table 1 Deliverable Price and Payment Table</p>	<p>Update table as follows: Insert Ref # 60 Deliverable: Annual penetration testing Deliverable Type: Non-Software</p> <p>Projected Delivery Date: July 1, 2018 Price: \$9,000 Payment Amount: \$9,000</p> <p>Projected Delivery Date: July 1, 2019 Price: \$9,000 Payment Amount: \$9,000</p>

**STATE OF NEW HAMPSHIRE
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FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
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Contract #2014-096 Part 3, Exhibit B	AMENDED TEXT
4. Payment Address	<p>Delete and replace Exhibit B, Section 4. PAYMENT ADDRESS with: 4. PAYMENT ADDRESS All payments shall be sent to the following address: Accela, Inc. 2633 Camino Ramon, Suite 500 San Ramon, CA 94583 Attn: Finance A/R Email: DG_Finance-AR@accela.com</p>

Table 2

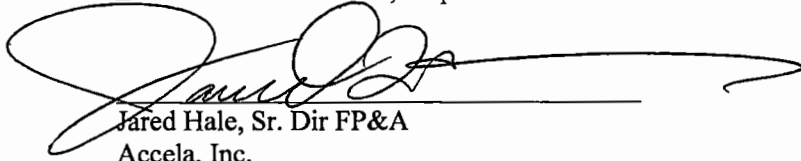
CONTRACT HISTORY 2014-096 – Food Protection Licensing and Inspection Information System

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2014-096	Original Contract	March 13, 2015 Item #12A	3/30/2020	\$462,535
2014-096 Amendment #1	1 st Amendment	TBD	3/30/2020	\$ 18,000
	CONTRACT TOTAL			\$480,535

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
2014-096
CONTRACT AMENDMENT #1**

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

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



Jared Hale, Sr. Dir FP&A
Accela, Inc.

Date: 04/30/2018

Corporate Signature Notarized:

STATE OF _____
COUNTY OF _____

On this the ____ day of _____, 2018, before the undersigned officer, personally appeared the person identified directly above, or satisfactory proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

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

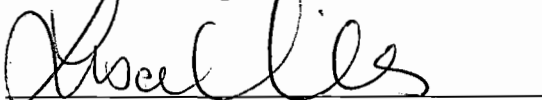
Notary Public/Justice of the Peace

My Commission Expires:

(SEAL)

**see attached California Acknowledgment*

State of New Hampshire



Lisa Morris, Director

Date: 5/10/18

Lisa Morris, Director
Division of Public Health Services
Department of Health & Human Services
State of New Hampshire

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

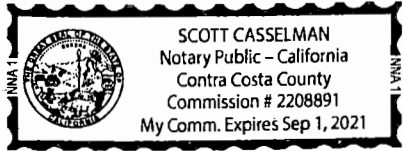
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Contra Costa
On May 2, 2018 before me, Scott Casselman, Notary Public
Date Here Insert Name and Title of the Officer
personally appeared Jared Lloyd Hale
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Scott Casselman
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____
Document Date: _____ Number of Pages: _____
Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

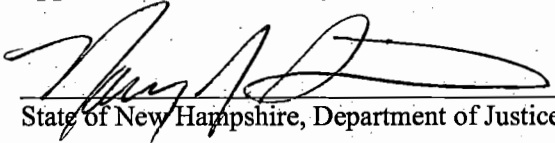
Signer's Name: _____
 Corporate Officer — Title(s): _____
 Partner — Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

Signer's Name: _____
 Corporate Officer — Title(s): _____
 Partner — Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH & HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
2014-096
CONTRACT AMENDMENT #1**

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

Approved by the Attorney General



State of New Hampshire, Department of Justice

Date: 5/24/2018

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)

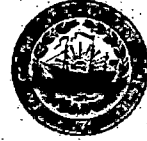
Office of the Secretary of State

By: _____
Title: _____
Date: _____

New Hampshire Department of Health and Human Services

Exhibit K

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 800-61, 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 potentially 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 data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic



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 designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
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

DHHS Information Security Requirements



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 consent or object to the disclosure.

3. If DHHS notifies the Contractor 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 must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
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 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 layers (SSL) must be used and the web site must be secure. SSL 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 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

DHHS Information Security Requirements



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.
10. 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. After such time, the Contractor will have 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 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 complete 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 securely disposing of such data upon request or 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, 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 will document and certify in writing at time of the data destruction, and will provide written certification 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 thirty (30) days 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.
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. The State shall recover from the Contractor all costs of response and recovery from

DHHS Information Security Requirements



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.
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 must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/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. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
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. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. 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.).
- g. 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.
- h. 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.
- i. 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.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections 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.

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer, Information Security Office and Program Manager of any Security Incidents and Breaches within two (2) hours of the time that the Contractor learns of their occurrence.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures 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 P-37;
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 contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

- C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

State of New Hampshire

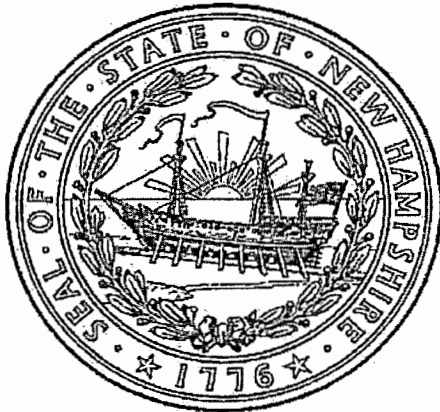
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that ACCELA, INC. is a California Profit Corporation registered to transact business in New Hampshire on July 16, 2015. 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: 729074

Certificate Number: 0004101016



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 23rd day of May A.D. 2018.

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

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

I, Bruce H. Duner, do hereby certify that:
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Accela, Inc.
(Agency Name)

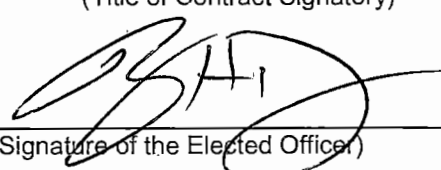
2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of the Agency duly held on 10/22/2016:
(Date)

RESOLVED: That the Sr. Director FP&A
(Title of Contract Signatory)

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

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of the 30th day of April, 2018.
(Date Contract Signed)

4. Jared Hale is the duly elected Sr. Director FP&A
(Name of Contract Signatory) (Title of Contract Signatory)
of the Agency.


(Signature of the Elected Officer)

STATE OF NEW HAMPSHIRE

County of _____

The forgoing instrument was acknowledged before me this _____ day of _____, 20____,

By _____
(Name of Elected Officer of the Agency)

(Notary Public/Justice of the Peace)

(NOTARY SEAL)

Commission Expires: _____

** see attached California ~~Contract~~ Acknowledgment*

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

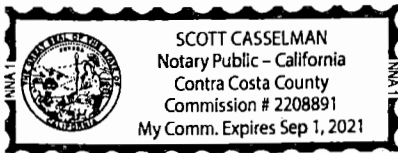
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Contra Costa)
On April 30, 2018 before me, Scott Casselman, Notary Public
Date Here Insert Name and Title of the Officer
personally appeared Bruce Harlan Duner
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Scott Casselman
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____
Document Date: _____ Number of Pages: _____
Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____
 Corporate Officer — Title(s): _____
 Partner — Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

Signer's Name: _____
 Corporate Officer — Title(s): _____
 Partner — Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

**ACCELA, INC.
SECRETARY'S CERTIFICATE**

The undersigned certifies that he is Assistant Secretary of Accela, Inc., a California corporation and that the following resolutions were duly adopted by unanimous consent of the board of directors of Accela, Inc. on October 22, 2016.

RATIFICATION OF OFFICERS

WHEREAS, it is in the best interests of the Company to designate its current officers.

NOW, THEREFORE, BE IT RESOLVED, that the current executive officers of the Company are hereby designated as follows:

Chairman and Acting President and Acting Chief Executive Officer	Mark Jung
Chief Financial Officer and Secretary	Jim Burns
Chief Operating Officer	Maximilian Schnoedl
Sr. Vice President, People, Places & Culture	Dani Chehak
Sr. Vice President, Sales and Marketing	Rob Cassetti
Sr. Vice President, Product	Kris Trujillo
Sr. Vice President, Support & Delivery	Angela Langston

RESOLVED FURTHER, that the the following individuals are deemed to be officers of the Company for the purposes of executing and delivering contracts on behalf of the Company subject to any limitations imposed by the Board or an executive officer:

Vice President, Government Proposals	J	Julian Munoz
Controller		Prasana Ram
Senior Director, Finance		Jared Hale
Corporate Counsel		Todd Foster

RESOLVED FURTHER, that the following individuals be appointed as Assistant Secretaries of the Company to serve in a non-executive capacity, it being understood that their authority and duties as Assistant Secretary extend only to those of the corporate office of the Secretary of the Company, with authority to act in the stead of the Secretary of the Company in such Secretary's absence and under the direction of the Secretary of the Company, but with no authority to bind the Company or act in any executive capacity:

Rob Dellenbach
Todd Foster
Jared Hale
Prasana Ram

OMNIBUS RESOLUTIONS

RESOLVED, that the officers and directors of the Company, each with the full power to act alone, be, and each hereby is, authorized, directed and empowered, in the name and on behalf of the Company, to carry out and fully perform the terms and provisions of the foregoing

resolutions, and to execute, deliver and, where called for, affix the seal of the Company to any required consents, agreements, certificates, instruments and other documents, to make all such payments, and to do and perform all such other acts and things as such individual may deem necessary, appropriate or convenient, as conclusively evidenced by such action by such individual in order to carry into effect the foregoing resolutions and each document as delivered pursuant thereto, all such action heretofore taken and disclosed to the Board being hereby ratified, confirmed and approved as the acts and deeds of the Company;

RESOLVED FURTHER, that the directors and the appropriate officers of the Company be, and each of them hereby is, authorized and empowered, in the name and on behalf of the Company, to execute and deliver any and all such other agreements, instruments and documents and to take any and all such other actions as the director or officer so doing considers, with the advice of counsel, necessary or appropriate to carry out the intent of the foregoing resolutions; and

RESOLVED FURTHER, that any action taken by any director or officer of the Company pursuant to the authority conferred by the Board under any of the foregoing resolutions (including, without limitation, the execution and delivery of any agreement or instrument in the name and on behalf of the Company) shall conclusively evidence the due authorization thereof by the Company.

IN WITNESS WHEREOF, the undersigned has executed this certificate as of October 24, 2016.

A handwritten signature in black ink, appearing to read "Robert B. Dellenbach". The signature is stylized with large, overlapping loops for the letters 'R' and 'B'.

Robert B. Dellenbach
Assistant Secretary

Liability Insurance

Endorsement

Policy Period 9/1/2017 TO 9/1/2018

Effective Date 9/1/2017

Policy Number 3604-91-08

Insured Accela, Inc.

Name of Company FEDERAL INSURANCE COMPANY

Date Issued 3/23/2018

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

Additional Insured - Scheduled Person Or Organization

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an **insured** only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an **insured**;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an **insured** under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

Liability Endorsement
(continued)

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

*Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization*

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

Persons or organizations that you are obligated, pursuant to a contract or agreement, to provide with such insurance as is afforded by this policy.

All other terms and conditions remain unchanged.

Authorized Representative



CV 12A



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4858 1-800-852-3345 Ext. 4858
Fax: 603-271-4859 TDD Access: 1-800-735-2964



Nicholas A. Toumpas
Commissioner

José Thier Montero
Director

February 18, 2015

Her Excellency, Governor Margaret Wood Hassan
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, Bureau of Public Health Protection to enter into an agreement with Decade Software Company, LLC (Vendor #264432), 1195 West Shaw Avenue, Fresno, California, 93711 in an amount not to exceed \$462,535, to implement and provide ongoing hosting of a Licensing and Inspection Information System to be effective date of Governor and Council approval through March 30, 2020. 56% General Funds and 44% Other Funds.

Funds are available in the following account for SFY 2015, and are anticipated to be available in SFY 2016, SFY 2017, SFY 2018, SFY 2019, and SFY 2020 upon the availability and continued appropriation of funds in the future capital and operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office, without further approval from Governor and Executive Council, if needed and justified.

05-95-90-00300-2930 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF HEALTH AND SOCIAL SERVICES,
13-195:VII-G - FOOD PROTECTION

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	034-500099	Capital Projects	90000219	\$138,387
SFY 16	034-500099	Capital Projects	90000219	\$116,384
			Sub-total	\$254,771

05-95-90-901510-5390 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
 HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF PUBLIC HEALTH PROTECTION, FOOD
 PROTECTION SECTION

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	102-500731	Contracts for Prog Svc	90000219	\$12,985
SFY 17	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 18	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 19	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 20	102-500731	Contracts for Prog Svc	90000219	\$38,956
			Sub-total	\$207,764
			Total	\$462,535

EXPLANATION

Funds in this agreement will be used to install and maintain a Food Protection Licensing and Inspection Information System, a data management system to improve efficiencies, support the business needs, and food safety defense mission of the Department's Food Protection Section.

The Food Protection Section licenses and inspects New Hampshire establishments where food is produced, manufactured, stored or sold. Food Protection issues licenses to and inspects restaurants, retail grocery stores, caterers, packers of potentially hazardous food, bakeries, schools, private, state and county institutions, mobile food units, food processors, dairy producers and plants, commercial shellfish processors and beverage and bottled water plants. Food Protection also investigates illness and sanitation complaints from consumers and reports of food borne disease outbreaks. Inspection results are public information and are currently made available upon request via hard copies.

The current Food Protection Section software applications utilize multiple databases (e.g. two Access databases and many on Excel). Originally built more than ten years ago, the system loses accounts that must then be re-entered from the paper files. Reports often do not reconcile, and time must be spent verifying the information against the paper files and/or previously created reports. This lack of reliability requires extensive hours of staff time to verify the validity of data in the system and is a burden on businesses that need a license in order to open or to continue operations.

The new data management system will demonstrate improvements over the current way of doing business by decreasing the number of times data must be entered or handled to complete a process transaction. Examples include not having to handle and enter paper copies of applications or inspection reports, providing computer generated inspection results rather than handwritten results and

not having to re-enter data that was already collected at the field level, and not having to deposit fees that are paid (currently all by checks, but the future system will provide the option of electronic on-line payment). Requests for information from the public can be quickly provided in the new system either by direct access from the public to a website where inspection results are posted or by several staff empowered to efficiently pull the information from a flexible data system.

Should Governor and Executive Council not authorize this Request, New Hampshire will be at risk of interrupting annual licensing, registration and revenue from over 4,000 food establishments. The Section will not have data to improve data management, program quality improvement initiatives and an integrated system which supports inspection uploads, on-line applications and payment and public access.

Decade Software Company was selected for this project through a competitive bid process. A Request for Proposals was posted on the Department of Health and Human Services' web site from March 15, 2014, through April 28, 2014. In addition, a bidder's teleconference was held on March 27, 2014.

Four proposals were received in response to the Request for Proposals. Six reviewers who work in the Division of Public Health Services and the Department of Information Technology reviewed and scored the proposals. The reviewers represent seasoned public health administrators and managers who have between ten to fifteen years' experience in the food protection field; three of the six reviewers have experience in developing and managing agreements with IT vendors for various public health programs. Each reviewer was selected for the specific skill set they possess and their experience. Their decision followed a thorough discussion of the strengths and weaknesses of the proposals and a live demonstration of the products. Unanimous consensus was reached to use the Decade Software Company product, a proven Food Licensing and Inspection Information System. A summary of this review process is attached.

As referenced in the Request for Proposals and Part 2, Exhibit C, Special Provisions, this competitively procured Agreement has the option to extend for five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

The following performance measures will be used to measure the effectiveness of the agreement:

- Deliverables 1-2, Project Management as defined in the contract Exhibit B, Deliverable Price and Payment Table including an agreed upon work plan is delivered to and accepted by the State of New Hampshire
- Deliverables 3-10, Project Management are completed

- Deliverable 11, System Software installation, is completed
- Deliverables 12-26, Environment Test and Production are completed
- Deliverables 27-31, User Acceptance Testing, are completed
- Deliverables 32-34, End-User Training, are completed
- Deliverables 35-39, Deployment are completed
- Deliverables 40-42, Warranty Period 90 days from go-live results in final state acceptance of the system
- Year 2 – Ongoing Hosting, Support and Maintenance
 - a. The application will perform 99.9% of the time, exclusive of scheduled maintenance
 - b. 95% of the time, serious deficiencies during business hours will have a planned corrective action response within 3 hours
 - c. Food Protection System staff will be able to retrieve pre-identified reports 100% of the time
 - d. An annual customer/user survey will show 80% of users are satisfied with the performance of the system

Area served: Statewide.

Source of Funds: 56% General Funds and 44% Other Funds.

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

Respectfully submitted,


José Thier Montero, MD, MHCDS
Director

Approved by: 
Nicholas A. Toumpas
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

Steven J. Kelleher
Acting Commissioner

February 12, 2015

Nicholas Toumpas, Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Decade Software Company of Fresno, CA, as described below and referenced as DoIT No. 2014-096.

The Department of Health and Human Services Division of Public Health seeks the services of an information technology vendor to implement and provide ongoing hosting of a Food Protection Licensing and Inspection Information System (FPLIIS) that supports the business functions of the Food Protection Section (FPS). The amount of the contract shall not exceed \$462,535.00 and the contract term shall extend to *MARCH 30, 2020*.

Please inform this office of upcoming events associated with processing this contract so that we may stay involved.

Sincerely,

A handwritten signature in black ink that reads "Steven J. Kelleher".

Steven J. Kelleher

SJK/ltn
Contract # 2014-096
cc: Michael Dumond, DHHS
Leslie Mason, DoIT

SCORE SUMMARY SHEET
CONTRACT 2014-096
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM

The Food Protection Section received four responses to the RFP. A review panel was created to look at each vendor's proposal.

The review panel consisted of:

Jerry Bardsley Bureau of Public Health Statistics and Informatics, Business Systems Analyst, DPHS
Philip J. Nadeau, Jr. Administrator, DHHS
Deborah Currier Food Protection Section, Licensing Specialist, DPHS
Michael Dumond Bureau of Public Health Protection, Bureau Chief, DPHS
Michael W. O'Neil DHHS Agency Technology Manager, DoIT
Richard Regan Information Architect, Office of Information Systems, DHHS
Colleen Smith Food Protection Section, Section Chief, DPHS

The panel met for several meetings and invited the four vendors to demonstrate their solutions. All seven reviewers attended the demonstrations, together with Jonathan Gallo, DHHS Project Manager; additional DoIT staff; and additional Food Protection and DPHS staff. A consensus scoring model was used to score the proposals and demonstrations. The decision was unanimous for the selected vendor, Decade Software Company, LLC.

EVALUATION CRITERIA		SCORE			
		Computer Aid, Inc.	Decade Software Company, LLC	Digital Health Department	HealthSpace USA, Inc.
	Max # Points				
Software Solution	300	192	224	113	113
Technical, Service and Project Management Experience and Approach	150	97	115	68	54
Company Qualifications	100	75	80	38	44
Staffing Qualifications	100	75	80	48	43
Solution Cost Points	350	229	228	206	350
Financial Analysis		Low Risk	Low Risk	High Risk	High Risk
TOTAL	1,000	669	727	472	604

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NHEDSS AND PRISM DEVELOPMENT WORK
CONTRACT 2015-009
AGREEMENT- PART 1**

Subject: Food Protection Licensing and Inspection Information System

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Health & Human Services		1.2 State Agency Address 129 Hazen Drive Concord, NH 03301-3857	
1.3 Contractor Name Decade Software Company, LLC		1.4 Contractor Address 1195 W. Shaw Fresno, CA 93711	
1.5 Contractor Phone Number 800-233-9847 ext. 702	1.6 Account Number 05-95-90-900030-2930-034-500099 05-95-90-901510-5390-102-500731	1.7 Completion Date 03/30/2020	1.8 Price Limitation \$462,535
1.9 Contracting Officer for State Agency Brook Dupee, Bureau Chief		1.10 State Agency Telephone Number 603-271-4483	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Darryl Booth, President	
1.13 Acknowledgement: State of California County of Fresno			
On <u>02-11-2015</u> 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 or Justice of the Peace  [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace <u>HARVEY A. ARMAS NOTARY PUBLIC</u>			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Brook Dupee, Bureau Chief	
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) By:  Megan A. Yegor - Attorney On: <u>2/23/15</u>			
1.18 Approval by the Governor and Executive Council 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, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("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. 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 consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written 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 \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance 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 fifteen (15) 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 endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) 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.

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:

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INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through the Department of Health and Human Services, Division of Public Health Services ("State"), and Decade Software Company, LLC, a Limited Liability Company, ("Decade"), having its principal place of business at 1195 West Shaw, Fresno, CA, 93711.

The State of New Hampshire, Department of Health and Human Services (DHHS), Division of Public Health Services, Food Protection Section is preparing to replace an existing database and implement a system for licensure and inspection of food establishments.

The Contract shall be executed in conjunction with the Request for Proposals (RFP). The RFP is hereby incorporated within, by reference, and all terms, conditions and requirements shall be applicable under this contract.

RECITALS

The State desires to have Decade provide a Commercial-Off-The-Shelf (COTS) Software System, and associated Services for the Department of Health and Human Services, Division of Public Health Services Food Protection Section.

Decade wishes to provide a Commercial-Off-The-Shelf Software 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 E-1 - Security and Infrastructure
 - Exhibit F - Testing Services
 - Exhibit G - Maintenance and Support Services
 - Exhibit H - Requirements
 - Exhibit I - Work Plan
 - Exhibit J - Software License
 - Exhibit K - Warranty and Warranty Services
 - Exhibit L - Training Services
 - Exhibit M - Agency RFP with Addendums, by reference

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Exhibit N - The Decade Proposal, by reference
Exhibit O - Special Exhibits, Attachments and Certificates

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. General Contract Requirements in Section H of the RFP document;
- c. State of New Hampshire, Department of Health and Human Services, Division of Public Health Services Contract 2014-096, Food Protection Licensing and Inspection Information System;
- d. RFP 2014-096 Food Protection Licensing and Inspection Information System, dated March 15, 2014, with addenda #s 1, 2, 3, and 4 incorporated; then
- e. Decade's Proposal, dated April 28, 2014.

1.3 Contract Term

Decade shall commence work upon issuance of a Notice to Proceed by the State.

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

Time is of the essence in the performance of Decade's obligations under the Contract.

2. COMPENSATION

2.1 Contract Price

The Contract price, 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, Not to Exceed Contract

This is a Non-Exclusive, Not to Exceed (NTE) Contract with price and term limitations as set forth in the Contract. Decade may invoice the State for accepted Deliverables, as specified in Exhibit B, Section 1.1 Not to Exceed, Table 1 – Deliverable Price and Payment Table, "Payment Amount" column.

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. Decade shall not be responsible for any delay, act, or omission of such other contractors, except that Decade 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 Decade.

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3. CONTRACT MANAGEMENT

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

3.1 The Vendor's Contract Manager

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

Darryl Booth
President
195 ~~1494~~ W. Shaw Ave
Fresno, CA 93711
Tel: 800-233-9847 x702
Fax: 559-222-1365
Email: darrylbooth@decadesoftware.com

3.2 The Vendor's Project Manager

3.2.1 Contract Project Manager

Decade shall assign a Project Manager who meets the requirements of the Contract, including but not limited to, the requirements set forth in the RFP. Decade's selection of Decade 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 Decade Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of Decade'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 Decade's 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 Decade's representative for all administrative and management matters. Decade'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. Decade'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. Decade's Project Manager must work diligently and use his/her best efforts on the Project.

3.2.3 Decade shall not change its assignment of Decade's Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Decade's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than Decade's Project Manager being replaced; meet the requirements of the Contract, (including but not limited to, the requirements set forth in the RFP); 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. Decade shall assign a replacement Decade

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Project Manager within ten (10) business days of the departure of the prior Decade Project Manager, and Decade shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim Decade 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 Decade in default and pursue its remedies at law and in equity, if Decade fails to assign a Decade Project Manager meeting the requirements and terms of the Contract.

3.2.5 Decade's Project Manager is:
Michael Zachry
Implementation Specialist
1195 W. Shaw Ave
Fresno, CA 93711
Tel: 800-233-9847 x743
Fax: 559-222-1365
Email: michaelzachry@decadesoftware.com

3.3 Decade Key Project Staff

3.3.1 Decade shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in RFP Appendix C: *System Requirements and Deliverables*, Table C.1: *System Requirements and Deliverables-Vendor Response Checklist*. The State may conduct reference and background checks on Decade Key Project Staff. The State reserves the right to require removal or reassignment of Decade'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 Decade shall not change any Decade Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Decade Key Project Staff will not be unreasonably withheld. The replacement Decade Key Project Staff shall have comparable or greater skills than Decade Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in RFP Appendix C: *System Requirements and Deliverables*, 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 Decade in default and to pursue its remedies at law and in equity, if Decade fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with Decade's replacement Project staff.

3.3.3.1 Decade Key Project Staff shall consist of the following individuals in the roles identified below:

Decade's Key Project Staff:

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<u>Key Member(s)</u>	<u>Title</u>
Brian Weber	Client Services Manager
Mike Zachry	Implementation Specialist
Oskar Chomicki	Report Writer
Louis Salas	Data Conversion Specialist
Glen Rudelis	VP of Development

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:

Colleen Smith, MS
Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301-6504
Phone: 603-271-4589
Fax: 603-271-4859
Email: colleen.smith@dhhs.state.nh.us

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 State staff;
- c. Managing significant issues and risks;
- d. Reviewing and accepting Contract Deliverables;
- e. Review and approval of change proposals; and
- f. Managing stakeholders' concerns.

The State Project Manager is:

Elizabeth Shields
NH Department of Health & Human Services
Office of Health Information Technology
Brown Building
129 Pleasant Street
Concord, NH 03301-3857
Cell: (603) 421-7130
Email: Elizabeth.Shields@dhhs.state.nh.us

3.6 Reference and Background Checks

The State may, at its sole expense, conduct reference and background screening of Decade Project Manager and Decade 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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7.4 Training Services

Decade 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

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

8. WORK PLAN DELIVERABLE

Decade 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*. Decade 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.

Unless otherwise agreed in writing by the State, changes to the Contract Exhibit I: *Work Plan* shall not relieve Decade from liability to the State for damages resulting from Decade'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, Decade must immediately notify the State in writing, identifying the nature of the delay, i.e., specific actions or inactions of Decade 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 Decade 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 Decade'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 Decade'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 Decade's receipt of a Change Order, Decade shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

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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 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

Decade 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, Decade 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*). Decade 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 Decade's performance under the Contract.

11.2 State Confidential Information

Decade shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information that becomes available to Decade 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.

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

Insofar as Decade seeks to maintain the confidentiality of its confidential or proprietary information, Decade must clearly identify in writing all information it claims to be confidential or proprietary. Notwithstanding the foregoing, the State acknowledges that Decade considers the Software and Documentation to be Confidential Information. Decade 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 Decade as confidential, the State shall notify Decade and specify the date the State will be releasing the requested information. At the request of the State, Decade shall cooperate and assist the State with the collection and review of Decade's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Decade's sole responsibility and at Decade's sole expense. If Decade 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 Decade, without any liability to Decade.

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 Decade 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.

12.2 Decade

Subject to applicable laws and regulations, in no event shall Decade be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and Decade'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*.

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Notwithstanding the foregoing, the limitation of liability in this SOW Section 12.2 shall not apply to Decade'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.

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 Decade 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 Decade 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 Decade fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving Decade 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 Decade 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 Decade during the period from the date of such notice until such time as the State determines that Decade has cured the Event of Default shall never be paid to Decade.
- c. Set off against any other obligations the State may owe to Decade 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.

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- e. Procure Services that are the subject of the Contract from another source and Decade 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. In no event shall this amount exceed two times the price limitation in Block 1.8 of the P-37.

13.1.2 In the event of default by the State, Decade 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 Decade. In the event of a termination for convenience, the State shall pay Decade 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, Decade 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 Decade 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 Decade, the State shall be entitled to pursue the same remedies against Decade as it could pursue in the event of a default of the Contract by Decade.

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 Decade to deliver to the State any property, including

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equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Decade 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 Decade access or attempt to access any information without having the express authority to do so.
- c. That at no time shall Decade 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 Decade 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 Decade. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if Decade 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". Decade understands and agrees that use of email shall follow State standard policy (available upon request).

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

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

18.10 Force Majeure

Neither Decade 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.

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

18.11 Reserved

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: 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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	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 exclusively for this project for the State of New Hampshire. This code is not incorporated in the vendor's base products. The State will notify Decade what it considers to be Custom Code.
Custom Software	Software developed by the Vendor exclusively for this project for the State of New Hampshire. This software is not incorporated in the vendor's base products. The State will notify Decade what it considers to be Custom Software.
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	<p>A failure, deficiency or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.</p> <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</p>

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	the Service. Class C Deficiency – Software - 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.
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.
EnvisionConnect	The terms EnvisionConnect, EnvisionConnect Remote, and EnvisionConnect Online shall mean the current trade names for the essential Licensed Programs provided under this Agreement.
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.
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 technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information

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	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 Vendor as essential to work on the Project.
Licensee	The State of New Hampshire
MSI	Windows Installer (previously known as Microsoft Installer) is a software component used for the installation, maintenance, and removal of software on modern Microsoft Windows systems. The installation information, and often the files themselves, are packaged in installation packages, loosely relational databases structured as COM Structured Storages and commonly known as "MSI files", from their default file extension.
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 – 9:00 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.
Open Data Formats	A data format based on an underlying Open Standard.
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA 21-R:10 and RSA 21-R:11.
Open Standards	Specifications for the encoding and transfer of computer data that is defined in RSA 21-R:10 and RSA 21-R:13.
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.

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Professional Services Request (PSR)	The term "PSR" shall mean the document and process required to authorize professional services which are outside of those agreed to in this Agreement, as implemented via a Change Order.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Report	A point-in-time accounting of the project to include at least 1) all tasks assigned to the project; 2) task status; 3) task assignment; 4) estimated work hours remaining to complete task; and 5) work hours completed on task.
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.
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.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions.
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.

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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 in response to this RFP.
Source Code	The computer program that is written in a language and then converted to a code the computer can read.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, 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 of the Contract as though completely set forth herein.
State	STATE is defined as: State of New Hampshire Department of Health and Human Services Division of Public Health Services Food Protection Section 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 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

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	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 Vendor is 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.
Version	The term "Version" shall mean an issue of Licensed Programs, which has been made available to the Client.
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 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 9:00 am and 6:00 pm, eight (8) hour days, forty (40) hour weeks,

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EXHIBIT A
CONTRACT DELIVERABLES

1. DELIVERABLES

Decade shall provide the State with Food Protection Licensing and Inspection Information System (FPLIIS), a COTS solution (currently branded as EnvisionConnect; EnvisionConnect Remote; EnvisionConnect Online; EnvisionConnect Press Agent; and EnvisionConnect Extender), which will meet and perform in accordance with the Specifications and Deliverables that are in accordance with the contract.

Prior to the commencement of work on Non-Software and Written Deliverables, Decade 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 is set forth in Exhibit B: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date
	Project Management		
1.	Conduct Project Kickoff Meeting	Non-Software	March, 2015
2.	Project Work Plan (including milestones)	Written	March, 2015
3.	Review of State Processes	Non-Software	April, 2015
4.	Technical and Information Architecture Review and Plan Development	Written	April, 2015
5.	Configuration Documentation and Approval	Written	July, 2015
6.	Interface Specification Approval	Written	March, 2015
7.	Reports Specification Documentation and Approval	Written	June, 2015
8.	System Data Entry Form Design and Approval	Written	April, 2015

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Initial and Date All Pages:

Decade's Initials: *SD*

Date: *2-11-15*

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Ref #s	Deliverable	Deliverable Type	Projected Delivery Date
9.	Implementation Documentation (Goals and Objectives for the Entire Project including Transition Plan) and Approval	Written	April, 2015
10.	Status Reports/ Meetings and Updates to Work Plan	Written	Weekly Beginning March, 2015
	System Software		
11.	Software Licensing Fee (Software Installed in Hosting Environment)	Software	April, 2015
	Environment (Test and Production)		
12.	Set Up and Configuration Software For NH	Software	June, 2015
13.	System Hosting - Year 1	Software & Non-Software	June, 2015
14.	Financial System Interface Development	Software	March, 2015
15.	Payment Processing Interface Development	Software	April, 2015
16.	Report Development 11 standard reports- R-2 to R-12 and 58 forms – FM-1 to FM-58 to be delivered at Go Live. (Samples shown in RFP 2014-96 Addendum 2 and 3)	Software	July, 2015
17.	Legacy Data Mapping	Software	May, 2015
18.	Unit, system, Integration, Regression Testing	Software	July, 2015
19.	Test Functionality	Software	July, 2015
20.	Test Security	Software	June, 2015
21.	Perform Volume and Stress Test	Software	July, 2015
22.	System Ready for Review and User Testing	Software	July, 2015

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Initial and Date All Pages:

Decade's Initials:


Date: 2-11-15

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Ref #s	Deliverable	Deliverable Type	Projected Delivery Date
23.	System Administration Documentation including Run Book / Administrator's Guide (latest version)	Written	April 2015
24.	System Walkthrough/ Review	Non-Software	July, 2015
25.	Source Escrow Fee – Year 1	Non-Software	March, 2015
	User Acceptance Test (UAT)		
26.	Test Plan and Scripts	Written	July, 2015
27.	Training for UAT	Non-Software	July, 2015
28.	Support State During UAT	Non-Software	July, 2015
29.	User Acceptance Testing	Software	August, 2015
30.	UAT Acceptance by the State	NA	August, 2015
	End-User User Training		
31.	Training plan and Schedule	Written	July, 2015
32.	Provide User Documentation	Written	July, 2015
33.	Train End-Users	Non-Software	August, 2015
	Deployment		
34.	User Operation Manual	Written	August, 2015
35.	User Support Plan	Written	August, 2015
36.	Deployment Plan	Written	August, 2015
37.	Go Live Deployment	Software & Non-Software	August, 2015
38.	Support State During Go Live	Software & Non-Software	August, 2015
39.	Warranty Period	Software & Non-Software	90 days from "Go Live"

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Initial and Date All Pages:

Decade's Initials: 

Date: 2-11-15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT A
CONTRACT DELIVERABLES

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date
40.	Final State Acceptance of System	Written	December, 2015
41.	Project Holdback	NA	
	Other		
42.	Project Close Out Meeting	Non-Software	December, 2015
43.	Third Party Software (SAP- Crystal Reports)	Software	March, 2015
	Hosting, Support and Maintenance		
44.	Year 2 – Ongoing System Hosting	Software & Non-Software	March, 2016
45.	Year 2 - Ongoing Support and Maintenance	Software & Non-Software	March, 2016
46.	Year 2 – Source Escrow Fee	Non-Software	March, 2016
47.	Year 3 – Ongoing System Hosting	Software & Non-Software	March, 2017
48.	Year 3 - Ongoing Support and Maintenance	Software & Non-Software	March, 2017
49.	Year 3 – Source Escrow Fee	Non-Software	March, 2017
50.	Year 4 – Ongoing System Hosting	Software & Non-Software	March, 2018
51.	Year 4 - Ongoing Support and Maintenance	Software & Non-Software	March, 2018
52.	Year 4 – Source Escrow Fee	Non-Software	March, 2018
53.	Year 5 – Ongoing System Hosting	Software & Non-Software	March, 2019
54.	Year 5 - Ongoing Support and Maintenance	Software & Non-Software	March, 2019
55.	Year 5 – Source Escrow Fee	Non-Software	March, 2019
	Application Modifications		
56.	Optional at the State's sole discretion – Enterprise GIS System (Web Services Based calls to Department of Safety GIS)	Software	TBD

2014-096 Exhibit A- Contract Deliverables

Initial and Date All Pages:

Decade's Initials: *DM*

Date: 2-1-15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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CONTRACT 2014-096- PART 3
EXHIBIT A
CONTRACT DELIVERABLES

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date
57.	Optional at the State's sole discretion – Liquor Enforcement- SQL Server Reporting Services-Lookup for current food permits by establishment name (SQL Server Reporting Services Web-Based Report)	Software	April, 2015
58.	Optional at the State's sole discretion – Unique Visual Trigger in accordance with Requirements FC-3, 17, 18, 19, 20	Software	April, 2015
	Change Orders		
1.	Change Orders per Contract Part 2, Section 9, Year 1		

TRAINING DELIVERABLES

Training will be in accordance with the requirements set forth in Contract Exhibit L: *Training Services* and the Schedule established by the *Work Plan*, Contract Exhibit I. All pricing has been established in Contract Exhibit B: *Price and Payment Schedule*.

SOFTWARE LICENSES

Software Licenses for are set forth in Contract Exhibit J: *Software License* and associated pricing is established in Contract Exhibit B: *Price and Payment Schedule*.

STATE OF NEW HAMPSHIRE
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CONTRACT 2014-096- PART 3
EXHIBIT B
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PAYMENT SCHEDULE

1.1 Not to Exceed

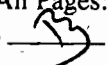
This is a Not to Exceed (NTE) Contract totaling \$ 462,535 for the period between the Effective Date through March 30, 2020. Decade shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Decade to invoice the State for the following accepted Deliverables at fixed pricing/rates appearing in the price and payment tables below:

Table 1: Deliverable Price and Payment Table

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Project Management				
1.	Conduct Project Kickoff Meeting	Non-Software	March, 2015	***Included	
2.	Project Work Plan (including milestones)	Written	March, 2015	***Included	\$32,128.00 (20% Payment)
3.	Review of State Processes	Non-Software	April, 2015	***Included	
4.	Technical and Information Architecture Review and Plan Development	Written	April, 2015	***Included	
5.	Configuration Documentation and Approval	Written	July, 2015	***Included	
6.	Interface Specification Approval	Written	March, 2015	***Included	
7.	Reports Specification Documentation and Approval	Written	June, 2015	***Included	
8.	System Data Entry Form Design and Approval	Written	April, 2015	\$40,000.00	
9.	Implementation Documentation (Goals and Objectives for the Entire Project including Transition Plan) and Approval	Written	April, 2015	***Included	\$32,128.00 (20% Payment)
10.	Status Reports/ Meetings and Updates to Work Plan	Written	Weekly Beginning March, 2015	***Included	
	System Software				
11.	Software Licensing Fee	Software	April, 2015	\$43,700.00	\$43,700.00

2014-096 Exhibit B- Price and Payment Schedule

Initial and Date All Pages:

Decade's Initials 


Date: 2/11/15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
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EXHIBIT B
PRICE AND PAYMENT SCHEDULE

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	(Software Installed in Hosting Environment)				
	Environment (Test and Production)				
12.	Set Up and Configuration Software For NH	Software	June, 2015	\$27,350.00	
13.	Year 1- System Hosting	Software & Non-Software	June, 2015	\$8,241.00	\$8,241.00
14.	Financial System Interface Development	Software	March, 2015	***Included	
15.	Payment Processing Interface Development	Software	April, 2015	\$40,000.00	
16.	Report Development 11 standard reports- R-2 to R-12 and 58 forms – FM-1 to FM-58 to be delivered at Go Live. (Samples shown in RFP 2014-96 Addendum 2 and 3)	Software	July, 2015	\$10,000.00	
17.	Legacy Data Mapping	Software	May, 2015	\$12,600.00	
18.	Unit, system, Integration, Regression Testing	Software	July, 2015	***Included	
19.	Test Functionality	Software	July, 2015	***Included	
20.	Test Security	Software	June, 2015	\$10,000.00	
21.	Perform Volume and Stress Test	Software	July, 2015	***Included	
22.	System Ready for Review and User Testing	Software	July, 2015	***Included	
23.	System Administration Documentation including Run Book / Administrator's Guide (latest version)	Written	April 2015	***Included	
24.	System Walkthrough/Review	Non-Software	July, 2015	***Included	\$32,128.00 (20% Payment)
25.	Source Escrow Fee – Year 1	Non-Software	March, 2015	\$2,190.00	\$2,190.00
	User Acceptance Test (UAT)				

2014-096 Exhibit B- Price and Payment Schedule

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Decade's Initials 

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STATE OF NEW HAMPSHIRE
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PRICE AND PAYMENT SCHEDULE

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date	Price	Payment Amount
26.	Test Plan and Scripts	Written	July, 2015	***Included	
27.	Training for UAT	Non-Software	July, 2015	***Included	
28.	Support State During UAT	Non-Software	July, 2015	***Included	
29.	User Acceptance Testing	Software	August, 2015	***Included	
30.	UAT Acceptance by the State	NA	August, 2015	***Included	\$32,128.00 (20%Payment)
	End-User User Training				
31.	Training plan and Schedule	Written	July, 2015	***Included	
32.	Provider User Documentation	Written	July, 2015	***Included	
33.	Train End-Users	Non-Software	August, 2015	\$20,690.00	
	Deployment				
34.	User Operation Manual	Written	August, 2015	***Included	
35.	User Support Plan	Written	August, 2015	***Included	
36.	Deployment Plan	Written	August, 2015	***Included	
37.	Go Live Deployment	Software & Non-Software	August, 2015	***Included	
38.	Support State During Go Live	Software & Non-Software	August, 2015	***Included	\$16,064.00 (10%Payment)
39.	Warranty Period	Software & Non-Software	90 days from "Go Live"	***Included	
40.	Final State Acceptance of System	NA	December, 2015	***Included	
41.	Project Holdback	NA		***Included	\$16,064.00 (10%Payment)
	Other				
42.	Project Close Out Meeting	Non-Software	December, 2015	***Included	
43.	**Third Party Software (SAP- Crystal Reports)	Software	March, 2015	**Included	
	Subtotal			\$214,771.0	\$214,771.00

2014-096 Exhibit B- Price and Payment Schedule

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STATE OF NEW HAMPSHIRE
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Ref #s	Deliverable	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	(Implementation Costs including Year 1 Hosting, Escrow Fee, Support and Maintenance)			0	
	Hosting, Escrow Fee, Support and Maintenance				
44.	Year 2 – Ongoing System Hosting	Software & Non-Software	March, 2016	\$8,241.00	\$8,241.00
45.	Year 2 - Ongoing Support and Maintenance	Software & Non-Software	March, 2016	\$43,335.00	\$43,335.00
46.	Year 2 – Source Escrow Fee	Non-Software	March, 2016	\$365.00	\$365.00
47.	Year 3 – Ongoing System Hosting	Software & Non-Software	March, 2017	\$8,241.00	\$8,241.00
48.	Year 3 - Ongoing Support and Maintenance	Software & Non-Software	March, 2017	\$43,335.00	\$43,335.00
49.	Year 3 – Source Escrow Fee	Non-Software	March, 2017	\$365.00	\$365.00
50.	Year 4 – Ongoing System Hosting	Software & Non-Software	March, 2018	\$8,241.00	\$8,241.00
51.	Year 4 - Ongoing Support and Maintenance	Software & Non-Software	March, 2018	\$43,335.00	\$43,335.00
52.	Year 4 – Source Escrow Fee	Non-Software	March, 2018	\$365.00	\$365.00
53.	Year 5 – Ongoing System Hosting	Software & Non-Software	March, 2019	\$8,241.00	\$8,241.00
54.	Year 5 - Ongoing Support and Maintenance	Software & Non-Software	March, 2019	\$43,335.00	\$43,335.00
55.	Year 5 – Source Escrow Fee	Non-Software	March, 2019	\$365.00	\$365.00
	Subtotal – Years 2-4 Ongoing Hosting, Escrow Fee, Support and Maintenance			\$207,764.00	\$207,764.00
	Application Modification				
56.	Optional at the States sole discretion Enterprise GIS System (Web Services Based calls to Department of Safety GIS)	Software	TBD	\$10,000.00	\$10,000.00

2014-096 Exhibit B- Price and Payment Schedule

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STATE OF NEW HAMPSHIRE
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PRICE AND PAYMENT SCHEDULE

Ref #s	Deliverable	Deliverable Type	Projected Delivery Date	Price	Payment Amount
57.	Optional Liquor Enforcement-SQL Server Reporting Services-Lookup for current food permits by establishment name (SQL Server Reporting Services Web-Based Report)	Software	April, 2015	\$5,000.00	\$5,000.00
58.	Optional Unique Visual Trigger in accordance with Requirements FC-3, 17, 18, 19, 20		April, 2015	\$5,000.00	\$5,000.00
	Subtotal – Optional Software Modifications			Not to exceed \$20,000.00	Not to exceed \$20,000.00
	Change Orders				
59.	Change orders in accordance with Part 2, section 9, Change Orders			\$20,000.00	\$20,000.00
	NOT TO EXCEED PRICE TOTAL			\$462,535.00	\$462,535.00

*Line item was added per Appendix C2-Business and Technical Requirement

**Line item added in response to RFP Third Party software requirement.

***The term "Included" referenced in the table is to depict that the cost incurred by the "Deliverable" is covered in a general cost of implementation without direct fees associated.

STATE OF NEW HAMPSHIRE
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PRICE AND PAYMENT SCHEDULE

Table 2 – Detailed License Deliverables and Pricing.

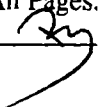
Description	License Type	Quantity	Net Price-License
Tech Products			
Software License	Perpetual	1	\$43,700
SQL Express	Restricted	20	Included
Application Products			
EnvisionConnect	Perpetual	1	Included
EnvisionConnect Remote	Perpetual	1	Included
EnvisionConnect Press Agent	Perpetual	1	Included
EnvisionConnect Online	Perpetual	1	Included
EnvisionConnect Extender	Perpetual	1	Included
Grand Sub Total			\$43,700

Table 3- Decade's Rates Pricing Worksheet (Hourly Rates)

Position Title	SFY 2015 7/1/14-6/30/15	SFY 2016 7/1/15-6/30/16	SFY 2017 7/1/16-6/30/17	SFY 2018 7/1/17-6/30/18	SFY 2019 7/1/18-6/30/19
Custom Programming	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr
Consultation	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr
Report Development	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr
Training at Client Facility- Maximum of 6 participants	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day
Training at Client Facility- Maximum of 15 participants	\$2,205.00/Day	\$2,205.00/Day	\$2,205.00/Day	\$2,205.00/Day	\$2,205.00/Day
Training at Decade Facility	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day	\$1,470.00/Day
Training Online Using WebEx	\$183.50/Hr	\$183.50/Hr	\$183.50/Hr	\$183.50/Hr	\$183.50/Hr

2014-096 Exhibit B- Price and Payment Schedule

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PRICE AND PAYMENT SCHEDULE**

Phone Support Outside Normal Service Hours	\$189.00/Hr	\$189.00/Hr	\$189.00/Hr	\$189.00/Hr	\$189.00/Hr
Third Party Support	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr	\$126.00/Hr

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 \$462,535 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Decade for all fees and expenses, of whatever nature, incurred by Decade 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

Decade may invoice the State for accepted Deliverables, as specified in in Exhibit B, Section 1.2 Not to Exceed, Table 1 – Deliverable Price and Payment Table, "Payment Amount" column. Decade 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. Decade 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.

The original license and annual fees are based on the number of Inspectors, specified herein as fifteen (15), and the following health programs: Food, Dairy, Beverage/Bottled Water, and Shellfish.


Client agrees to pay for additional health programs and Inspectors as they are needed at rates consistent with the conditions set forth in paragraph 17, Extension.

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:
Colleen Smith at colleen.smith@dhhs.state.nh.us OR

2014-096 Exhibit B- Price and Payment Schedule

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT B
PRICE AND PAYMENT SCHEDULE**

NH Department of Health and Human Services
Division of Public Health Services
Food Protection Section
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:
Decade Software Company, LLC
1195 West Shaw Ave
Fresno, CA, 93711

5. OVERPAYMENTS TO Decade

Decade 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

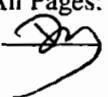
The State may apply credits due to the State arising out of this Contract, against Decade's invoices with appropriate information attached.

7. PROJECT HOLDBACK

The State shall withhold ten percent (10%) of the price for each Deliverable as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

2014-096 Exhibit B- Price and Payment Schedule

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT C
SPECIAL PROVISIONS

SPECIAL PROVISIONS

Contractor's 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:

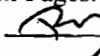
1. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this 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.

2. **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.

3. **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 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 Project Report hereunder, the Department shall determine that the Contractor has received payments hereunder for services not provided, the Department may elect to:
 - 3.1. Renegotiate the rates for payment hereunder, in which event new rates shall be established;
 - 3.2. Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;
 - 3.3. 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.

2014-096 Exhibit C – Special Provisions

Initial and Date All Pages:

Decade's Initials: 

Date: 2-11-15

STATE OF NEW HAMPSHIRE
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FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
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EXHIBIT C
SPECIAL PROVISIONS

4. **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:

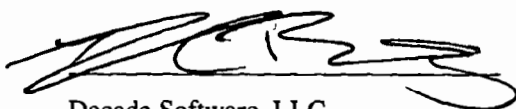
4.1. Fiscal Records: books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance 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.

5. **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 directly 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.

6. **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.

6.1 Decade Software, LLC., hereby certifies that it is not subject to the audit requirements as set forth in Title 45 C.F.R. Part 74.26 and OMB Circular No. A-133, as described in Paragraph #6 above, nor does it receive federal funds sufficient to trigger these requirements. Should Decade Software, LLC., receive federal funds sufficient to trigger these audit requirements, Decade Software, LLC., will be required to comply with the provisions of Paragraph #6 above.



Decade Software, LLC.

2-11-15

Date

2014-096 Exhibit C – Special Provisions

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Decade's Initials: DS

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SPECIAL PROVISIONS**

6.2 In the event that Decade Software, LLC., is acquired in whole or in part by another entity that is subject to the audit requirements as set forth in Title 45, C.F.R. Part 74.26 and OMB Circular No. A-133, as described in Paragraph #6 above, or receives federal funds sufficient to trigger these audit requirements, the provisions of Paragraph #6 shall apply.

6.3 Notwithstanding Paragraph #6.1 above, the requirements of Paragraphs #6.4 (Audit and Review) and 6.5 (Audit Liabilities) as set forth below shall apply.

6.4 **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.

6.5 **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.

7. **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:


7.1. The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part 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.

8. **Prior Approval and Copyright Ownership:** All materials (written, video, audio) produced or purchased under the contract shall have prior approval from DHHS before printing, production, distribution or use. The DHHS will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. Contractor shall not reproduce any materials produced under the contract without prior written approval from DHHS.

9. **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 governmental 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

2014-096 Exhibit C – Special Provisions

Initial and Date All Pages:

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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.

10. Subcontractors: DHHS recognizes that the Contractor may choose to use subcontractors with greater expertise to perform for efficiency or convenience, but the Contractor shall retain the responsibility and accountability for the function(s). Prior to subcontracting, the Contractor shall evaluate the subcontractor's ability to perform the delegated function(s). This is accomplished through a written agreement that specifies activities and reporting responsibilities of the subcontractor and provides for revoking the delegation or imposing sanctions if the subcontractor's performance is not adequate. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

10.1. Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function

10.2. Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate

10.3. Monitor the subcontractor's performance on an ongoing basis

10.4. DHHS shall, at its discretion, review and approve all subcontracts. If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

11. Equal Employment Opportunity Plan (EEOP): The Contractor will provide an Equal Employment Opportunity Plan (EEOP) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of \$500,000 or more. If the recipient receives \$25,000 or more and has 50 or more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than \$25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Nonprofit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: <http://www.ojp.usdoj/about/ocr/pdfs/cert.pdf>.

12. Limited English Proficiency (LEP): As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe

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Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.

13. Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:
The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM
EMPLOYEES OF WHISTLEBLOWER RIGHTS (SEP 2013)

- (a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.
- (b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.


14. 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, 05-95-90-902010-5260-102-500731 or any other account, in the event funds are reduced or unavailable.

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15. 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.

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.

16. Insurance:

Subparagraph 14.3 of the General Provisions of this contract is deleted and replaced with the following subparagraph;


2.4. 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 fifteen (15) 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.

17. Extension:

This agreement has the option for a potential extension of up to five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

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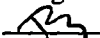
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Fees for extension years shall be negotiated and may not increase more than 15% over the corresponding fees in the original contract.

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ADMINISTRATIVE SERVICES

1. STATE MEETINGS AND REPORTS

The State believes that effective communication and reporting are essential to Project success.

Decade Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

- a. **Introductory Meeting:** Participants will include Decade Key Project Staff and State Project leaders from both Department of Health and Human Services and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.
- b. **Kickoff Meeting:** Participants will include the State and Decade Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.
- c. **Status Meetings:** Participants will include, at the minimum, the Decade Project Manager and the State Project Manager. These meetings will be conducted weekly during the stand-up phase of the project and bi-weekly thereafter, as mutually agreed upon by Decade and the State, and address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from Decade shall serve as the basis for discussion.
- d. **The Work Plan:** must be reviewed at each Status Meeting and updated, at minimum, on a bi-weekly basis, in accordance with the Contract.
- e. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
- f. **Exit Meeting:** Participants will include Project leaders from Decade and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.


The State expects Decade 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 Decade's responsibility.

The Decade Project Manager or Decade Key Project Staff shall submit bi-weekly status reports in a format agreed to by the State, in accordance with the Schedule and terms of this Contract. Decade's Project Manager shall produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. Decade shall produce Project status reports, which shall contain, at a minimum, the following:

1. Project status related to the Work Plan;
2. Deliverable status;
3. Accomplishments during weeks being reported;
4. Planned activities for the upcoming two (2) week period;
5. Future activities; and
6. Issues and concerns requiring resolution.

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7. Report and remedies in case of falling behind Schedule

As reasonably requested by the State, Decade shall provide the State with information or reports regarding the Project. Decade shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

2. STATE-OWNED DOCUMENTS AND DATA

Decade 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 expiration or termination of the Contract with the State, Decade shall turn over all State-owned documents, data, materials, reports, and work in progress relating to the Contract to the State at no additional cost to the State. State-owned Documents and data must be provided in electronic format.

3. RECORDS RETENTION AND ACCESS REQUIREMENTS

Decade 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*.


Decade 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. Decade 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. Decade 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 Decade'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.

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4. ACCOUNTING REQUIREMENTS

Decade 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 Decade shall maintain records pertaining to the Services and all other costs and expenditures.

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EXHIBIT E
IMPLEMENTATION SERVICES

Decade shall provide the State with the following services set forth in Contract Exhibit A.

1. IMPLEMENTATION STRATEGY

1.1 Key Components

A. Decade shall employ an Implementation strategy with a timeline set forth in accordance with the High-Level Work Plan outlined below:

1. Implementation Planning

- a. Internal Project Planning Setup
 - Research, Assign staff, Schedule Kickoff Meeting
 - Conduct Kickoff Meeting
- b. Conduct First Implementation Meeting
 - Review and Update Project Plan
- c. Project Planning Documentation and Approval
- d. Transfer of Documents to Client

2. Onsite Confirmation and Planning Meeting

3. IT Infrastructure

- a. Hosting Facility Hardware, Software and Services readied

4. Installation

- a. Installation of Envision Application

5. Data Conversion

- a. Identify conversion Data Requirements and specification
- b. Field mapping spreadsheet
- c. Data Conversion Plan
- d. Client approval of Plan
- e. Convert data: First pass
- f. Approval of final Conversion

6. Analysis and Design


- a. Understanding of legacy systems and workflow
- b. Creation of high-level Envision workflow and structure
- c. Creation of support codes workflow and structure

7. Report Development

- a. Confirm reports to be developed among those identified in the RFP Business Requirements R-1 through R-12 and FM-1 through FM-58.

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- b. Identify candidate reports from Report Catalog, identify candidate reports from other sources, create new reports.

8. Form Development

- a. Confirm forms to be developed among those identified in the RFP Business Requirements FM-1 through FM-58.
- b. Develop forms

9. Interface Development

- a. Financial System Interface
- b. Payment Processing Interface
- c. GIS interface (Enterprise GIS)

10. Online System Setup and Configuration Training

- a. Conduct System Setup training-GoToMeeting

11. Onsite Training

- a. Core, financial, and permit training

12. Defining Business Rules

- a. Validate Client's system setup
- b. Develop Final Business Workflows

13. Develop Final Business Workflows

- a. Financial Business practices
- b. Batch processes
- c. Tracking complaints
- d. Create workflows and establish procedures
- e. Report printing process

14. User Acceptance Testing, Go-Live, and System Acceptance

15. Handoff to Client/Decade Customer Support

- B.** Decade and the State shall adopt a change management approach to identify and plan key strategies and communication initiatives. The collaborative web-based tool, eStudio or other as agreed to by the parties, will be used as the State's repository for Project documents.
- C.** The Decade team will provide training templates as defined in the Training Plan, which will be customized to address the State's specific requirements.

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- D. Decisions regarding format, content, style, and presentation shall be made early on in the process, by the State, providing sufficient time for development of material as functionality is defined and configured.
- E. Decade shall utilize an approach that fosters and requires the participation of State resources, uses their business expertise to assist with the configuration of the applications, and prepares the State to assume responsibility for and ownership of the new system. A focus on technology transition shall be deemed a priority.
- F. Decade shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and report status.
- G. Decade shall adopt an Implementation time-line aligned with the State's required time-line.

1.2 Timeline

The timeline is set forth in the Work Plan. During the initial planning period Project task and resource plans will be established for: the preliminary training plan, the change management plan, communication approaches, Project standards and procedures finalized, and team training initiated.

1.2.1 Project Infrastructure

The Project infrastructure work is to be managed by Decade regarding the acquisition and Implementation of the Project's development and production hardware infrastructure. The State considers the mobile-user tablet PCs as an extension of the infrastructure, therefore, Decade will be responsible for packaging (e.g., MSI), documenting, and assisting the application deployment on these devices.

1.2.2 Implementation

Timing will be structured to recognize interdependencies between applications and structure a cost effective and timely execution.

Processes will be documented, training established, and the application will be ready for Implementation in accordance with the State's schedule.

1.2.3 Change Management and Training

Decade's change management and training services shall be focused on developing change management and training strategies and plans. Its approach relies on State resources for the execution of the change management and end user training.

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2. IMPLEMENTATION METHODOLOGY

The Decade team shall provide the consulting services for the Contract. Its approach includes but is not limited to the following:

Decade’s approach to project management and implementation shall utilize the implementation methodology called “Scrum”. Scrum is an iterative and incremental Agile software development and implementation framework for managing product development and project implementation. This methodology will be applied to all project phases.

The State Team will participate in Decade’s Scrum implementation methodology to increase communication and efficiency related to all tasks.

For each project Phase, Scrum will allow the State and Decade to:

- Set project priorities at the beginning of every “Sprint”, an iterative time period during which a fixed set of backlog tasks are completed
- Ensure expectations are met by monitoring progress frequently
- Participate in daily reviews
- Meet primary objectives in a timely manner

Scrum characteristics and processes are as follows:

Scrum Characteristic	Definition/Process
Project Backlog	A backlog is a list of prioritized tasks to be performed during the EnvisionConnect implementation and is maintained by the Project Manager acting (in Scrum terminology) as the Product Owner.
Sprint	An iterative time period during which a fixed set of backlog tasks are completed. Typically two to four weeks in length.
Sprint Planning Session	Session in which the backlog items for the sprint will be defined.
Sprint Backlog	The sprint backlog breaks down the high-level project backlog tasks due for completion in the next sprint.
Daily Scrum Meetings	A brief daily meeting at which time each team’s progress is explained, upcoming work is described and impediments are raised. Scrum meetings will last no longer than twenty (20) minutes. All designated project team members must be present.
Sprint Retrospective	Brief meeting in which all team members reflect on the past sprint’s successes, areas needing improvement, and the steps needed to improve.

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EXHIBIT E-1
SECURITY AND INFRASTRUCTURE**

1. SECURITY

Decade shall ensure that appropriate levels of security are implemented and maintained in order to protect the confidentiality, integrity, reliability and availability of the State's Information Technology resources, information, and services. Security requirements are defined in Appendix C-2 of the Request for Proposal and this Contract. Decade shall provide the State resources, information, and Services on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and to safeguard the confidentiality and integrity of State networks, Systems and Data.

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EXHIBIT F
TESTING SERVICES**

Decade shall provide the following Products and Services described in this Exhibit F, including but not limited to:

1. TESTING AND ACCEPTANCE

Decade shall bear all responsibilities for the full suite of Test Planning and preparation throughout the Project. Decade will also provide training as necessary to the State staff responsible for test activities. Decade 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.

All testing shall include and be consistent with testing as set forth in the following: Contract 2014-096- Part 3, Exhibit F and Part 2, Appendix G-2; FPS-RFP 2014-096 Part 2, Appendix C-2, "Mandatory Business and Technical Requirements" and Appendix G-2 – "Testing Requirements."

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.

All Testing and Acceptance (both business and technically oriented testing) shall apply to testing the System as a whole, (e.g., software modules or functions, and Implementation(s)). This shall include planning, test scenario and script development, Data and System preparation for testing, and execution of Unit Tests, System Integration Tests, Conversion Tests, Installation tests, Regression tests, Performance Tuning and Stress tests, Security Review and tests, and support of the State during User Acceptance Test and Implementation.

In addition, Decade 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. Decade shall also correct Deficiencies and support required re-testing.

1.1 Test Planning and Preparation

Decade shall provide the State with an overall Test Plan that will guide all testing. The Decade-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.

As identified in the Acceptance Test Plan, and documented in accordance with the Work Plan and the Contract, State testing will commence upon Decade's Project Manager's Certification, in writing, that Decade's own staff has successfully executed all prerequisite Decade testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff. The State will be presented with a State approved Acceptance Test Plan, test scenarios, test cases, test scripts, test data, and expected results.

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The State will commence User Acceptance Testing within five (5) business days of receiving Certification from Decade that the State's personnel have been trained and the System is installed, configured, complete, and ready for State testing. The testing will be conducted by the State in an environment independent from Decade's development environment. Decade must assist the State with testing in accordance with the Test Plan and the Work Plan, utilizing test and live Data to validate reports, and conduct stress and performance testing, at no additional cost. Appropriate test hardware configuration will be provided by Decade.

Testing begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State, based on established criteria agreed to by both Decade and the State.

1.2 Unit Testing

In Unit Testing, Decade shall test the application components on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit testing is performed in either the development environment or a testing environment.

The goal is to find errors in the smallest unit of software before logically linking it into larger units. If successful, subsequent testing should only reveal errors related to the integration between application modules.

The Decade developer, who is responsible for a specific unit of work, will be responsible for conducting the unit testing of their modules.

Activity Description	Develop the scripts (written user instructions) needed to unit test individual application modules, interface(s) and conversion components.
Decade Team Responsibilities	For application modules, conversions and interfaces the Decade team will identify applicable test scripts and installation instructions, adapt them to the Project specifics, test the process, and compare with the documented expected results.
Work Product Description	Unit-Tested Modules that have been tested to verify that the inputs, outputs, and processing logic of each application module functions without errors. Individual detailed test scripts and installation guides list all the required actions and data to conduct the test, the process for test execution, and the expected results.

1.3 System Integration Testing

The new System shall be tested and integrated with other application systems including the State's Bank of America Merchant Portal and the State's accounting system, New Hampshire First, in a production-like environment. System Integration Testing validates the integration between the individual unit application modules and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The System Integration Test is performed in a test environment.

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Thorough end-to-end testing shall be performed by the Decade team(s) to confirm that the Application integrates with any interfaces. The test emphasizes end-to-end business processes, and the flow of information across applications. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.

Activity Description	Systems Integration Testing validates the integration between the target application modules and other systems, and verifies that the new System meets defined interface requirements and supports execution of business processes. This test emphasizes end-to-end business processes and the flow of information across the application. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.
Decade Team Responsibilities	<ul style="list-style-type: none"> • Take the lead in developing the Systems Integration Test Specifications. • Work jointly with the State to develop and load the data profiles to support the test Specifications. • Work jointly with the State to validate components of the test scripts.
State Responsibilities	<ul style="list-style-type: none"> • Work jointly with Decade to develop the Systems Integration Test Specifications. • Work jointly with Decade to develop and load the data profiles to support the test Specifications. • Work jointly with Decade to validate components of the test scripts, modifications, fixes and other System interactions with the Decade-supplied Software Solution.
Work Product Description	<ul style="list-style-type: none"> • The Integration-Tested System indicates that all interfaces between the application and the legacy and third-party systems, interfaces, and applications are functioning properly.

1.4 Conversion Validation Testing

In Conversion Validation Testing, target application functions are validated. Limited data conversions will be required as described in *Exhibit I- Work Plan, Table 4.1: Planned Conversions*.

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Activity Description	The conversion validation test should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications/interfaces, testing verifies that the resulting flow of the converted data through these interface points performs correctly.
State Responsibilities	Extract and cleanse, if necessary, the legacy data to be converted in the data conversions, with assistance from Decade.
Decade Team Responsibilities	For conversions and interfaces, the Decade team will execute the applicable validation tests and compare execution results with the documented expected results.
Work Product Description	Validation-Tested Conversion Programs. These programs include conversion programs that have been tested to verify that the resulting converted legacy data performs correctly in the entire suite of the Application.

1.5 Installation Testing

In Installation Testing the application components are installed in the System Test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production system.

1.6 User Acceptance Testing (UAT)

UAT begins upon completion of the Software 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 Vendor's Project Manager must certify in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor 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 Decade 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 Decade 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 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 and all system functions as defined in the detailed functional specification.

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

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

Upon successful conclusion of UAT and successful System deployment, the State will issue a letter of UAT Acceptance. Successful conclusion of UAT is conditioned upon the State's confirmation that the agreed upon User Acceptance Criteria have been met by the System to the satisfaction of the State.

Activity Description	The System User Acceptance Tests verify System functionality against predefined Acceptance criteria that support the successful execution of approved processes.
Decade 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 Decade in determining the required actions for problem resolution. • Provide Acceptance of the validated Systems, once the state is satisfied that the agreed User Acceptance Criteria have been met by the System.
Work Product Description	Decade's 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.

1.7 Performance Tuning and Stress Testing

Decade shall develop and document hardware and Software configuration and tuning of the software and infrastructure throughout the Project.

1.7.1 Scope

The scope of performance testing shall measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum system performance is achieved.

The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object and/or system performance increases as changes are made.

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Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in the identifying performance gaps to improve the most critical parts of the applications.

Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.

Decade must lead this effort. Responsibilities include identifying appropriate tunable parameters and their default and recommended settings, developing scripts which accurately reflect business load and coordinating reporting of results.

1.7.2 Test types

Performance testing shall use two different types of tests to determine the stability of the application. They are baseline tests and load tests

a. Baseline Tests: Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline, which are used in future testing and tuning efforts. Any changes introduced into the environment after performance testing has started can compromise the accuracy of the results and will force a decision to be made whether baseline results need to be recreated.

b. Load Tests: Load testing will determine if the behavior of a system can be sustained over a long period of time while running under expected conditions. Load tests help to verify the ability of the application environment under different load conditions based on work load distribution. System response time and utilization is measured and recorded.

1.7.3 Tuning

Tuning will occur during both the development of the application and load testing. Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.

For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing efforts. This should include a list of the variables, their definitions, the default settings,

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range of acceptable settings and the settings as testing begins. This will permit the team to identify the areas of most potential gain and a starting point. Tuning is a process which is repeated until the team feels that the systems are running at or near optimum performance.

1.7.4 Implementing Performance and Stress Test

Performance and Stress test Tools must be provided by Decade for this effort. Consideration must be given to licensing with respect to continued use for regression testing.

1.7.5 Scheduling Performance and Stress Testing

Decade shall perform Test Planning. The steps for planning include identification of application functionality as well as what percentage of normal daily use is represented by each function. This information will become the foundation for scripting so that tests closely represent what loads in production will look like.

Decade shall provide definition and expectations from testing. This definition should include who is in charge of testing and coordinating results, anticipated run times, logs required for tracking, their locations and which technician is responsible to track and provide them following each test to the team.

Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the system performing in production.

Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two of them have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets (with the exception of restores after each test) can be done to the test environment once tuning has begun so as to not damage the comparison to baseline results. The systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when system and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure so as to eliminate the public network from our environment.

Post-test reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.

If defects are identified in the application during testing they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a

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change to the application is required new baselines will be established (and possibly the execution of prior tests to validate changes with the new application) before testing can continue.

When performing capacity testing against a GUI the focus will be on the ability of the interface to respond to user input.

During stress/load testing the tester will attempt to stress or load an aspect of the system to the point of failure. The goal being to determine weak points in the system architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.

During Performance testing the tester will design test case scenarios to determine if the system meets the stated performance criteria. In both cases the tester will determine the capacity of the system under a known set of conditions.

1.7.6 Performance Tuning and Testing Metrics

Contractor represents, warrants, covenants and agrees that for so long as Contractor is obligated to provide Maintenance and Support Services and Hosting Services in accordance with the terms hereof and in the Agreement, the System shall meet each of the System performance requirements specified below:

System Response Time Warranty

Successful implementation of the System requires that the users experience the software application as responsive, moving from screen to screen and responding to user input without noticeable lag for routine functions, including but not limited to, retrieving records by a unique identifier, entering data, and navigating from field to field or from screen to screen.

- a. "System Response Time" shall be defined as the elapsed time to complete the specified user interaction measured from the time the user submits input through a key press, mouse click, or other user interface interaction, to the time the screen is updated and control returns to the user. These specifications apply both in online mode and offline modes provided that:
 - i. Searches target an exact match field (e.g., ID, Name, APN, etc.) and the search criteria do not include wildcard characters;
 - ii. The System Environment is not undergoing an Acceptance Test or other System test agreed to by the parties, disaster recovery, or other non-operational System condition; and
 - iii. The State Environment is properly operational and meets the minimum hardware, software, and network configuration requirements (Minimum System Requirements).

- b. Contractor will not be held responsible for System Response Time issues related to:
 - i. Any time delays to the extent attributable to State Environment network performance; State Partners' networks; and the Internet, beyond the point at which Contractor's Internet service provider connects to the infrastructure of the Internet;

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- ii. State-designed page layouts that do not follow Contractor guidelines as communicated in user Documentation and in the training provided under this Agreement.
- iii. Periods of properly noticed "fail-over" events according to Security, Disaster Recovery, and Business Continuity Plans, for a period of no more than 72 hours.

c. The System Response Time Warranty applies for up to 50 concurrent Users. As used herein, the term "concurrent Users" means the identified number of users logged on to the System simultaneously under normal operational conditions as defined by that type of user.

d. In the event that the System does not satisfy the System Response Time Warranty, Contractor shall begin System diagnostics after receiving notice from State of System Performance Warranty issues.

The following user interactions carry a System Response Time Warranty as provided in Table 2.0 below:

User Interaction Category	Examples	Reference Time	Warranty
Menu Navigation	Navigating from a workflow page to a previous page (back button), navigating among "Productivity Centers", invoking/switching menus	One (1) Second	100% of Interactions
Form Navigation	Tabbing between fields, keying data values, invoking drop-down combo boxes (pick lists), switching tabs, switching between open windows, expanding/collapsing visible regions	One (1) Second	100% of Interactions
Searching	Searching for existing records at Dispatch Centers, Search Dialogs, and other Search pages	Five (5) Seconds	90% of Interactions
		Ten (10) Seconds	10% of Interactions
Form Rendering	Displaying for review/edit one or more related records in	Eight (8) Seconds	90% of Interactions

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User Interaction Category	Examples	Reference Time	Warranty
	a custom data-entry form (e.g., Enter facility details).	Sixteen (16) Seconds	10% of Interactions
Database Operations	Save, Update, Delete	Five (5) Seconds	90% of Interactions
		Ten (10) Seconds	10% of Interactions
Reports	Decade-designed or State-designed detail or summary reports such as Invoices, Permits, etc.	No Standard	No Standard
Batch Processes Exceeding One Hundred (100) Records	Billing, agency, penalization, etc.	No Standard	No Standard
System Software Installation/Update		No Standard	No Standard
System Launch		No Standard	No Standard
System Login		No Standard	No Standard

1.8 Regression Testing

As a result, of the user testing activities, problems will be identified that require correction. The State will notify the Vendor of the nature of the testing failures in writing. The Vendor will be 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. Decade shall notify the State no later than five (5) business days from Decade's receipt of written notice of the test failure when Decade expects the corrections to be completed and ready for retesting

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by the State. Decade 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 Decade 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. Decade 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. Decade 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, Decade 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, Decade 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.

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 access management and non-repudiation.

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

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	Security features that control how users and systems communicate and interact with other systems and resources

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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.

Decade shall be responsible for Security Testing as set forth in this Exhibit F. 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 third party penetration testing (pen test), code analysis, and review to the satisfaction of the State.

Decade will be required to provide 3rd party testing. Testing will be performed by a vendor selected or approved by the State. The cost for performing 3rd party penetration testing in the first year will be the responsibility of Decade. The cost for performing 3rd party penetration testing in subsequent years will be the responsibility of the State. Under no circumstances shall the state be responsible for Decade's administrative time spent brokering, preparing for, or accommodating the 3rd party penetration testing.

Any deficiencies identified as a result of testing shall be the responsibility of Decade to remedy in order to maintain PCI compliance. Decade shall be responsible for all costs associated with remedies to maintain PCI compliance throughout the life of the contract. Prior to the System being moved into production Decade 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).

1.10 Successful UAT Completion

Upon successful completion of UAT, the State will issue a Letter of UAT Acceptance.

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1.11 System Acceptance

Upon the State's issuance of a Letter of UAT Acceptance; and, upon the Go Live Deployment of the System, the Warranty Period shall commence and extend for ninety (90) days as set forth in Contract Exhibit K: Warranty and Warranty Services. Upon completion of the Warranty Period, the State shall issue a Letter of Final System Acceptance.

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MAINTENANCE AND SUPPORT SERVICES

1. SYSTEM MAINTENANCE

Decade shall maintain and support the System and all enhancements and custom code in all material aspects as described in the applicable program Documentation for the duration of the contract after System Acceptance by State and successful completion of the Warranty Period of ninety (90) days.

1.1 Decade's Responsibility

Decade shall maintain the System and all enhancements and custom code in accordance with the Contract. Decade will not be responsible for maintenance or support for Software developed or modified by the State.

1.1.1 Maintenance Releases

Decade shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.

2. SYSTEM SUPPORT

2.1 Decade's Responsibility

Decade will be responsible for performing on-site or remote technical support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

a. Class A Deficiencies - Decade shall have available to the State on-call toll-free telephone or email assistance, with issue tracking available to the State, from 9:00 AM to 9:00 PM, Monday through Friday, EST, with an email / telephone response within two (2) hours of request; or support with remote diagnostic Services, within four (4) business hours of a request;

b. Class B Deficiencies -The State shall notify Decade of such Deficiencies during regular business hours and Decade shall respond back within four (4) hours of notification of planned corrective action. The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; and,


b. Class C Deficiencies -The State shall notify Decade of such Deficiencies during regular business hours and Decade shall respond back within four (4) hours of notification of planned corrective action. The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.

3. SUPPORT OBLIGATIONS AND TERM

3.1 Decade shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract;

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- 3.2 Decade shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;
- 3.3 For all maintenance Services calls, Decade shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by; and
- 3.4 Decade must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.
- 3.5 If Decade fails to correct a Deficiency within the allotted period of time stated above, Decade shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies in Part 2 Section 13.1.1.2, and receive a full refund, including license fees, within ninety (90) days of notification to Decade of the State's refund request.

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REQUIREMENTS

Table C-2 General System Requirements Checklist

BUSINESS REQUIREMENTS		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
SYSTEM/FUNCTIONAL		
SF-1	The System must be a Current Off the Shelf (COTS) System. Vendor to install HW and SW within the Vendor's data center, configure to State's specifications, and enter into a maintenance agreement with the Vendor (the State would own the license to the software and could move in-house at a later date)	
SF-2	The System must be a web based application which supports external views.	EnvisionConnect is a web-based application which utilizes a thin client for staff and a browser-based interface for public users.
SF-3	The State prefers a perpetual license model, however, the State is open to considering any model that fits the description of a "capital purchase."	
SF-4	Single non-proprietary relational database	
SF-5	The System must provide a way for users to perform and store ad hoc reporting.	
SF-6	The System must be able to provide (and track) new, edited, rejected expired, provisional, change of ownership and revoked or suspended Licenses for all FPS Programs.	
SF-7	The System must allow for inspection scheduling and tracking with the ability to review and update data from remote locations via the Internet (either batch and/or real-time).	
SF-8	The System must be able to capture (and track) complaints, investigations, and conclusions and associate them with applicable FPS programs.	
SF-9	The System must have tracking capability for paid/unpaid fines and fees.	
SF-10	The System must be able to produce a CSV file for import into the State's financial System named NH FIRST	
SF-11	The System must be able to import accounts receivable file from NH FIRST for import into the System	Not required.

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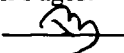
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SF-12	The System must have the ability to save standard and ad hoc reports as Excel, Word or PDF documents	
SF-13	The System must have the ability to produce letter templates along with the capability to customize letters.	
SF-14	The System must be able to produce a customized NH specific report containing inspection results for the Public Portal. The actual copies of inspection documents will be available on the Private Portal	
SF-15	The System must be able to produce program inspection report results for printing at the mobile office (e.g., Tablet) and back office.	
SF-16	The System must allow for on-line application and Renewal of all Licenses issued by the FPS.	
SF-17	The System must be a web based application which supports internal views (e.g., detailed analysis).	EnvisionConnect is a web-based application which utilizes a thin client for staff and a browser-based interface for public users.
SF-18	The System must allow for State Staff, Secure Portal Users and Public Portal users. (I.e., state employees, business partners, public) to have separate views of the application. This includes specific screens, functionality applicable to both views. Privileges by role and responsibility must be supported.	
SF-19	The GUI must support views by areas supported This would provide tabular format within the application for each program area. (Examples: food, beverage/bottled water, shellfish, dairy.) Once State Office Staff clicks on the program tab, the System will display applicable screens and functionality essential to that program. [Full] categories will be outlined in the detailed requirements, a few examples follow: Unique screens, drop down values, default values, unique CAR (Control, Action, Response), rules, attachments, processing.]	A new product feature, slated for release in early 2015, will provide the capacity for users and administrators to create and name views and filters consistent with requirement SF-19. The new feature will be available to the state at no additional cost.
SF-20	The System shall provide a way for administrators to add new users, delete existing users, modify and change access roles.	
SF-21	The System must allow System administrators the ability to change business process due to state or Federal rule changes by adding or changing data fields as necessary.	
SF-22	The System must allow URL links to be added to program screens of the System for State Staff, Secure Portal Users and Public Portal Users (examples include federal rules, state statutes, regulations, violations and guidelines.)	

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SF-23	The System must provide the ability for administrators to collect and store continuing education data for state staff.	
SF-24	All custom reports in addition to standard reports will be available and fully functional at go live.	
SF-25	The System must be able to accommodate a "work queue" for all state staff who use the application. This would include work assigned, notes, complaints, violations, etc. and include an indicator of status of all items.	
SF-26	The System must be able to assign work flows to tasks that enforces path and escalation.	<p>The requirement is partially met through workflows and escalation managed through assignments and project status. These, in concert with processes to identify exceptions and advance work forward, provide the means to assign work and follow process/escalation.</p> <p>Assigned work appears as a filtered view in Dispatch Centers and Inspector' To Do lists.</p>
SF-27	The System shall provide editable work flows.	<p>Workflows and escalation are managed through work assignments and project status.</p> <p>These, in concert with processes to identify exception and advance work forward, provide the means to assign work and follow process/escalation.</p> <p>Assigned work appears as filtered view in Dispatch Center and Inspectors' To Do lists.</p> <p>The workflows, therefore are defined by the available status values, exception reports and Dispatch Center/To Do filters and views.</p>
SF-28	The System must allow for the creation and modification of new/existing forms from the front end of the application as well as revision history.	

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SF-29	The System must allow the addition of pop up clarification information to the GUI screens for staff screens. This would encompass all screens, modules and areas included in the System. Examples of pop ups include rules, regulations, tips, etc.	This requirement is addressed in several ways: 1) agency-defined "Tool Tips" provide for pop-up regulatory text (e.g., description, code references etc.) by hovering the mouse pointer over a corresponding compliance item; 2) a violation which is cited in the previous inspection is made apparent with a red flag icon and a pop-up tool tip describing the prior violation; 3) throughout, pressing F1 opens context sensitive help; and 4) throughout, pausing one's cursor over a button or field causes a pop-up tool type with more information.
SF-30	The System must have the ability to run queries and create custom reports through the front end of the application. Information would be pulled into editable applications such as Microsoft Word, Excel, PDF and Crystal Reports.	
SF-31	The System must have a method for archiving records at FPS discretion.	
SF-32	The System must have the ability to make front end edits to fields, screen information such as legislative changes, rules etc. without having to go to the Vendor. Ability to modify other forms without Vendor support such as inspection forms.	
SF-33	The System must support the ability to export and import data from internal and external Systems (e.g., NH First, DES Water Supply & Subsurface, Liquor Enforcement). This will involve other state agencies.	Custom changes will be made to meet this requirement for a fee not to exceed \$20,000.00.
SF-34	The System must provide a method for adding/changing new sets of rules/laws. There may be rules changes as frequently as every two years. When a new rule is added, the old rules set becomes inactive. These additions/changes must be performed at the front end without Vendor support.	
SF-35	There must be the ability to import data prior to go live so that inspectors and staff will be ready to go live and function without interruptions. (Importing some demographic data from old records is desired.) Paper data files prior and post go live will need to be entered manually into the System as deemed necessary.	

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SF-36	The System must be able to support import and linking of various images and files and be able to send these to Establishments (examples include inspection reports, licenses, letters, rules and applications, etc.)	
SF-37	The System must be able to enable users to create, print, export and save ad hoc reports with advanced search options. This should be done from the front end without Vendor or IT involvement. All GUI fields will be available for advanced search reporting to include importing/exporting data with other State of NH Systems. The System must have standard reports in addition to Ad-hoc reporting for each of the program areas (Food, Dairy, Shellfish, Beverage/Bottled water) which are pre-built into the System and accessible from the front end and able to run on demand with advanced search functionality. All of these reports must be fully functional at go live.	
SF-38	The System must have the ability to organize Secure Portal User's email address (email Group) by program area (Food, Shellfish, Beverage, Dairy, recalls).	
SF-39	Email groups will have program staff assigned to be alerted when email addresses are not valid. A junk email box or some other method will need to be created for this function. Security access to the junk email inbox will need to be granted on a program area by program area level with full view, edit, delete capabilities.	
SF-40	The System (Home Office and Mobile Office Users) must be able to insert, view and print violation photographs taken while performing inspections using a digital camera or Smart phone.	
SF-41	The System must have the ability to upload video and pictures taken with Smart phones for the Public Portal Complaint feature.	
SF-42	The System must be able to generate a letter acknowledging receipt of applications for a new or change of ownership license.	
SF-43	The System must allow for secure portal users to have access to all necessary information for eBusiness	
SF-44	The System must allow for the Public Portal Users to have access for all public functions (restaurant inspection postings, complaints approved for release by FPS and complaint data entry).	
SF-45	The System must allow PDF and other forms and documents to be accessed via secure portal and/or public portal.	

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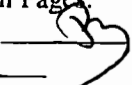
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SF-46	The System must allow Secure Portal Users to have a unique ID and Password, which can be reset by System prompts (no state assistance). The system must allow State Staff users to have a unique ID and password that can be maintained by the FPS System Administrator.	
SF-47	The System shall provide the Secure Portal users to have a unique login consisting of a username and password to access the public website.	
SF-48	The System must provide an email function so that Secure Portal and Public Portal Users can email questions and attach documents if necessary. Document types are all Microsoft products in addition to PDF, HTML, files.	
SF-49	The System must link their Secure Portal user name to their User Profile	
SF-50	Initial Load of existing User Profiles will be done by state office staff	
SF-51	Some data elements within User Profiles can be maintained via Secure Portal (US Postal address, email address, phone number)	
SF-52	The System must provide a full preview of data entry screens before beginning (will keep from starting a task before all info needed has been gathered) Role Based as needed	In public-facing portal forms, the entirety of the required data (the entry screens) are made visible such that the user does not start a process which cannot be finished (e.g., for lack of additional information).
SF-53	The System should be set up in a modular format for each Food Protection Section program (Food, Dairy, Beverage/Bottled Water, Shellfish). Once State Office Staff clicks on the modular tab, the System will display applicable screens and functionality to that area. A few examples include: unique screens, drop down values, default values, rules, attachments, processing.	Vendor will provide features similar to this at no cost
SF-54	A partial data conversion will be required. This data will be limited so as not to convert erroneous data. Data format for current System export/new System import to be determined	
SF-55	The System must allow for State Office staff users to have multiple windows open (bounce between various screens such as licensing, inspections, complaints)	
SF-56	The System must provide a detailed audit trail (adds, edits, deletes by logged on user)	
SF-57	The System must allow links (URLs) to be available from various screens of the System for Home Office, Mobile Office, Portal Users (examples include Federal rules, department statutes, regulations, violations and guidelines.	

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SF-58	Electronic interface to accounting Systems for online billing, accepting payments and providing detailed analysis and reporting.	
SF-59	The System should provide data entry screens for adding lab results to allow for tracking results of laboratory testing on products, water, etc. as required by each of the programs.	
SF-60	The System should allow for data entry (role based) for continuing education as required by each of the programs.	
SF-61	The System should offer a built-in Help Function	
SF-62	The System must provide the Secure and Public Portal Users to save progress and return later to complete	In the Public Portal, there will exist a small number of required fields. The agency too can specify required fields. Best practices dictate that those required fields have default values and/or be position at/near the top of the form and clearly marked. Required field values (the absence of which would render the record irrelevant) must be provided before work-in-progress may be saved.
SF-63	The System must provide the Secure and Public Portal Users the ability to return to previously entered data with the ability to change data prior to submitting.	
SF-64	The System must provide a mobile office module that can be operated on or off line and synch when connected.	
FUNCTIONAL REQUIREMENTS		
FC-1	The System must allow PDF and other Microsoft office applications documents to be accessed, edited and saved for both State Staff and Secure Portal Users.	
FC-2	Licensing history, inspection history, complaint history, corrective action history and variance history should be viewable to state staff.	

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FC-3	The System must provide a Unique Visual Trigger when a license is past due for Renewal.	<p>Built-in to Envision Connect, EnvisionConnect Remote is the ability to 1) prevent permit/license generation for past-due account; 2) prevent permit/license generation for lack of an inspection; 3) prevent permit/license generation for open critical violations; 4) alert inspector to past due inspections; etc.</p> <p>Agency-driven alerts may be integrated through a Facility Summary Report - generated at the facility form with embedded logic to notify the operator of any areas of concern.</p> <p>If the requirement calls, literally, for a Windows dialog (e.g., pop-up dialog that must be cleared by the operator, The vendor can modify the system to create a Unique Visual Trigger as Custom Development for a fee not to exceed \$5,000</p>
FC-4	The System must provide a method for storing electronic copies of support documents and relating them to a License record. See Attachment 3 for examples (submitted as paper copies or via email as "Microsoft Office" Document (Word, Excel, etc.)	
FC-5	The System must allow for an electronic interface to the accounting System for online billing, accepting on line payments and providing detailed analysis and reporting.	
FC-6	The System must have the ability to run queries and create custom reports through the front end of the application. Information would be pulled into editable applications such as Microsoft word, excel, and crystal. (Save as feature)	
FC-7	The System shall provide alerts that prompt users of status of work flows so that action can be taken. (specific process such as Renewal process end to end needs various staff to perform functions in a timely fashion)	<p>Features similar to this requirement are on the product's technology roadmap, but are not currently scheduled for implementation.</p> <p>This requirement will be partially met via "To Do Lists"</p>
FC-8	The System shall provide manual override of work flows alerts when necessary.	<p>Features similar to this requirement are on the product's technology roadmap, but are not currently scheduled for implementation.</p> <p>This requirement will be partially met via "To Do Lists"</p>

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
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FC-9	The System must provide the ability for State Office Staff to manually enter data and change data (received via USPS mail or hand delivered to office) that would otherwise be entered via the portal. This includes payment information.	
FC-10	The System must auto assign Establishment numbers based on License type and from a current list of available numbers. (This eliminates "holes" in the consecutive numbering)	"Holes" in numbers is not detrimental.
FC-11	The System must have the ability to track the status of a work flow.	Features similar to this requirement are on the product's technology roadmap, but are not currently scheduled for implementation. Given that workflow status is maintained on the primary record (e.g., Designated employee, status, Program/Element) and that the agency can add an additional set of user-defined fields (e.g. a checklist for a plan check) the system meets this requirement by virtue of the Dispatch Center Views (e.g., My Complaints) and by Report Dashboards which communicate the status based on the data values in the database.
FC-12	The System must have the ability for State Staff to view the status of select work flow via portal for Secure Portal Users.	Features similar to this requirement are on the product's technology roadmap, but are not currently scheduled for implementation. New features which will meet this requirement are in the design phase. When implemented and deployed, they will be available to the State at no additional charge.
FC-13	The System must have the ability to track the types of products being produced at an Establishment.	
FC-14	The System must have the ability to track product testing as required.	
FC-15	The System must have the ability to produce return letters using drop down boxes, check boxes and free text space.	
FC-16	The System must have the ability to track enforcement issues.	

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FC-17	The System must provide a Unique Visual Trigger when an Establishment has an unresolved enforcement issue.	<p>Agency-driven alerts may be integrated through a Facility Summary Report - generated at the facility form with embedded logic to notify the operator of any areas of concern.</p> <p>If the requirement calls, literally, for a Windows dialog (e.g., pop-up dialog that must be cleared by the operator), The vendor can modify the system to create a Unique Visual Trigger as Custom Development for a fee not to exceed \$5,000.</p>
FC-18	The System must provide a Unique Visual Trigger when an Establishment has outstanding requirements for licensing.	<p>Agency-driven alerts may be integrated through a Facility Summary Report - generated at the facility form with embedded logic to notify the operator of any areas of concern.</p> <p>If the requirement calls, literally, for a Windows dialog (e.g., pop-up dialog that must be cleared by the operator), The vendor can modify the system to create a Unique Visual Trigger as Custom Development for a fee not to exceed \$5,000.</p>
FC-19	The System must provide a Unique Visual Trigger when an Establishment has a corrective action.	<p>Agency-driven alerts may be integrated through a Facility Summary Report - generated at the facility form with embedded logic to notify the operator of any areas of concern.</p> <p>If the requirement calls, literally, for a Windows dialog (e.g., pop-up dialog that must be cleared by the operator), The vendor can modify the system to create a Unique Visual Trigger as Custom Development for a fee not to exceed \$5,000.</p>
FC-20	The System must provide a Unique Visual Trigger when an Establishment has a Variance.	<p>Agency-driven alerts may be integrated through a Facility Summary Report - generated at the facility form with embedded logic to notify the operator of any areas of concern.</p> <p>If the requirement calls, literally, for a Windows dialog (e.g., pop-up dialog that must be cleared by the operator), The vendor can modify the system to create a Unique Visual Trigger as Custom Development for a fee not to exceed \$5,000.</p>

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FC-21	The System must have the ability to produce letters/documents using the NH specific letter head or form.	
FC-22	The System must have must be able to generate various documents and merge data from the System into these documents. (High priority requirement).	
FC-23	The System must have the ability to distribute documents in the following methods (a) print a paper copy (b) email and electronic copy as attachment.	
FC-24	The System must notify FPS when an email address has bounced back (undeliverable)	
FC-25	User desires a notification when email is bounced back as to the content that was being sent via email so that actions can be taken to deliver the content by other means	
FC-26	System needs to prompt the User to send paper documents to be mailed when email address is found to be invalid.	<p>E-mail generated by the system will utilize the agency's mail (SMTP) servers.</p> <p>Any bounced e-mail is then delivered by the agency's mail server according to the Sender's e-mail address.</p> <p>In the cases of bounced/undeliverable e-mail, the bounced message is delivered by the agency's mail servers to a single monitored inbox (e.g., donotreply@nh.stat.gov), staff may be assigned to monitor the returned e-mail and set a status in the system to flag for follow-up, which could include correcting the e-mail address or printing/mailing the report.</p>
FC-27	The System must provide the status of the application process for Office and Mobile Office Users.	<p>Given that workflow status is maintained on the primary record (e.g., Designated employee, status, Program/Element) and that the agency can add an additional set of user-defined fields (e.g. a checklist for a plan check), the system meets this requirement by virtue of the Dispatch Center Views (e.g., My Complaints) and by Report/Dashboards which communicate the status based on the data values in the database.</p>
FC-28	The System must support the ability to generate a series of reminder notices for Licensees.	
FC-29	The System must provide the entry of financial transactions pertaining to specific License record.(depending on the NH FIRST solution ability to do the same thing)	

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FC-30	The System must provide the ability to generate within a set number of days of license expiration date a Renewal notice: -The System must have the ability to print the Renewal notices or -attach as a PDF and email. -allow a user to generate these Renewal notices for multiple (all) license types that expire within the designated time period simultaneously.	
FC-31	The System must have the ability to issue Licenses that are generated by each program in the FPS. Subsequent to receipt and approval of application paperwork, print Licenses and any other associated paperwork.	
FC-32	Once the initial application is submitted via the Secure Portal, the System must not allow the external user to edit the application. However, State Office Staff must be able to edit if all requirements were not met.	
FC-33	The System must be able to track the status of an application for both state staff and Secure Portal Users to view.	
FC-34	The System will allow an application to be manually data entered into the System by State Office Staff.	
FC-35	The System must have the ability to generate duplicate copies of Licenses at any given time.	
FC-36	The System must support the ability to generate a series of reminder notices for Licensees that have not submitted Renewal applications. The System must support the 1st reminder notice being generated a set number of days per month from the License application date. The System must support the 2nd reminder notice being generated after a set number of days from the expiration date.	
FC-37	Once the License application is approved, the System must be able to generate a License with all applicable information pulled from the database. The License will have a watermark. The System will also convert the License to a PDF and upload to the Secure Portal. Also, specific information must appear on the back of the License. See Attachment 1, p. 25	
FC-38	The System must have the capability to include supplemental documents to the same PDF as the License. Examples of these documents are Variances and Compliance Agreements and/or Corrective Action Plans. One example shown in Attachment 1, p. 39	
FC-39	The System must allow an electronic copy (or image) of a Variance request form be linked to a License record.	

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FC-40	The System must also allow State office staff to data enter the information related to a Variance in the instance the Variance request is received in paper form via mail or hand carried to office.	
FC-41	The System must also allow for multiple Variances for an Establishment.	
FC-42	If a Variance is approved a copy of the signed Variance form shall be printed along with the License.	
FC-43	If the requested Variance is denied, a letter should be sent back to the Licensee along with a return letter.	
FC-44	Since a Variance must be renewed annually, the System must automatically generate Variance Renewal form(s) along with the Renewal application.	
FC-45	The System must have the ability to track continuing education requirements for Licensees.	
FC-46	The System must have the ability to run Renewals in batches based on dates or types of License.	
FC-47	The System must have the ability to calculate expiration dates depending on the type of License.	
FC-48	The System must have the capability to produce Renewal applications based on the type of License.	
FC-49	The System must provide the ability to generate a Denial Letter via merging specific data fields, drop down boxes, and free text space. See Attachment 2 p. 47.	
FC-50	The System must have the ability to track Corrective Action Plans via work flow.	<p>This requirement may be met by EnvisionConnect's Comply By and Complied on Dates carried at each violation record.</p> <p>The corrective action plan, therefore, becomes the set of open violations which carry a Comply By Date yet have no Complied On date. The workflow to manage/track these items is threefold: First, any inspector on site is alerted to through the Prior Violation Tab. Second, a separate inspector "To Do List" shows past due, open, prior violations. Last there exists in EnvisionConnect a workflow called Close Prior Violations, useful when the matter is resolved through an office visit or other documentation (e.g., receipt from a pest control company).</p>

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FC-51	The System must allow for the creation of custom graphs and charts for data comparison and analysis, and a list of custom graphs and charts will be developed during the project analysis phase.	
FC-52	The System must allow the FPS to blast email Licensees about food recalls or other emergencies that may impact the food supply and post same information on the Public Portal.	
FC-53	The System must allow State Office Staff to add a "non-licensed" Establishment (for example, an Establishment located in a self-inspecting community)	
FC-54	The System must have a separate module within the application for complaints.	
FC-55	The System must allow for consumer complaint logging by State Office Staff including details needed for analysis and reporting.	
FC-56	The Public Portal must provide the ability for general public to file an illness or sanitation complaint.	
FC-57	The Public Portal complaint process shall include the required information the public must enter for the complaint to be followed up by state staff.	
FC-58	The System must be able to allow a staff member to manually enter pre-defined criteria regarding a complaint.	
FC-59	When a complaint is filed about an establishment that is not licensed by the FPS, a separate list of these establishments must be able to be maintained and there needs to be a means to link the complaint to the establishment.	
FC-60	Once complaint data is entered and saved, the System will convert the complaint to a PDF and appear as a Workflow item in the inspectors work queue as a new item.	Complaint data, as an example, added in the office and assigned to an inspector is visible to the inspector in EnvisionConnect Remote at the next sync event. Please keep in mind that "syncing" does not have to happen in the office or at a docking station. A wirelessly equipped inspector may sync on-demand, following every inspection, etc. An assigned complaint appears to the inspector in this/her To Do list, the details of which (e.g., the complaint narrative, date, complainant, address, etc.) are all available for inspection.

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FC-61	The System will allow for a unique inspection report form to be completed by the inspector onsite as a result of the complaint. The form will have a searchable narrative that addresses the complaint. The form will have the initial complaint visible on the unique inspection report form at the time of the inspection. The inspection report form will contain adequate text space for inspector to record findings. This will include violation codes to be reported to the record as a violation.	
FC-62	A printable version must be available while onsite and be able to be given to the Establishment. The ability to have signature of the Establishment owner or responsible parties is needed on the device.	
FC-63	The System will allow the status of the complaint to be visible to staff in order to see progression of follow up. Once the complaint is closed, the final documents will be converted to a PDF and able to be printed and emailed.	
FC-64	Once a complaint is closed, results of the complaint inspection will be viewable by Public Portal users when approved by the Food Safety and Defense Specialist.	
FC-65	The System must provide the ability to track enforcement actions.	
FC-66	The System must have the ability to generate enforcement letters containing either administrative or hearing outcome. The template must include drop down boxes, check boxes and free text space.	
FC-67	The System must provide a history of fines assessed per Licensee.	
FC-68	The System must be able to track fine payments before or after enforcement is started (i.e. when a Licensee submits their late fine along with their Renewal application.)	
FC-69	The System must support the ability to generate a series of reminder notices for Licensees that have not submitted required items/documentation or fine payments pertaining to an enforcement notice. The System must support the 1st reminder notice being generated a set number of days after the enforcement is entered into the System. The System must support the 2nd reminder notice being generated after a set number of days from the date of enforcement entry.	
FC-70	The System must provide the entry of financial transactions pertaining to specific enforcement action. The State realizes that a decision needs to be made regarding tracking payments through this software vs. the state's financial accounting system (NHFIRST)	

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FC-71	The System must be able to calculate fines due.	
FC-72	The System must allow URL links to be added to program screens of the System for State Staff, (examples include federal rules, state statutes, regulations, violations and guidelines.)	
FC-73	The System must be able to accommodate what we are referring to as a "work queue" for all state staff who use the application. This would include work assigned, notes, complaints, violations, etc. and include an indicator of new items entered.	
FC-74	Inspectors need to have the ability to perform field inspection tasks using portable devices. Portable devices will need to be approved by DoIT.	
FC-75	All data including inspection history should be available via portable devices when connected and not connected to the internet.	
FC-76	Inspectors will need the capability to "synch" with the System at the end of the day and/or during the day. Using their portable device, inspectors will download all work done for the day for every Establishment, note, comment, etc. within the application. Every action will be saved to the database during the "synching process". This process of synch cannot be extensive in time. Further discussions as to what is realistic are necessary in addition the "synching" process should not inhibit the inspector from viewing and responding to emails when connected.	
FC-77	The System must have the ability to see global map of Establishments within a region, location of inspection or date of previous inspection. This is extremely helpful with drop-in inspections. Additionally this functionality can be used by state staff for emergency response.	
FC-78	The System must have the ability to export a comma separated values file (Excel format) for import into the GIS system used by DPHS. The System must have the ability to accept the output of the GIS system used by DPHS and make it available for state office staff and field staff. The DPHS System is "connected" to The Department of Safety Enterprise GIS System that contains data such as bridge and road closings.	

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FC-79	<p>The System must be able to provide State Staff with notification that a workflow assignment needs to be completed. The System should automatically generate workflow assignments based on certain events that occur in the System. (One example would be once a license application is approved, the inspector needs to conduct the licensing inspection.)</p>	<p>Given that workflow status is maintained on the primary record (e.g., Designated employee, status, Program/Element) and that the agency can add an additional set of user-defined fields (e.g. a checklist for a plan check) the system meets this requirement by virtue of the Dispatch Center Views (e.g., My Complaints) and by Report/Dashboards which communicate the status based on the data values in the data base.</p> <p>Mobile users are made aware by virtue of the EnvisionConnect Remote To Do Lists. If needed, assignments may be made/revise using Active Reports a system that give the implementing agency the flexibility to author its own rules for assignment/reassignment (e.g., if not completed within 24 hours, assign to back-up inspector).</p>
FC-80	<p>The System must provide the ability to track the status of a corrective action plan (CAP). Once a CAP is approved, the System must provide the ability to make the CAP available to the Establishment via the web portal.</p>	
FC-81	<p>The System must provide work lists for inspections for field staff (e.g. Establishment lists, provisional License lists, expired License lists); printable or viewable on screen</p>	
FC-82	<p>The System must be able to provide the ability to guide inspectors through a series of prompted topics that will allow the inspector to note observations related to deficient practices.</p>	
FC-83	<p>Access to history of past inspections, citations, violations (violations on last inspection should be flagged by System during a current inspection)</p>	
FC-84	<p>The System must be able to insert, view and print violation photographs taken while performing inspections. These photos must be inserted into the narrative document.</p>	
FC-85	<p>The System must provide notification to staff of an edited work queue. (Example Re-assignments by Supervisor)</p>	
FC-86	<p>The System must provide work queues based on requirements set forth by office policy. (Some processes will be higher priority than others.)</p>	
FC-87	<p>The System must allow for Inspection reports to be printed on site.</p>	

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FC-88	The System shall provide drop down boxes, check and free text space where applicable as it pertains to completing an inspection report.	
FC-89	The System must provide a unique visual trigger for previous violations.	
FC-90	The System shall provide query capability for field staff on portable devices.	
FC-91	The System shall secure file for electronic signature for inspectors/administrator.	
FC-92	The system must have the ability to obtain digital signature from Licensee on site.	
FC-93	The System must have the capability to either print a paper copy of the inspection results on site or to email results to Licensee at their request.	
ADMINISTRATION		
A-1	The System must allow System Administrators the ability to change forms when the underlying data exists, and report layout due to state or Federal rule changes by adding or changing data fields as necessary.	
A-2	The System must allow the Administrator/Supervisor to review Variance requests and make a recommendation to the Administrator.	
A-3	The System shall allow the Administrator's recommendation to alert the licensing specialist of the Variance approval.	
A-4	After Licensing Specialist receives alert, the approval and associated documents are viewable to State Office Staff and Mobile Office Users.	
A-5	The System must allow administrator/supervisor to approve or deny, sign and date Variance form electronically.	
A-6	If a Variance is approved, the signed approved copy of the form should be attached to the Licensee's record and a copy to be sent with the License.	
A-7	If a Variance is denied, a letter stating the reasons for the denial should be generated and attached to the Licensee record. The letter is to be returned to licensee with the application.	
A-8	Administrator/Supervisor must have the ability to view and edit work queues.	
A-9	Administrator/Supervisor must have the ability to alert the individual who has had a change to their work list.	

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A-10	Administrator/Supervisor must have the ability to view in the form of a report, monthly statistics as well as year-to-date cumulative statistics based various selections of data fields.	
A-11	Administrator/Supervisor must have the ability to track trend analysis in the form of a report by various data fields.	
A-12	Administrator/Licensing Specialist must be able to access financial data in the form of a report sorted by various data fields.	
A-13	Administrator/Supervisor must be able to access status/actions required of pending enforcement issues in the form of a report.	
A-14	Administrator/Supervisor must be able to access status/actions required of pending complaints in the form of a report.	
A-15	Administrator/Supervisor must be able to access status/actions required of pending corrective action plans in the form of a report.	
A-16	Administrator/Supervisor must be able to access status/actions required of pending outbreaks in the form of a report.	
A-17	Administrator/Supervisor must be able to access status/actions required of pending recalls in the form of a report.	
A-18	Administrator/Supervisor must be able to access status/actions required of disaster investigations in the form of a report.	
A-19	The System must have the ability to track the continuing education requirements for staff in the form of a report.	
A-20	Administrator/Supervisor must be able to access training received in the form of a report.	
A-21	Administrator/Supervisor must be able to access training provided in the form of a report.	Repeat of A-20.
A-22	Administrator/Supervisor must be able to access leave taken as it pertains to productivity percentages in the form of a report.	
A-23	Administrator/Supervisor must be able to access water sampling results as needed in the form of a report.	
A-24	Administrator Supervisor must be able to access product sampling results as required in the form of a report.	

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A-25	Administrator/Supervisor must be able to access results of equipment inspections in the form of a report.	
A-26	Administration/Supervisor must be able to access color assignment data in the form of a report.	
A-27	The System shall provide a way for Administrators to add new users and change access roles.	
A-28	Administrator/Supervisor must be able to access data regarding priority item violations corrected on site in report form.	
A-29	The System must have the ability to track the continuing education requirements for staff.	
A-30	The System must allow the administrators to approve information to be posted to the Public Portal.	
DATA COLLECTION REQUIREMENTS		
D-1	The System must provide a hierarchy in which the Establishment number is linked to the physical location of the Establishment.	
D-2	The System must provide a hierarchy in which numerous Establishments may share a physical location.(e.g. strip malls with no unit numbers, commercial Establishment renting space to numerous licensees.)	
D-3	The System must provide the capability to collect, store and query the following data for reporting: Food Program-Establishment ownership name, type of ownership, Establishment name, contact name, current color status, Establishment address, mailing address, telephone number, emergency contact, email address, type of License, class, category, License number, district, risk, date received, date issued, date of inspection, date other inspection (inspection dates are determined by the "inspection type"), seating, water, septic, check number, amount due, amount received, explanation of payment, visual flag for expired License, fee owed, water or septic requirements not met, closed. For certain types of Licenses the System will need to collect product lists and product testing.	

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D-4	The System must provide the capability to collect, store and query the following data for reporting: Shellfish Program-Establishment ownership name, Establishment name, business name, contact name, Establishment address, mailing address, telephone number, emergency contact, email address, type of license class, category, license number, district, date received, date issued, date scored inspection, date other inspection (inspection dates are determined by the "inspection type"), water, septic, product lists, product test results, continuing education, check number, amount due, amount received, explanation of payment, visual flag for expired license, fee owed, water or septic requirements not met, closed.	
D-5	The System must provide the capability to collect and store and query the following data for reporting: Beverage and Bottled Water Program-Establishment ownership name, Establishment name, business name, contact name, Establishment address, mailing address, telephone number, emergency contact, email address, type of license, class, category, license number, district, date received, date issued, date of inspection, date other inspection (inspection dates are determined by the "inspection type"), water, septic, product lists, product test results, check number, amount due, amount received, explanation of payment, visual flag for expired license, fee owed, water or septic requirements not met, closed.	
D-6	The System must provide the capability to collect and store and query the following data for reporting: Dairy Program-Establishment ownership name, Establishment name, business name, contact name, Establishment address, mailing address, telephone number, emergency contact, email address, type of license, class, category, license number, district, date received, date issued, date scored inspection, date other inspection (inspection dates are determined by the "inspection type", water septic, product lists, product test results, check number, amount due, amount received, explanation of payment, visual flag for expired license, fee owed, water or septic requirements not met, closed.	
D-7	The System must collect, store and query the following data for reporting: Enforcement issues-information collected to include but not limited to: owner, Establishment name, location, mailing address, telephone number, contact person, violation, Date enforcement letter mailed, Certified receipt number, date enforcement letter signed for, date FPS received the certified receipt, 10 day response deadline, 30 day response deadline, fine amount, fine payment, date fine payment made, notice of hearing, outcome of hearing. A notes section should also be included.	

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D-8	The System must collect, store and query the following data for reporting: Inspector records and training- date of hire, proof of attendance and the successful completion of required training, documentation of 25 standardization inspections conducted jointly with supervisor and independently, certificates or other documentation of successful completion of field training, certificate or other records showing proof of satisfactory standardization, contact hour certificates or other records for continuing education,	
D-9	The System must collect, store and query the following data for reporting: Weekly inspection records	
D-10	The System must be able to collect and store information regarding recalls.	
D-11	The System must be able to collect and store information regarding outbreaks.	
D-12	The System must be able to collect and store information regarding illness complaints.	
D-13	The System must be able to collect and store information regarding sanitation complaints.	
D-14	The System must be able to collect and store information regarding enforcement actions.	
REPORTING		
R-1	The following reports are considered Standard Reports and will be delivered with the System or shortly thereafter. There are 11 Reports.	
R-2	Inspection Results posted to the web via a report format similar to example in Attachment 1 p. 44.	
R-3	Work Queues	
R-4	Inspection Monthly Statistics and YTD Cumulative Stats	
R-5	Financial-amount of dollars received per program per type of license or enforcement issue.	
R-6	Financial-amount of dollars outstanding per program per type of license or enforcement issue.	
R-7	Enforcement-pending/outstanding enforcement actions	
R-8	Outstanding complaint investigations	

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R-9	The System must provide a district inspection report to be run at FPS discretion. Report must include a heading to include State Letterhead, District number, Report Date. The body of report to include Town/City, Establishment Name, Corporation/Owner, Address, Telephone#, Class, Category, Risk, Current Color Status, Water, Septic, Last Scored Inspection Date, Other Inspection Date (NOTE these fields are driven by the type of inspection, Expiration Date	
R-10	Violation Statistics and Trending	
R-11	The System must have the ability to create custom graphs or charts for data comparison and analysis.	
R-12	They system must have the ability to run Renewal Reports	
AD HOC REPORTING		
AH-1	The System must provide Administrator/Supervisor to create new forms and reports with limited training.	
AH-2	The System must provide the ability to run ad hoc reports for all 4 programs: Food, Dairy, Beverage and Bottle Water, and Shellfish covering a range of user needs without Vendor assistance.	
AH-3	The System must provide the ability for user to query all data required for special or public information requests without Vendor assistance	
AH-4	The System must allow ad hoc reporting in the financial module covering a range of user needs without Vendor assistance.	
FM-1	Food Service application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS (Sample shown in Attachment 1 p. 1&2)	
FM-2	Commercial Processor application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1 p. 3&4)	
FM-3	Mobile Unit application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1, p. 5&6)	
FM-4	Homestead License application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1 p. 7&8)	

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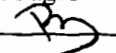
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FM-5	Beverage License application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check-boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1 p. 9&10)	
FM-6	Beverage Registration application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1 p. 11 & 12)	
FM-7	Dairy Producer application - Requires: Single sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS (Sample shown in Attachment 1 p. 13)	
FM-8	Milk Sanitation License application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS (Sample shown in Attachment 1, p. 14&15)	
FM-9	Shellfish Certificate application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1, p. 16&17)	
FM-10	Floor Plan Review Application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1, p. 18-21)	
FM-11	Out of State Producer Application - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1, p. 22&23)	
FM-12	Food Service License - Requires: Double sided form, State Seal Watermark and letterhead, auto filled by data entered. Fields to be printed to be determined by FPS. (Sample shown in Attachment 1 p. 24 &25)	
FM-13	Commercial Processor License - Requires: Double sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1, p. 26&27)	

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
Date: 2-11-15

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FM-14	Mobile Unit License - Requires: Double sided form, State Seal Watermark and letterhead, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1 p. 28&29)	
FM-15	Homestead License - Requires: Double sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS. (Sample shown in Attachment 1 p. 30&31)	
FM-16	Beverage License - Requires: Single sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1 p. 34)	
FM-17	Beverage Registration - Requires: Single sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS. (Sample shown in Attachment 1 p. 35)	
FM-18	Dairy Producer Permit - Requires: Single sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1 p. 36)	
FM-19	Milk Sanitation License - Requires: Single sided form, State Seal Watermark and letterhead, check boxes, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1 pg37)	
FM-20	Shellfish Certificate - Requires: Single sided form, State Seal Watermark and letterhead, auto filled by data entered. Fields to be printed to be determined by FPS.(Sample shown in Attachment 1 p. 38)	
FM-21	Variance request form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 1 p. 39) 3 Copies	
FM-22	Food Inspection Form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS (Sample shown in Attachment 2) 3 Copies	
FM-23	Page 2 Food Inspection Form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2)	

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FM-24	Food Line Sheet - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2, p. 3)	
FM-25	Food Processing Inspection Form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 Copies	
FM-26	Cease & Desist - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS (Sample shown in Attachment 2) 3 Copies	
FM-27	Corrective Action Plan - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2)	
FM-28	Complaint Form - Requires Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2)	
FM-29	Bottled Water and Beverage Plant Inspection - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-30	Dairy Farm Inspection Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2)	
FM-31	Milk Plant Inspection Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-32	Federal Rating Dairy Farm Inspection Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 4 copies	
FM-33	Sample Results - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 4 copies	

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FM-34	Dairy Compliance Agreement - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-35	Milk Plant Equipment Test Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-36	Dairy Line Sheet - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2, p. 20) 3 copies	
FM-37	Milk Sample Collector Evaluation Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2, p. 21) 3 copies	
FM-38	Somatic Cell Count Notification - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-39	Standard Plate Count (bacteria) Notification - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-40	Bulk Milk Tanker Inspection Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-41	Milk Tank, Hauler Report and Sampler Evaluation Form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-42	Manufacturing Plant Inspection Report - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2,) 3 copies	
FM-43	Shellfish Certification Inspection Form - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2, p. 27) 3 copies	

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FM-44	Shellfish Certification Inspection Form Page 2 - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 3 copies	
FM-45	Shellfish Line Sheet - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2, p. 29) 3 copies	
FM-46	Recall procedure for Shellfish - Requires: Double sided form, State Seal and letterhead. Text to be printed to be determined by FPS. (Sample shown in Attachment 2, p. 30) Single copy.	
FM-47	Application Return Letter - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS. (Sample shown in Attachment 2, p. 31. (Single printed copy with electronic copy attached to licensee's record)	
FM-48	Renewal Letter - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS.(Sample shown in Attachment 2.) (Single printed copy with electronic copy attached to licensee's record)	
FM-49	Enforcement Letter - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Text to be printed to be determined by FPS. (Sample shown in Attachment 2) 2 copies	
FM-50	Reminder Letters - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Text to be printed to be determined by FPS. (Sample shown in Attachment 2) 2 Copies	
FM-51	Plan Review Letter - Requires: Double sided form, State Seal and letterhead, drop down boxes, check boxed and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2)	
FM-52	Miscellaneous Invoice - Requires: Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 2 copies	
FM-53	Report of Inspection Results to Portal -(Sample Shown in Attachment 2)	

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FM-54	Non-Sufficient Funds (NSF) Letter - Requires: Double sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 2 copies	
FM-55	Denial Letter Requires - Double sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 2 copies	
FM-56	Revocation Letter - (Same format as Denial Letter)	
FM-57	Cease and Desist (C&D) Letter - Single sided form, State Seal and letterhead, drop down boxes and free text space. Fields to be printed to be determined by FPS(Sample shown in Attachment 2) 2 copies	
FM-58	The System must have the ability to print mailing labels based on specific requirements such as renewal dates or license types.(Sample shown in Attachment 2	
PR-1	The System must allow for a Renewal application to be submitted via The Secure Portal. The online application process must include the ability to submit electronically all of the associated documents required for a particular license type. (example-Water Test results)	
PR-2	The System must allow for Secure Portal Users to begin on line registration, save their work and return and continue at a later date/time.	
PR-3	The System must allow an email functionality to be part of the portal so that Secure Portal Users and Public Portal users can email questions to FPS.	
PR-4	Once the final submission of the application is complete, the Secure Portal User may no longer edit.	
PR-5	The System must be able to provide the ability to submit a Variance request online via the Secure Portal.	
PR-6	The System must have the capability to issue emergency alerts to Licensees via email and post to the portal.	
PR-7	The System must provide access to the Public Portal Users to view inspections results as determined by FPS quality assurance and approval.	
PR-8	The System must provide access to the Public Portal Users to view complaint status as approved/released by FPS.	

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PR-9	The System must provide access to Secure Portal Users to view the status of their license or enforcement action and any outstanding requirements.	
PR-10	The System must allow for payments to be made on line.	
PR-11	The payment System must be PCI compliant	
PR-12	The System must allow for access to the Public Portal Users to file a complaint.	
PR-13	All License applications must be accessible via the Public Portal with information about application process.	
PR-14	The System must provide links to various other sites for information regarding licensing process/rules/federal codes (e.g. Food Code, Model Shellfish Ordinance, Pasteurized Milk Ordinance) FDA Code on both the Secure and Public Portal.	
PR-15	The System must provide the ability for Secure Portal users to print copies of information regarding their own Establishment, I.e. license, inspection report, complaints, etc.	
PR-16	The System must allow access to the Secure Portal Users to apply for License(s) for any of the 4 programs, Food, Dairy Beverage/ Bottled Water and Shellfish. This requires a verification point of information which will not be applicable to a "new" licensee.	
PR-17	The Secure Portal User must have the ability to view/print confirmation page/entire application.	
Mobile/Remote Office Requirements		
MRO-1	Mobile/Remote Users must have the ability to query the System on all 4 programs as needed. (this includes licensing, inspection, complaints etc.)	
MRO-2	Mobile/Remote Users must have the ability to enter inspection results as required. Multiple inspection forms may be required for a single inspection.	
MRO-3	Mobile/Remote Users-Must have the ability to choose the inspections form(s) required for an inspection via a selection tool.	
MRO-4	Mobile/Remote Users must have the ability to print inspection results on site.	
MRO-5	Mobile/Remote Users must have the ability to view and edit their work queues as necessary.	

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MRO-6	Mobile/Remote Users must have the ability to view maps for emergency use.	
MRO-7	Mobile/Remote Users must have the ability to view maps for time management purposes.	<p>EnvisionConnect provides both consumer grade and commercial grade GIS mapping options.</p> <p>Consumer-grade maps (e.g., Bing! Maps, Google Maps, Yahoo Maps) can be invoked, printed, e-mailed to one's phone, etc. for any facility complaint, plan check etc.</p> <p>Commercial-grade mapping requires a partnership with the agency's GIS, such that relational database records stored in EnvisionConnect are simultaneously reflected in the authoritative GIS. In this case, the GIS user may utilize maps showing multiple inspection targets, routing, etc. according to the capabilities of the GIS.</p>
MRO-8	Mobile/Remote Users must have the availability to work on or off line.	
MRO-9	Mobile/Remote Users must have the ability to see the most current information on "sync"	
MRO-10	Mobile/Remote Users must have the ability to access links to rules/codes.	
MRO-11	Mobile/Remote Users should have a unique visual trigger for previous violations during the inspection process.	
MRO-12	Mobile/Remote Users must have the ability to track and report mileage.	
MRO-13	Mobile/Remote Users must have the ability to track and report productivity statistics.	
MRO-14	Mobile/Remote Users must have the ability to access outstanding enforcement issues for any given Establishment.	The proposed system presents to the remote user a full accounting of historical and related records. Examples include prior complaints, plan checks, inspections, violations etc. Among this dataset is a filterable grid of all enforcement activities.

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MRO-15	The System must have the ability to see global map of Establishments within a region, location, or date of previous inspection	<p>EnvisionConnect provides both consumer grade and commercial grade GIS mapping options.</p> <p>Consumer-grade maps (e.g., Bing! Maps, Google Maps, Yahoo Maps) can be invoked, printed, e-mailed to one's phone, etc. for any facility complaint, plan check etc.</p> <p>Commercial-grade mapping requires a partnership with the agency's GIS, such that relational database records stored in EnvisionConnect are simultaneously reflected in the authoritative GIS. In this case, the GIS user may utilize maps showing multiple inspection targets, routing, etc. according to the capabilities of the GIS.</p>
MRO-16	The System must provide a Unique Visual Trigger on a global map for Establishments overdue for inspection.	<p>EnvisionConnect provides both consumer grade and commercial grade GIS mapping options.</p> <p>Consumer-grade maps (e.g., Bing! Maps, Google Maps, Yahoo Maps) can be invoked, printed, e-mailed to one's phone, etc. for any facility complaint, plan check etc.</p> <p>Commercial-grade mapping requires a partnership with the agency's GIS, such that relational database records stored in EnvisionConnect are simultaneously reflected in the authoritative GIS. In this case, the GIS user may utilize maps showing multiple inspection targets, routing, etc. according to the capabilities of the GIS.</p>
GIS Requirements		
GIS-1	The System must have the ability to export a comma separate values file (Excel format) for import into the GIS system used by DPHS.	

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GIS-2	<p>The System must have the ability to accept the output of the GIS system used by DPHS and make it available for state staff and mobile inspectors. Note: The DPHS System is "connected" to The Department of Safety Enterprise GIS System that contains data such as bridge and road closings.</p>	<p>EnvisionConnect provides both consumer grade and commercial grade GIS mapping options.</p> <p>Consumer-grade maps (e.g., Bing! Maps, Google Maps, Yahoo Maps) can be invoked, printed, e-mailed to one's phone, etc. for any facility complaint, plan check etc.</p> <p>Commercial-grade mapping requires a partnership with the agency's GIS, such that relational database records stored in EnvisionConnect are simultaneously reflected in the authoritative GIS. In this case, the GIS user may utilize maps showing multiple inspection targets, routing, etc. according to the capabilities of the GIS.</p>
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APPLICATION REQUIREMENTS		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
TECHNICAL		
T-1	Ability to access data using open standards access drivers.	
T-2	The system software adheres to open standards and is not proprietary.	
T-3	The database platform adheres to open standards.	
T-4	The Solution must comply with Open Standards as specified in RSA 21-R:10 and 21-R:13, including but not limited to Open Data Formats.	
T-5	Web-based compatible and in conformance with the following W3C standards:	
T-6	XHTML 1.0	
T-7	CSS 2.1	
T-8	XML 1.0 (fourth edition)	
T-9	The system must use MS SQL Server database	
T-10	The system must be Section 508 Compliant.	
T-11	The system must be compatible with all current browsers that are installed with the standard default settings.	For public facing interfaces, vendor will assure compatibility with the following popular browsers: IE Firefox Chrome Safari

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		<p>At any time, the system will support the browser's current version and two versions prior.</p> <p>The public-facing system may be compatible with other browsers not listed.</p> <p>The internally facing system requires Internet Explorer (required for Microsoft ClickOnce deployment).</p>
T-12	Browser functionality must not rely on Java, Javascript or Java Applets to work.	EnvisionConnect user interface features shall be limited accordingly. The public-facing system will require Java, Javascript or Java Applets to work.
T-13	Personally identifiable information must be encrypted in transit and at rest.	
T-14	Data validation does not occur in the browser.	
T-15	Application is PADSS v2 compliant	It is expected that the agency's payment processing vendor will handle the transaction.
T-16	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. Vendors should list the systems and standards on which the systems and standards on which the System would be functional, for both laptops and tablets, as applicable.	See minimum hardware requirements.
T-17	System response time must be 3-5 seconds (no lag time regardless of number of users.)	<p>The proposed products meet this requirement within reasonable constraints, which may be documented in an exhibit to our agreement.</p> <p>Examples of reasonable constraints include accommodations for matters such as network congestion, non-recommended searches, or non-recommended configuration.</p>
APS-1	Verify the identity or authenticate all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	Authenticode is a Microsoft technology that uses industry-standard cryptography to sign application code with digital certificates that verify the authenticity of the application's publisher. By using Authenticode for application deployment, ClickOnce reduces the risk of a Trojan horse. A Trojan horse is a virus or other harmful program that a malicious third party misrepresents as a legitimate program coming from an established, trustworthy source. Signing ClickOnce deployments with a digital certificate is an optional step to verify that the assemblies and files are not tampered.

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		Decade's code-signing certificates are issues by a Certificate Authority (Thawte.com) under DECADE SOFTWARE COMPANY. More information: http://msdn.microsoft.com/en-us/library/ms172240.aspx
APS-2	Verify the identity or authenticate all of the system's users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	With Active Directory Integration: The workstation passes to the application the name of the logged-in user (only the name). The product matches the Active Directory Identity to an EnvisionConnect Identity. If authenticated, the system next determines the roles (similar to security groups) to which the user is a member. Each role provides zero or more privileges (e.g., navigation, database operations, report visibility, etc.). The logged in user, then, has only the privileges afforded by the roles to which he is a member. Without Active Directory Integration: The workstation prompts the user for a username/password combination. If authenticated, the system next determines the roles (similar to security groups) to which the user is a member. Each role provides zero or more privileges (e.g., navigation, database operations, report visibility, etc.). The logged in user, then, has only the privileges afforded by the roles to which he is a member.
APS-3	Enforce unique user names.	
APS-4	Enforce complex passwords for Administrator Accounts of ten characters or more in accordance with DoIT's statewide <i>User Account and Password Policy</i>	
APS-5	Enforce the use of complex passwords for general users using capital letters, numbers and special characters	
APS-6	Encrypt passwords in transmission and at rest within the database.	
APS-7	Expire passwords after 90 days	
APS-8	Authorize users and client applications to prevent access to inappropriate or confidential data or services.	
APS-9	Provide ability to limit the number of people that can grant or change authorizations	
APS-10	Establish ability to enforce session timeouts during periods of inactivity.	Application to use and follow the state's idle session timeout group policy.

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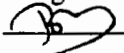
APS-11	Ensure application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	
APS-12	The application shall not store authentication credentials or sensitive Data in its code.	
APS-13	Audit all attempted accesses that fail identification, authentication and authorization requirements	
APS-14	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 (3 months)	
APS-15	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	
APS-16	Use only the Software and System Services designed for use	
APS-17	The application Data shall be protected from unauthorized use when at rest	
APS-18	Keep any sensitive Data or communications private from unauthorized individuals and programs.	
APS-19	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	
APS-20	Create change management documentation and procedures	

HARDWARE REQUIREMENTS		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
E1.1	Portable Devices must be approved by NH DoIT.	

TESTING		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
APPLICATION SECURITY TESTING		
T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	
T1.2	The Vendor shall be responsible for security testing, as appropriate. 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.	

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T1.3	Test for 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	
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network	
T1.5	Test for encryption; supports the encoding of data for security purposes	
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system	
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network	
T1.8	Test the Digital Signature; guarantees the unaltered state of a file	
T1.9	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	
T1.10	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network	
T1.11	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system	
T1.12	Test 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.	
T1.13	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	
T2.1	The Vendor must perform application testing using an industry standard and State approved testing methodology.	
T2.2	All testing results must be shared with the State.	
T2.3	The Vendor must perform application stress testing and tuning.	
T3.1	The Vendor must provide a Testing copy of the System.	
T3.2	The Vendor must provide User Testing scripts to test the various workflows.	
T3.3	The Vendor must provide support for Users during User Testing.	
T3.4	The Vendor must work with the State Staff to have sufficient data loaded for the testing scripts State Staff will follow.	
T3.5	The Vendor will provide a easy to use deficiency tracking system for reporting testing issues.	
T3.6	The Vendor will provide rapid feedback during testing to enable State Staff to resume testing and not delay the period of time.	

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T3.7	The Vendor will fix issues identified during testing as quickly as possible to allow testing to continue.	
T4.1	The Vendor must provide training materials for role based training.	
T4.2	The Vendor must provide training via in-person as well as webinar assisted training to assure trainees are not left to train themselves.	
T4.3	The Vendor must provide training to select State Staff on report writing prior to go live.	
T4.2	The Vendor must provide a training system (not production system) for users.	

HOSTING-CLOUD REQUIREMENTS		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
OPERATIONS		
H1.1	Vendor 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.	
H1.2	State access will be via Internet Browser	<p>These are "thin-clients" deployed initially via URL opened in an Internet browser. The deployment technology is ClickOnce. Neither initial deployment nor updates require elevated user privileges at the workstation insofar as the workstation has the following prerequisite: Microsoft.NET framework 4.5x (should be part of the OS)</p> <ul style="list-style-type: none"> • Crystal Reports for .NET Framework 2.0 (provided by Decade) • Crystal Custom DLLs (provided by Decade)
H1.3	At the State's option, authorized third parties may be given limited access by the Vendor to certain levels of the State's system through the VPN or through a separate network connection that meets the Vendor's specifications.	
H1.4	At a minimum, the System should support this client configuration; Pentium 4, 630/3.0GHz PC, Microsoft Windows 7, Internet Explorer 7 and above, and 128 bit encryption.(Firefox can be installed on state machines by request.)	<p>For internally facing systems, EnvisionConnect and EnvisionConnect Remote require Windows 7 or Windows 8.</p> <p>The internally facing system requires Internet Explorer (required for Microsoft ClickOnce deployment).</p> <p>For public facing interfaces, vendor will assure</p>

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		<p>compatibility with the following popular browsers:</p> <p>IE Firefox Chrome Safari</p> <p>At any time, the system will support the browser's current version and two versions prior.</p> <p>The public-facing system may be compatible with other browsers not listed.</p> <p>Processor</p> <ul style="list-style-type: none"> • Intel Pentium III (or compatible) (Minimum) • Intel Core i3 (or dual-core equivalent) (Recommended) <p>Architecture</p> <ul style="list-style-type: none"> • 32-bit architecture (Minimum) • 64-bit architecture (Recommended) <p>Operating System</p> <ul style="list-style-type: none"> • Windows 7 • Windows 8 <p>Memory</p> <ul style="list-style-type: none"> • 4 GB (Minimum) • 8 GB (Recommended) <p>Hard Disk</p> <ul style="list-style-type: none"> • Minimum amount of space required is 40 GB • (500 GB PATA/SATA/SCSI or 128 GB SSD Recommended)
HI.5	The State will be responsible for equipment, labor, and /or services necessary to set-up and maintain the internet connectivity at the State and/or other third party sites.	
HI.6	Vendor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Vendor, ex: bandwidth, network outages and /or any other conditions arising on the State's internal network or, more generally, outside the Vendor's firewall or any issues that are the responsibility of the State Internet Service Provider.	

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H1.7	Vendor shall provide a secure Class A Data Center providing equipment (including dedicated servers), an on-site 24/7 system operator, managed firewall services, and managed backup Services.	
H1.8	Data Center Air Conditioning – used to control temperature and humidity in the Data Center. Temperature ranges shall be between 68 and 75 °F.	The vendor provided the SOC II audit report of Rackspace, Inc. on 9/17/14. This report attests to the data center's environmental controls.
H1.9	Data Center Humidity shall be non-condensing and be maintained between 40-55% with a maximum dew point of 62 °F.	The vendor provided the SOC II audit report of Rackspace, Inc. on 9/17/14. This report attests to the data center's environmental controls.
H1.10	Data Center Backup Power – uninterruptible power supplies shall be sized to sustain computer systems and associated components for, at a minimum, the amount of time it takes for a backup generator to take over providing power. Where possible, servers shall contain redundant power supplies connected to commercial power via separate feeds.	
H1.11	Data Center Generator – shall be sufficient to sustain computer systems and associated components for, at a minimum, the amount of time it takes for commercial power to return. Fuel tanks shall be large enough to support the generator at -full load for a period not less than 1 ½ days of operation.	
H1.12	Data Center Floor – A raised floor is required for more uniform air circulation in the form of a plenum for cold air as well as to provide space for power cabling and wetness monitoring.	
H1.13	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.	
H1.14	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	
H1.15	Vendor must monitor the application and all servers.	
H1.16	Vendor shall manage the databases and services on all servers located at the Vendor's facility.	
H1.17	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	
H1.18	Vendor shall monitor System, security, and application logs.	
H1.19	Vendor shall manage the sharing of data resources.	
H1.20	Vendor shall manage daily backups, off-site data storage, and restore operations.	
H1.21	The Vendor shall monitor physical hardware.	

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H1.22	The Vendor shall immediately report any breach in security to the State of New Hampshire.	
H2.1	Vendor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire.	
H2.2	Vendor 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.	
H2.3	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.	
H2.4	Vendor shall adhere to a defined and documented back-up schedule and procedure.	
H2.5	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	
H2.6	Scheduled backups of all servers must be completed regularly. At a minimum, all servers (development, test, and production) shall be backed up nightly, with one daily, one weekly, and one monthly backup stored in a secure location to assure data recovery in the event of disaster.	
H2.7	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	
H2.8	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.	
H2.9	If State data is personally identifiable, data must be encrypted in the operation environment and on backup tapes.	
H2.10	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup 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.	
H3.1	The Vendor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this Contract, adequate performance is defined as 99.9% uptime, exclusive of the regularly scheduled maintenance window.	
H3.2	The Vendor shall provide network redundancy deemed adequate by the State by assuring redundant connections provided by multiple Internet Vendors, so that a failure of one Internet connection will not interrupt access to the State	

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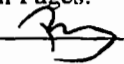
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	application.	
H3.3	Where redundant connections are not provided, then the Internet Vendor who provides the Internet service to the Vendor must have their service supplied by a provider(s) that has multiple feeds to ensure that a failure in one of the larger carriers will not cause a failure of the State's Service.	
H3.4	The Vendor' network architecture must include redundancy of routers and switches in the Data Center.	
H3.5	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server -resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN). (Operating platform should be, depending on Operating System, the following: IOS 7.x, Windows 7.x, Android 4.4.x, MAC OS X.8x)	
H4.1	The Vendor shall employ security measures ensure that the State's application and data is protected.	
H4.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	
H4.3	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, shall have aggressive intrusion-detection and firewall protection.	
H4.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, 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 confidentiality, integrity and availability.	
H4.5	In the development or maintenance of any code, the Vendor shall ensure that the Software is independently verified and validated using a methodology determined appropriate by the State. All software and hardware shall be free of malicious code.	
H4.6	The Vendor shall notify the State's Project Manager and Information Security Officer of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	

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H4.7	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the Vendor' hosting infrastructure and/or the application.	
H4.8	The Vendor 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.	
H4.9	The Vendor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Vendor' hosting infrastructure and/or the application upon request.	
H4.10	Logging should go to centralized logs server for security reasons. Logs should include System, Application, Web and Database logs.	The vendor will implement a method by which Microsoft logging is captured and made available to the state for a minimum of 30 days.
H4.11	OS and DB should be built and hardened wherever possible to guidelines set forth by: CIS (Center Internet Security), NIST, and NSA	
H4.12	What testing are you requiring to make sure redundancy is in fact in place and backup/restores are functioning? Yearly or semi-annual testing?	Backup and restore is covered under terms of Decade's agreement with Rackspace Inc and are audited annually by a third party. In addition, Decade maintains a secondary backup at its corporate offices According to hosting facility audit.
H4.13	The Vendor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Vendor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to the State.	
H4.14	The Vendor 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.	
H5.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	
H5.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	
H5.3	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.	
H5.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday thru Friday EST;	Propose 09:00AM to 09:00PM, Monday thru Friday EST

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H5.5	<p>The Vendor response time for support shall conform to the specific deficiency class as described below:</p> <ul style="list-style-type: none"> o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service. 	
H5.6	<p>As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following:</p> <ul style="list-style-type: none"> a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, 9:00 a.m. – 9:00 p.m. Monday through Friday, EST, with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; b. Class B & C Deficiencies –The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; 	
H5.7	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance, scheduled back-ups, and emergency outages.	
H5.8	The Vendor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	
H5.9	A weekly maintenance window shall be identified at which time all relevant server patches and application upgrades shall be applied.	
H5.10	The Vendor response time for support shall conform to the specific deficiency class as described in Requirement H5.6.	
H5.11	The Vendor 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.	

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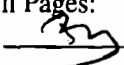
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H5.12	The Vendor shall guarantee 99.9% uptime, exclusive of the regularly scheduled maintenance window	
H5.13	If The Vendor is unable to meet the 99.9% uptime requirement, The Vendor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.	
H5.14	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	
H5.15	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.	
H5.16	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	
H5.17	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including 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.	
H5.18	The Vendor shall provide the State with a personal secure FTP site to be used the State for uploading and downloading files.	

SUPPORT & MAINTENANCE REQUIREMENTS		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
SUPPORT & MAINTENANCE REQUIREMENTS		
S1.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	
S1.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	
S1.3	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.	


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S1.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday thru Friday Eastern Time.;	Propose 09:00AM to 09:00PM, Monday thru Friday EST for phone access.
S1.5	The Vendor response time for support shall conform to the specific deficiency class as described in Requirement H5.5.	
S1.6	The Vendor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	
S1.7	The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	
S1.8	The Vendor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;	
S1.9	For all maintenance Services calls, The Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;	
S1.10	The Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	
S2.1	Maintain the System Software in accordance with the Specifications and Terms of the Contract;	
S2.2	Repair or replace the System Software or any portion thereof so that the System operates in accordance with the Specifications, terms and requirements of the Contract;	
S2.3	The Vendor shall have available to the State on-call telephone assistance, with issue consistent with requirement S 1.4.	See S1.4
S2.4	On-site additional Services within four (4) business hours of a request;	Aside from implementation services, this proposal does not contemplate on-demand onsite services on this timeframe.
S2.5	Maintain a record of the activities related to warranty repair or maintenance activities performed for the State;	

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S2.6	For all Warranty Service calls, the Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information; 6) resolved by 7) Identifying number i.e. work order number; 8) issue identified by.	
S2.7	The Vendor must work with the State to identify and troubleshoot potentially large-scale Software failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems; and	
S2.8	All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by the Vendor no later than 5 business days, unless specifically extended in writing by the State, and at no additional cost to the State.	

PROJECT MANAGEMENT		
REQ #	REQUIREMENT/DELIVERABLE	VENDOR COMMENTS
PROJECT MANAGEMENT		
P1.1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	
P1.2	Vendor shall provide Project Staff as specified in the RFP.	
P1.3	Vendor 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 every week or as agreed to by the State.	
P1.4	Vendor shall provide detailed status reports weekly or as agreed to by the State on the progress of the Project.	
P1.5	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation. (Define how-WORD format- on-Line, in a common library or on paper)	
P1.7	Vendor shall provide Project Staff as specified initially in the RFP and finalized in the Contract.	

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P1.8	Reserved	P1.8 Reserved
P1.9	Reserved	P1.9 Reserved
P1.10	Vendor shall provide a research requirements and validation document per P1.11.	
P1.11	Vendor shall conduct research and requirements validation through meetings with NH personnel (in-person and online).	
P1.12	All user, technical and system documentation as well as project schedules, plans, status reports, and correspondence must be maintained as project documentation. Documentation will be maintained in MS Word format in a mutually accessible and agreed upon electronic site.	
P1.13	Vendor shall document findings from research and requirements validation in a requirements analysis report.	
P1.14	Vendor shall conduct a technical and information architecture review	
P1.15	Vendor shall provide a System architecture and design document.	
P1.16	Vendor shall conduct a technical and information architecture review and develop an implementation and integration plan.	
P1.17	Vendor shall provide Documentation describing the proposed database architecture and Data dictionary.	
P1.18	Vendor shall provide an interface design document and Test Plan which interfaces with NH First.	
P1.19	Vendor shall provide a Test Plan including performance testing and tuning.	
P1.20	Vendor shall provide a security and strategy plan.	
P1.21	Vendor shall provide a physical and logical security design.	
P1.22	Vendor shall develop a business continuity plan.	
P1.23	Reserved	P1.23 Reserved
P1.24	Vendor shall develop an issue escalation plan	

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Decade's Project Manager and the State Project manager shall finalize the Work Plan within ten business 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 Decade's plan to implement the Application Software. Continued development and management of the Work Plan is a joint effort on the part of Decade and State Project Managers.

The preliminary Work Plan created by Decade is set forth in Attachment B.

In conjunction with Decade's Project Management methodology, which shall be used to manage the Project's life cycle, the Decade 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 Decade team members), refine the Project's scope, and establish the Project's Schedule. The Plan is documented in accordance with Decade's Work Plan and shall utilize a toolset to be agreed to by project managers to support the ongoing management of the Project.

1. Requirements

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.
- Decade shall provide a separate escrow agreement for the application.
- Decade shall maintain an accounting system in accordance with Generally Accepted Accounting Principles (GAAP).

B. Logistics

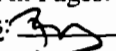
- The Decade Team shall perform this Project primarily at Decade facilities at no additional cost to the State. The Decade Team shall honor all holidays observed by Decade or the State, although with permission, may choose to work on holidays and weekends.
- The State will work with Decade to determine the requirements for providing all necessary workspace and office equipment, including desktop computers for Decade's staff.

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 specific to the success of the Project and required by Project Team members. This central repository (e.g. e-Studio) is

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secured by determining which team members have access to the Project folder and granting either view or read/write privileges. The State'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 the State team on a "shared" network drive to facilitate ease and speed of access. Final versions of all general Documentation applicable to all Decade customers shall be posted to Decade's Community Site for State download and local storage. Final versions of all Documentation specific to this project shall be loaded to the central repository.

- Decade assumes that an Alternate State Project Manager may be appointed from time to time to handle reasonable and ordinary absences of the Project Manager.

D. Technical Environment and Management

- Decade is responsible for providing the hardware, network, and communication facilities needed to support the Project.
- Decade shall provide the hardware and operating system to host the Project's development and production instances. Hardware and operating system environments must be sized to support a minimum of three (3) instances of the applications (instances include: configuration, development, system/integration testing, Acceptance Testing, training, and production). All instances shall be installed on similar hardware configurations and operating system.
- The State's hardware operating environment and supporting software shall meet Decade certification requirements for the applications deployment being installed.
- The State is responsible for providing the Internet access.
- Decade team shall implement EnvisionConnect 5.3 and EnvisionConnect Remote 5.3 applications.

E. Conversions

- The Decade Team's proposal is based on the assumption that the State's technical team is capable of implementing, with assistance from the Decade technical team, a subset of the conversions. The State Team shall provide to Decade's team, extracts of data and/or access to a copy of the current MS Access database for the mapping of the legacy Data to the Decade applications.

F. Project Schedule

The anticipated project schedule for this contract may be found in Exhibit I, section 7.

G. Reporting

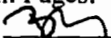
- Decade shall conduct weekly status meetings during the stand-up phase of the project and bi-weekly status meetings thereafter, as mutually agreed upon by Decade and the State. Decade will provide reports in a format agreed to by the State that include, but are not limited to, minutes, action items, test results and Documentation.

H. User Training and Change Management

- The Decade Team shall lead the development of the end-user training plan.
- A train the trainer approach shall be used for the delivery of end-user training.
- Decade is responsible for the delivery of end-user training.
- The State shall schedule and track attendance on all end-user training classes.

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I. Performance Testing

- The State shall work with Decade on performance testing as set forth in Contract Exhibit F – *Testing Services*.

2. ROLES AND RESPONSIBILITIES

A. Decade Team Roles and Responsibilities

1) Decade Team Project Manager

The Decade 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 Decade Implementation Team. The Decade 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 Decade Team consultants to tasks in the Implementation Project according to the scheduled staffing requirements;
- Define roles and responsibilities of all Decade Team members;
- Provide weekly or bi-weekly and monthly 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.

2) Decade Team Analysis

The Decade Team shall conduct analysis of requirements, validate the Decade 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;

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- Assist with the correction of configuration problems identified during system, integration and Acceptance Testing; and
- Assist with the transition to production.

3) Decade Team Tasks

The Decade 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

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 Decade 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 Decade team;
- Assist the Decade 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 Decade Project Manager of any urgent issues if and when they arise; and
- Assist the Decade team staff to obtain requested information if and when required to perform certain Project tasks.

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

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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
- Assist in training end users in the use of the Decade Software Solution and the business processes the application supports.

3) State Network Administrator (DoIT)

The State Network Administrator will provide technical support regarding networking requirements administration. The responsibilities will include:

- Assess the ability of the State's overall network architecture and capacity to adequately support implemented applications; and,
- Establish connections among the desktop devices and the Application and database servers.

3. SOFTWARE APPLICATION

The software required is described more fully in Exhibit B.

4. CONVERSIONS

The following Table 4.1 identifies the conversions within the scope of this Contract. The table lists the data elements for conversion from the State's legacy system specifically for this conversion effort.

Table 4.1: Planned Conversions			
File Name	Lead Responsibility	Description	
1	FoodDataElementExtract.csv	State and Decade	Establishment #, District, Location Address, Location City, State, Zip, Type of ownership, Corporation or Owner Name, Business (dba) Name, Mailing address, Mailing City, Mailing State, Mailing Zip, EPA #, Contact Name, Phone, Emergency Phone, Fax #, Email address, Water, Septic, License Class, Category, Date Issued, Expiration Date and

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Table 4.1: Planned Conversions			
File Name	Lead Responsibility	Description	
		License #	
2	<i>DairyProducerDataElementExtract.csv</i>	State and Decade	Producer #, Producer Business Name, Owner(s) Name, Location Address, Location Town, State, Zip, Farm Location, Water Supply, Inactive Status field,
3	<i>DairyPlantDataElementExtract.csv</i>	State and Decade	Plant Name, License number, Location City, Location State, Contact, Telephone, Mailing Address, Mailing City, State, Zip, Plant Type, Inactive Status field
4	<i>InStateBeverageDataElementExtract.csv</i>	State and Decade	License #, Business Name, Contact Person, Phone, Address, City, State, Zip, Date issued, Inactive Status field, Provisional License
5	<i>OutOfStateBeverageDataElementExtract.csv</i>	State and Decade	Registration #, corporate Name, Owner Name, Address City, State, Zip, Country, Telephone, Business Name, Business Location City, Business Location State, Date Issued, Inactive Status field
6	<i>ShellfishDataElementExtract.csv</i>	State and Decade	Certificate #, Category, Symbol Inactive Status field, Shellfish Dealer/Shipper Name, Address, City, State, Zip, Date Cert.

A. Conversion Testing Responsibilities

- The Decade Team and the State, based on their assigned conversion responsibilities, as set forth in Contract Exhibit F: *Testing Services* shall identify applicable test scripts and installation instructions, adapt them to the Project specifics, test the business process, and compare with the documented expected results.
- The Decade Team and the State, based on their assigned conversion responsibilities, shall execute the applicable test scripts that complete the conversion and compare execution results with the documented expected results.
- The State, assisted by Decade, is responsible for documenting the technical Specifications of all programs that extract and format Data from the legacy systems for use by the conversion processes.

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- The Decade Team and the State, based on their assigned conversion responsibilities, shall develop and unit test their assigned conversions.
- The State and the Decade Teams shall jointly conduct System and Integration Testing, verifying and validating the accuracy and completeness of the conversions.
- The State and the Decade Teams shall jointly verify and validate the accuracy and completeness of the conversions for Acceptance Testing and production.

5. INTERFACES AND APPLICATION MODIFICATIONS

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

Table 5.1: In-Scope Interfaces and Application Modifications

	Interface and Application Modification	Responsible Party
1	Development of Renewal System and Payment Processing Interface, in accordance with Requirements 11-18 and FC-3.	Decade
2	Report and export data from internal and external systems in accordance with Requirement 17-13 <ul style="list-style-type: none"> a. Include external Grade GIS System (Map Maps or ArcGIS Online Mapping/Reporting Combined with Report GIS functionality) b. Optional, at the State's sole discretion, Upgrade GIS System (Web Services Based calls to Department of Safety GIS - for additional fee of \$15,000) c. Optional, at the State's sole discretion, Upgrade Department SQL Server Reporting Services Lookup for current food permits by establishment name (SQL Server Reporting Services Web-Based Report - for additional fee of \$5,000) 	Decade
3	Optional, at the State's sole discretion, Unique Visual Trigger in accordance with Requirements FC-3, 17, 18, 19, 20 when: <ul style="list-style-type: none"> • a license is past due for Renewal, • an establishment has an unexpired enforcement action, • an establishment has outstanding requirements for Renewal, • an establishment has a corrective action, and, • an establishment has a Variance. 	Decade

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A. Interface Responsibilities

- The Decade Team shall lead the State with the mapping of legacy data to the Decade Applications.
- The Decade Team shall lead the review of functional and technical interface Specifications.
- The Decade Team shall assist the State with the resolution of problems and issues associated with the development and Implementation of the interfaces.
- The Decade Team shall document the functional and technical Specifications for the interfaces.
- The Decade Team shall create the initial Test Plan and related scripts to Unit Test the interface. The State shall validate and accept.
- The Decade Team shall develop and Unit Test the interface.
- The State and the Decade 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 Decade Team shall, with assistance from the State Team, construct test scripts and create any data needed to support testing the interfaces.
- The State is responsible, with Decade Team's assistance, for all data extracts and related formatting needed from legacy systems to support the interfaces.

6. RESERVED

7. PRELIMINARY WORK PLAN

Attachment B provides the preliminary agreed upon Work Plan for the Contract.

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SOFTWARE LICENSE

1. LICENSE GRANT

Subject to the payment of applicable license fees set forth in Contract Exhibit B: *Price and Payment Schedule*, Decade hereby grants to the State a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software and its associated Documentation, subject to the terms of the Contract. The State may allow its agents and Contractors to access and use the Software, and in such event, the State shall first obtain written agreement from such agents and Contractors that each shall abide by the terms and conditions set forth herein.

2. SOFTWARE AND DOCUMENTATION COPIES

Decade 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 Decade on such copies.

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 Decade'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.

4. TITLE

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

5. VIRUSES

Decade shall provide 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, Decade will use reasonable efforts to test the Software for viruses. Decade 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, Decade shall provide a master copy for comparison with and correction of the State's copy of the Software.

6. AUDIT

Upon forty-five (45) days written notice, Decade may audit the State's use of the programs at Decade's sole expense. The State agrees to cooperate with Decade's audit and provide reasonable assistance and access to information. The State agrees that Decade shall not be responsible for any of

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the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, Decade's audit rights are subject to applicable State and federal laws and regulations.

7. SOFTWARE NON-INFRINGEMENT

Decade 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.

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, Decade shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Decade in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Decade control of the defense and any settlement negotiations; and
- c. Gives Decade 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.

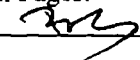
If Decade believes or it is determined that any of the Material may have violated someone else's intellectual property rights, Decade may choose to either modify the Material to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Decade may end the license, and require return of the applicable Material and refund all fees the State has paid Decade under the Contract. Decade will not indemnify the State if the State alters the Material without Decade's consent or uses it outside the scope of use identified in Decade'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. Decade 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 Decade. Decade 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 Decade without Decade's consent.

8. SOFTWARE ESCROW

8.1 Decade represents and warrants that the currently existing source code for the Software licensed to the State under the Contract, as well as the Documentation for such Software, and developer comments to the source code for the Software (the "Deposit Materials") have been deposited in an escrow account maintained at Law Offices of Janet L. Eveland, Chartered, 511 E. Patapsco Avenue, Baltimore, Maryland 21225 "Escrow Agent") as required by this Contract. Future

2014-096 Exhibit J- Software License

Initial and Date All Pages:

Decade's initials: 

Date: 2-11-15

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT J
SOFTWARE LICENSE**

Deposit Materials for major version releases (e.g., X.y.z) of the Software not otherwise delivered to the State Licensee as source code shall be deposited in the escrow account (normally within six (6) months after the first commercial shipment of each such release). Decade shall promptly pay to the Escrow Agent all escrow fees that become due under the Escrow Agreement to maintain the Software in escrow.

8.2 Decade agrees that, upon execution of this Contract, the State shall be added to the Escrow Agreement as a beneficiary. The Escrow Agent shall notify the State that it has been added as a subscriber within a commercially reasonable time. Thereafter, upon the request of the State, to be made no more frequently than annually, Decade shall provide the State with written verification that the Software has been deposited with the Escrow Agent.

8.3 The Escrow Agent shall make and release a copy of the applicable Deposit Materials to the State upon the occurrence of any of the following events ("Release Events"):

- (a) Decade has made an assignment for the benefit of creditors;
- (b) Decade institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
- (c) A receiver or similar officer has been appointed to take charge of all or part of Decade's assets;
- (d) Decade terminates its maintenance and operations support services for the State for the Software or has ceased supporting and maintaining the Software for the State whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the State;
- (e) Decade defaults under the Contract; or
- (f) Decade ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

8.4 In the event that Deposit Materials are released from escrow to the State, Decade hereby grants the State the right to use, copy, modify, display, distribute, and prepare derivative works of the Deposit Materials, and to authorize others to do the same on behalf of the State (Contractors, agents, etc.), solely for the purpose of completing the performance of Decade's obligations under the Contract, including, but not limited to, providing maintenance and support for the Software and subject to the rights granted in this Contract.

8.5 Decade agrees to pay all costs associated with the escrow covered by this Contract, except for nominal fees to cover the cost of reproduction and distribution of release of the Deposit Materials to the State, including all related reasonable administrative expenses.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT K
WARRANTY AND WARRANTY SERVICES

1. WARRANTIES

1.1 Services

Decade warrants that the System will operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

Decade 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 Decade's entire liability, shall be: (a) the correction of program errors that cause breach of the warranty, or if Decade cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license and recover the fees paid to Decade for the program license and any unused, prepaid technical support fees the State has paid for the program license; or (b) the re-performance of the Deficient services, or (c) if Decade cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant services and recover the fees paid to Decade for the Deficient services.

1.3 Non-Infringement

Decade 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

Decade warrants that the Software shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

1.5 Compatibility

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

1.6 Services

Decade 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.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT K
WARRANTY AND WARRANTY SERVICES

1.7 Personnel

Decade 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

Decade 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.

2. WARRANTY SERVICES

Decade agrees to maintain, repair, and correct Deficiencies in the System Software, including but not limited to the individual modules or functions, during the Warranty Period, at no additional cost to the State, in accordance with the Specifications, Terms and requirements of the Contract, including, without limitation, correcting all errors, and Defects and Deficiencies; eliminating viruses or destructive programming; and replacing incorrect, Defective or Deficient Software and Documentation.

Warranty Services shall include, without limitation, the following:

- a. Maintain the System Software in accordance with the Specifications and Terms of the Contract;
- b. Repair or replace the System Software or any portion thereof so that the System operates in accordance with the Specifications, terms and requirements of the Contract;
- c. Decade shall have available to the State on-call toll-free telephone or email assistance, with issue tracking available to the State, from 9:00 AM to 9:00 PM, Monday through Friday, EST, with an email or telephone response within two (2) hours of request; or support with remote diagnostic Services or within four (4) business hours of a request. Decade's email or telephone response or support with remote diagnostic Services shall be dependent upon issue severity;
- d. Maintain a record of the activities related to warranty repair or maintenance activities performed for the State;
- e. For all Warranty Service calls, Decade shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information; 6) resolved by 7) Identifying number i.e. work order number; 8) issue identified by.
- f. Decade must work with the State to identify and troubleshoot potentially large-scale Software failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems; and
- g. All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by Decade no later than five (5) business days, unless specifically extended in writing by the State, at no additional cost to the State.

2014-096 Exhibit K- Warranty and Warranty Services

Initial and Date All Pages:

Decade's Initials: *PM*

Date: 2-11-15

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT K
WARRANTY AND WARRANTY SERVICES**

In the event Decade fails to correct a Deficiency within the allotted period of time, the State may, at its option,; 1) declare Decade in default, terminate the Contract, in whole or in part, without penalty or liability to the State; 2) return Decade's product and receive a full refund for all amounts paid to Decade, including but not limited to, any applicable license fees within (90) days of notification to Decade of the State's intent to request a refund; and 3) to pursue its remedies available at law and in equity.

Notwithstanding any provision of this Contract, pursuant to Contract Agreement -Part 2 Section 13.1, the State's option to declare Decade in default, terminate the Contract and pursue its remedies shall remain in effect until satisfactory completion of the full Warranty Period.

3. WARRANTY PERIOD

The Warranty Period shall commence after successful User Acceptance Testing (UAT); the State's issuance of a Letter of UAT Acceptance; and, upon the Go Live Deployment of the System, and extend for ninety (90) days.

If within the last thirty (30) calendar days of the Warranty Period, the Software fails to operate in accordance with its Specifications, the Warranty Period will cease, Decade shall correct the Class A or Class B Deficiency, and a new thirty (30) calendar day Warranty Period will begin. Any further Deficiencies with the Software must be corrected and run fault free for thirty (30) consecutive calendar days.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT L
TRAINING SERVICES**

TRAINING SERVICES:

Decade will provide both onsite and Web-based training sessions and offer online access to Decade's Learning Management System (LMS) to deliver prerequisite and recurring training. The State will work with Decade to determine which courses will comprise the Agency's 40 hours of Web-based training and 5 days of onsite training.

1. Delivery Method –Self-Service Tools-Learning Management System

Decade will provide the State with a browser-based training tool called the Learning Management System (LMS). LMS is an interactive, Web-based training platform that allows Users to view and participate in their on-line training courses at their convenience. State supervisors can deliver and monitor these training courses for their employees. Every User of EnvisionConnect will have access to the LMS.

2. Delivery Method –Instructor Led Web-Based Training Sessions – 40 hours

Web-based training shall be tailored to teach Users about areas of EnvisionConnect that will be used on a day-to-day basis. Prerequisite for Web-Based Training: all Users attending Web-based training shall have completed the LMS course(s) related to the scheduled topic.

3. Delivery Method –Instructor-Led Onsite Class Training – 5 Days of Training

Decade will provide the State with 5 days of initial training targeted to train the group of Users identified within the Training Plan. Onsite training will be conducted at a location chosen by the Agency. Decade staff will lead the onsite training courses and will utilize a classroom environment. The State and Decade will utilize a train-the-trainer approach. Onsite training is intended to prepare the Users for the go-live of EnvisionConnect. Prerequisite for Instructor-Led Onsite Training: all Users attending Instructor-Led Onsite Training shall have completed the LMS course(s) and the Instructor Led Web-Based Training Sessions related to the scheduled topics. The State will provide each User with a computer with EnvisionConnect installed. Students will be instructed using a copy of the converted legacy data. Prior to performing onsite training, Decade will provide an agenda and training documentation.

- Decade will deliver a Training Agenda to State.
- State will provide written acceptance of Training Agenda.
- The State will provide an adequate facility for all onsite training events.
- Decade will travel to State's site to complete onsite Training.
- Decade will deliver Certificates of Training Completion.
- State representatives will complete training evaluation forms.

The table below provides a summary of Decade-provided Training Services:

2014-096 Exhibit L- Training Services

Initial and Date All Pages:

Decade's Initials:

Date: 2-11-15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT L
TRAINING SERVICES

Type	Delivery Method	Training Goal
EnvisionConnect's Design and Purpose	Remotely	To familiarize the student with EnvisionConnect and its design. This prepares the agency for EnvisionConnect configuration.
Configuration Wizard	Remotely	To build upon 'EnvisionConnect's Design and Purpose' (above) to prepare the agency for configuration of business rules and support codes.
EnvisionConnect Training	Onsite	To apply the knowledge and data to the agency's specific workflows after the client's data is converted (if needed) and the business rules and support codes are configured.

4. Project Team Developed Training

a. Decade 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 (both prerecorded and scheduled interactive) 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 in the table below:

User Training Approach	Role and Responsibility	
	Decade 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.

2014-096 Exhibit L- Training Services

Initial and Date All Pages:

Decade's Initials: 

Date: 2-11-15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT L
TRAINING SERVICES

User Training Approach	Role and Responsibility	
	Decade Team	State of NH
Produce Training Materials and End-User Documentation	Lead the development of materials and Documentation to include: Decade providing baseline Documentation in electronic format that can be modified and reproduced.	Assist in the development of training materials.
	Decade and the State will together Conduct Train-the-Trainers for the User group through Implementation. Decade will assist in the first train the trainer class for each topic.	Attend Train-the-Trainers training. Train additional State End Users.
Conduct Training	Assist to identify an approach and a plan to conduct training needs assessment for Implementation.	Conduct training needs assessment for post go-live.

c. Key User Training Approach Activities

1) Identify State End Users

The Decade Team shall lead the State in identifying and categorizing its end users:

User Category 1—Power User Training: Power Users are those employees 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.

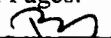
User Category 2—Casual User Training: Casual Users shall access the system for inquiries or report viewing on an occasional basis. Their courses shall focus on the end-to-end business process instruction and structured inquiry exercises.

User Category 3—Administrator Training: Administrators shall be trained on the software for those tasks about which the State and Decade agree are needed for one or two Administrators of the system, and may include navigation training and module overview/orientation courseware, functional (modules/business process) training, and configuration.

2) Develop Training Plan

2014-096 Exhibit L- Training Services

Initial and Date All Pages:

Decade’s Initials: 

Date: 2-11-15

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT L
TRAINING SERVICES**

The Decade 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:

- i. reinforce knowledge comprehension by employing a train-the-trainer approach,
- ii. train employees on what they need to know and do to perform their jobs effectively,
- iii. establish an ongoing skills development process,
- iv. offer training Solutions that address the immediate and ongoing needs of the State to train new hires and transfers, and
- v. utilize instructor-led (ILT) and On-line training which provides 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. The training plan is intended to provide a framework for the State's Team to manage its resources and activities, based on the training timeline.

3) Develop Training Curriculum

Decade shall develop a recommended training curriculum for the State of New Hampshire End Users.

4) Produce Training Materials and End-User Documentation

The Decade Team shall lead the efforts to produce the training materials and to provide access to end-user Documentation.

5) Transfer Training Materials and End-User Documentation to the State

The Decade Team shall provide training materials and End-User Documentation as project deliverables. Upon the State's request Decade shall deliver updated training materials to the State for the duration of the Contact.

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT M
NH DEPARTMENT OF HEALTH AND HUMAN SERVICES RFP 2014-096 (WITH
ADDENDA) INCORPORATED**

NH Department of Health and Human Services RFP 2014-096, with all included addenda, are incorporated herein by reference as binding Deliverables to this Contract.

2014-096 Exhibit M-Agency RFP with Addendums

Initial and Date All Pages:

Decade's Initials: RB

Date: 2-11-15

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT N
VENDOR PROPOSAL BY REFERENCE

Decade's Proposal to the Department of Health and Human Services is incorporated herein by reference.

2014-096 Exhibit N- Contractor Proposal by Reference

Initial and Date All Pages:

Decade's Initials:

Date: 2-11-15

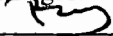
**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD PROTECTION LICENSING AND INSPECTION INFORMATION SYSTEM
CONTRACT 2014-096- PART 3
EXHIBIT O
SPECIAL EXHIBITS, ATTACHMENTS, AND CERTIFICATES**

Attached are:

- A. Contract Attachment A – Department of Health and Human Services, Exhibits D through J
- B. Contractor's Certificate of Vote/Authority
- C. Contractor's Certificate of Good Standing
- D. Contractor's Certificate of Insurance

2014-096 Exhibit O- Special Exhibits, Attachments and Certificates

Initial and Date All Pages:

Decade's Initials: 

Date: 2-11-15

Attachment A

New Hampshire Department of Health and Human Services
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 of 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 5151-5160 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(c) 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 certificate 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 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - 1.1. 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;
 - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
 - 1.2.1. The dangers of drug abuse in the workplace;
 - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
 - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - 1.3. 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);
 - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - 1.4.1. Abide by the terms of the statement; and
 - 1.4.2. 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;
 - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 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

RB

Attachment A

New Hampshire Department of Health and Human Services
Exhibit D



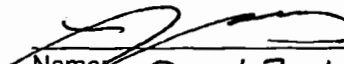
- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. 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
 - 1.6.2. 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;
 - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
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.

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.

Contractor Name: Decade Software Co, LLC

2-11-15
Date


Name: Darrel Bush
Title: President



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


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-I.)
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 a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor Name: *Deane Solomon Co, LLC*

2-11-15
Date


Name: *Daryl Booth*
Title: *President*

Attachment A

New Hampshire Department of Health and Human Services
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 transaction. 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 transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules 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 be entered into, it shall not knowingly enter into any lower tier 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 - Lower Tier Covered Transactions," 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

Attachment A

New Hampshire Department of Health and Human Services
Exhibit F



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

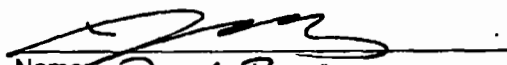
- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of 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;
 - 11.3. 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 (l)(b) of this certification; and
 - 11.4. 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.
- 12. 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).

LOWER TIER COVERED TRANSACTIONS

- 13. 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:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. 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).
- 14. 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.

Contractor Name: *Decade Software Co, LLC*

2-11-15
Date


Name: *Daryl Baur*
Title: *President*

Attachment A

New Hampshire Department of Health and Human Services
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND
WHISTLEBLOWER PROTECTIONS**

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:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate 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.

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials B

Attachment A

New Hampshire Department of Health and Human Services
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

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 comply with the provisions indicated above.

Contractor Name: Decade Setonem Co LLC

2-11-15
Date



Name: David Borden
Title: President

Exhibit G

Contractor Initials DB

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

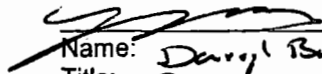
Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, 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 Name: Decade Software Co, LLC

2-11-15
Date


Name: Darryl Bush
Title: President

Attachment A

New Hampshire Department of Health and Human Services



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

Exhibit I – Health Insurance Portability and Accountability Act, Business Associate Agreement does not apply to this contract.

B

2-11-15

Attachment A

New Hampshire Department of Health and Human Services
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 Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward 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:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. 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 Subaward 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:

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 Name: *Decade Software Co, LLC*

2-11-15
Date


Name: *David Burt*
Title: *Partner*

Attachment A

New Hampshire Department of Health and Human Services
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: 600873475
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, subgrants, 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: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____

B

Table 7.1: High Level Preliminary NH Project Work Plan

Attachment B

ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
1	IMPLEMENTATION PLANNING	Mon 3/16/15	Wed 4/8/15	17.12 days		Decade[50%]	No	
2	Internal Project Planning Setup	Mon 3/16/15	Mon 4/6/15	15.78 days		Decade	No	
3	Contract /Proposal Signed	Mon 3/16/15	Mon 3/16/15	0 days			No	
4	Source Escrow Fee - Year 1	Mon 3/16/15	Mon 3/16/15	0 days	3		Yes	
5	Assign Project Manager [LAUNCH]	Mon 3/16/15	Mon 3/16/15	20 mins	4		No	
6	Review Client Fact Sheet from Marketing	Mon 3/16/15	Mon 3/16/15	1 hr	5		No	
7	Send BNA to Client	Mon 3/16/15	Mon 3/16/15	20 mins			No	
8	Internal Kick Off Meeting Held to Develop MPP	Mon 3/16/15	Mon 3/16/15	2 hrs	7		No	
9	Create First Iteration Implementation Project Work Plan	Mon 3/16/15	Wed 3/18/15	16 hrs	8		No	
10	Project Work Plan (including milestones)	Wed 3/18/15	Wed 3/18/15	0 days	9		Yes	
11	Notify CS Manager to Add Project Work Plan to CS Master Projects	Wed 3/18/15	Wed 3/18/15	2 hrs	10		No	
12	Peer review of MPP with CS Manager	Wed 3/18/15	Thu 3/19/15	4 hrs	11		No	
13	Client Sent MPP	Thu 3/19/15	Thu 3/19/15	2 hrs	12		No	
14	Acquire a client acronym and password to the DSC website	Thu 3/19/15	Thu 3/19/15	40 mins	13		No	
15	Send notice to CS Manager to have Client acronym added to OnTime	Thu 3/19/15	Mon 3/23/15	2 days	14		No	
16	Enter Contact Information into CRM	Mon 3/23/15	Mon 3/23/15	40 mins	15		No	
17	Set up New Client Folder Structure on Drive J:\	Mon 3/23/15	Mon 3/23/15	1 hr	16		No	
18	Acquire Status of Hardware / Software Ordering	Mon 3/23/15	Mon 3/23/15	10 mins	17		No	
19	Prepare Issue Log	Mon 3/23/15	Mon 3/23/15	40 mins	18		No	
20	Schedule Kick-off meeting	Mon 3/23/15	Mon 3/23/15	40 mins	19		No	
21	Find Several Weekly Implementation Status Meetings Possibilities	Mon 3/23/15	Mon 3/23/15	20 mins	20		No	
22	Document Client Team	Mon 3/23/15	Mon 3/23/15	10 mins	21		No	
23	Add Contact names to CRM System from Fact Sheet/Client Kick off meeting	Mon 3/23/15	Mon 3/23/15	15 mins	22		No	
24	Completion of Internal Planning Setup	Mon 3/23/15	Mon 3/23/15	0 days	23		No	
25	Kick-Off Meeting Preparation	Mon 3/23/15	Tue 3/24/15	0.5 days			No	
26	Project Team Prepare & Review Kick-off Meeting Agenda	Mon 3/23/15	Tue 3/24/15	4 hrs	24		No	
27	Agreed Upon Meeting Time	Tue 3/24/15	Tue 3/24/15	0 days			No	
28	Meeting Time (EXTERNAL DEP)	Tue 3/24/15	Tue 3/24/15	0 days	26		No	
29	Conduct Kick-off Meeting	Wed 3/25/15	Wed 3/25/15	0.15 days			No	
30	Introductions	Wed 3/25/15	Wed 3/25/15	5 mins S+1 day			No	
31	High level Overview of Implementation Process	Wed 3/25/15	Wed 3/25/15	15 mins	30		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
	Milestone		External Milestone		Start-only	
	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

Attachment D

ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	158
32	Project Work Plan Introduction	Wed 3/25/15	Wed 3/25/15	10 mins	31		No	
33	Set Weekly Meeting Time	Wed 3/25/15	Wed 3/25/15	10 mins	32		No	
34	Set Introduction to Client Services - DSC Information Resources meeting time	Wed 3/25/15	Wed 3/25/15	15 mins	33		No	
35	Status of Platform Environment (Ordered, Installed, Meets Req.)	Wed 3/25/15	Wed 3/25/15	15 mins	34		No	
36	Conduct Project Kickoff Meeting	Wed 3/25/15	Wed 3/25/15	0 days	35		Yes	
37	Agreed Upon Intro to CS Meeting	Fri 4/3/15	Fri 4/3/15	0 days			No	
38	Meeting Time (EXTERNAL DEP)	Fri 4/3/15	Fri 4/3/15	0 days+7 days			No	
39	Introduction to Client Services - Explain DSC Information Resources	Mon 4/6/15	Mon 4/6/15	0.27 days			No	
40	Client Acronym	Mon 4/6/15	Mon 4/6/15	20 mins	S+1 day		No	
41	Test the Client's Username and Password	Mon 4/6/15	Mon 4/6/15	10 mins	40		No	
42	Email Groups	Mon 4/6/15	Mon 4/6/15	20 mins	41		No	
43	Join Appropriate E-Mail Groups	Mon 4/6/15	Mon 4/6/15	20 mins	42		No	
44	User Groups	Mon 4/6/15	Mon 4/6/15	20 mins	43		No	
45	Knowledge Base	Mon 4/6/15	Mon 4/6/15	20 mins	44		No	
46	Client upload/download procedure (FTP site)	Mon 4/6/15	Mon 4/6/15	20 mins	45		No	
47	Completion of Introduction to CS	Mon 4/6/15	Mon 4/6/15	0 days	46		No	
48	Conduct 1st Implementation Meeting	Mon 4/6/15	Tue 4/7/15	0.27 days	+6 days	Decade	No	
49	Overview of Implementation Process mapped Project Work Plan	Mon 4/6/15	Mon 4/6/15	60 mins	47		No	
50	Review and Update Project Work Plan	Mon 4/6/15	Tue 4/7/15	60 mins	49		No	
51	Verify the Client's Usernames and Passwords	Tue 4/7/15	Tue 4/7/15	10 mins	50		No	
52	Transfer of Documentation to Client	Wed 3/25/15	Wed 4/8/15	9.61 days	29	Decade	No	
53	Client Downloads from Web Site	Tue 4/7/15	Tue 4/7/15	0.08 days	29		No	
54	Users Guide	Tue 4/7/15	Tue 4/7/15	5 mins	50		No	
55	System Setup Manual	Tue 4/7/15	Tue 4/7/15	5 mins	54		No	
56	Report Catalog	Tue 4/7/15	Tue 4/7/15	5 mins	55		No	
57	Field Definitions Manual	Tue 4/7/15	Tue 4/7/15	5 mins	56		No	
58	System Tools Manual	Tue 4/7/15	Tue 4/7/15	5 mins	57		No	
59	Financial System Manual	Tue 4/7/15	Tue 4/7/15	5 mins	58		No	
60	Field Inspection Manual	Tue 4/7/15	Tue 4/7/15	5 mins	59		No	
61	Minimum System Requirements Document	Tue 4/7/15	Tue 4/7/15	2 mins	60		No	
62	System Administration Documentation including Run Book / Administrator's Guide (latest version)	Tue 4/7/15	Tue 4/7/15	0 days	61		Yes	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
	Milestone		External Milestone		Start-only	
	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

Attachment D

ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
63	Documents Sent to Client	Tue 4/7/15	Tue 4/7/15	0.01 days	61		No	
64	EnvisionConnect System Implementation Guide - Manual & Forms	Tue 4/7/15	Tue 4/7/15	2 mins	62		No	
65	EnvisionConnect Training Exercises and Quizzes	Tue 4/7/15	Tue 4/7/15	2 mins	64		No	
66	Completion of Document Download	Tue 4/7/15	Tue 4/7/15	0 days	65		No	
67	Training Needs Analysis	Tue 4/7/15	Wed 4/8/15	1 day	66		No	
68	Complete the Training Needs Analysis document and deliver back to DSC	Tue 4/7/15	Tue 4/7/15	4 hrs			No	
69	Completed BNA Received from Client	Tue 4/7/15	Tue 4/7/15	0 days	68		No	
70	Review the BNA with Client	Tue 4/7/15	Wed 4/8/15	4 hrs	69		No	
71	Documents to be Read By Client for Planning Stage	Wed 3/25/15	Thu 4/2/15	6.06 days			No	
72	EnvisionConnect System Implementation Guide - Manual	Wed 3/25/15	Mon 3/30/15	3 days			No	
73	Users Guide	Mon 3/30/15	Thu 4/2/15	3 days	72		No	
74	System Implementation Guide - Forms	Thu 4/2/15	Thu 4/2/15	30 mins	73		No	
75	Forms to be Completed by Customer for Planning Stage	Wed 3/25/15	Tue 4/7/15	8.57 days			No	
76	DSCIM000 - System Implementation	Wed 3/25/15	Wed 3/25/15	1 hr			No	
77	DSCIM001 - Project Definition Statement	Wed 3/25/15	Wed 3/25/15	1 hr	76		No	
78	DSCIM002 - Client Basic Fact Sheet	Wed 3/25/15	Wed 3/25/15	30 mins	77		No	
79	DSCIM003 - Project Team Assignment Table	Wed 3/25/15	Wed 3/25/15	20 mins	78		No	
80	DSCIM004 - Project Organization Chart	Wed 3/25/15	Wed 3/25/15	20 mins	79		No	
81	DSCIM005 - Project Risk Analysis Questionnaire	Wed 3/25/15	Thu 3/26/15	1 hr	80		No	
82	DSCIM010 - Report Cross Reference	Thu 3/26/15	Thu 3/26/15	3 hrs	81		No	
83	DSCIM011 - Facilities Cross Reference	Thu 3/26/15	Thu 3/26/15	1 hr	82		No	
84	DSCIM012 - Conference Room Pilot Questionnaire	Thu 3/26/15	Thu 3/26/15	10 mins	83		No	
85	DSCIM014 - Identification of Current Computer System(s))	Thu 3/26/15	Fri 3/27/15	1 day	84		No	
86	Completion of Planning Forms	Tue 4/7/15	Tue 4/7/15	0 days	58		No	
87	Implementation Documentation (Goals and Objectives for the Entire Project including Transition Plan) and Approval Implementation	Tue 4/7/15	Tue 4/7/15	0 days	75		Yes	
88	PROJECT MANAGEMENT	Mon 3/16/15	Tue 3/24/15	6.5 days			No	
89	Status Reports / Meetings and Updates to Work Plan (Weekly)	Mon 3/16/15	Tue 3/24/15	52 hrs		Decade	No	
90	OPTIONAL APPLICATION MODIFICATION (AUTHORIZED)	Mon 3/16/15	Wed 4/1/15	12.5 days			No	
91	Optional Unique Visual Trigger	Mon 3/16/15	Wed 4/1/15	12.5 days		Decade	No	
92	Analysis and Design	Mon 3/16/15	Wed 3/18/15	20 hrs			No	
93	Implement	Wed 3/18/15	Fri 3/20/15	20 hrs	92		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
	Milestone		External Milestone		Start-only	
	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

Attachment B

ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
94	Test	Mon 3/23/15	Wed 3/25/15	20 hrs	93		No	
95	Document	Wed 3/25/15	Fri 3/27/15	20 hrs	94		No	
96	Deployment Package	Mon 3/30/15	Wed 4/1/15	20 hrs	95		No	
97	<u>OPTIONAL APPLICATION MODIFICATION (NOT YET AUTHORIZED)</u>	Mon 3/16/15	Mon 3/16/15	0 days			Yes	
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Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
	Milestone		External Milestone		Start-only	
	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
Rolled Up Progress		Duration-only				

Attachment B

ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
124								
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152	Custom Software Modifications	Wed 4/1/15	Wed 4/1/15	0 days	90		Yes	
153	INSTALLATION	Tue 4/7/15	Thu 4/9/15	2.46 days	92		No	
154	Documents to be Read by Client for Installation Phase	Tue 4/7/15	Thu 4/9/15	2 days	Agency		No	
155	System Setup Manual	Tue 4/7/15	Thu 4/9/15	2 days	55		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
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	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
Rolled Up Progress		Duration-only				

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ID	Task Name	Start	Finish	Duration	Predecessor	Resource Names	Milestone	15 8
156	Installation of EnvisionConnect	Thu 4/9/15	Thu 4/9/15	0.46 days	154	Decade	No	
157	Install Necessary Patches	Thu 4/9/15	Thu 4/9/15	40 mins	154		No	
158	Decade County database (sample files)	Thu 4/9/15	Thu 4/9/15	20 mins	157		No	
159	Shell database (empty)	Thu 4/9/15	Thu 4/9/15	10 mins	158		No	
160	Configure Application and Test	Thu 4/9/15	Thu 4/9/15	2 hrs	159		No	
161	Verify completion of software implementation	Thu 4/9/15	Thu 4/9/15	30 mins	160		No	
162	Installation Complete	Thu 4/9/15	Thu 4/9/15	0 days	161		No	
163	Installation of EnvisionConnect Remote	Thu 4/9/15	Thu 4/9/15	0.46 days	154	Decade	No	
164	Install Necessary Patches	Thu 4/9/15	Thu 4/9/15	40 mins			No	
165	Decade County database (sample files)	Thu 4/9/15	Thu 4/9/15	20 mins	164		No	
166	Shell database (empty)	Thu 4/9/15	Thu 4/9/15	10 mins	165		No	
167	Configure Application and Test	Thu 4/9/15	Thu 4/9/15	2 hrs	166		No	
168	Verify completion of software implementation	Thu 4/9/15	Thu 4/9/15	30 mins	167		No	
169	Installation Complete	Thu 4/9/15	Thu 4/9/15	0 days	168		No	
170	Installation of EnvisionConnect Online	Thu 4/9/15	Thu 4/9/15	0.46 days	154	Decade	No	
171	Install Necessary Patches	Thu 4/9/15	Thu 4/9/15	40 mins			No	
172	Decade County database (sample files)	Thu 4/9/15	Thu 4/9/15	20 mins	171		No	
173	Shell database (empty)	Thu 4/9/15	Thu 4/9/15	10 mins	172		No	
174	Configure Application and Test	Thu 4/9/15	Thu 4/9/15	2 hrs	173		No	
175	Verify completion of software implementation	Thu 4/9/15	Thu 4/9/15	30 mins	174		No	
176	Installation Complete	Thu 4/9/15	Thu 4/9/15	0 days	175		No	
177	Software Licensing Fee (Software Installed in Hosting Environment)	Thu 4/9/15	Thu 4/9/15	0 days	163,170		Yes	
178	Third Party Software (SAP - Crystal Reports)	Mon 3/16/15	Mon 3/16/15	0 days			Yes	
179	DATA CONVERSION	<u>Wed 3/25/15</u>	<u>Fri 8/7/15</u>	<u>97.22 days</u>	<u>29</u>		No	
180	Data Conversion Team Introduction Meeting	Wed 3/25/15	Fri 4/3/15	6.96 days	29	Decade,Agency	No	
181	Identify team members	Wed 3/25/15	Thu 3/26/15	0.5 days	29		No	
182	Assign Conversion Specialist	Thu 3/26/15	Thu 3/26/15	0.25 days	181		No	
183	Schedule meeting	Mon 3/30/15	Mon 3/30/15	1 hr +2 days			No	
184	Conduct meeting	Fri 4/3/15	Fri 4/3/15	0.08 days +4 days			No	
185	Determine Client Expectations	Fri 4/3/15	Fri 4/3/15	20 mins +4 days			No	
186	Communicate DSC's Expectations	Fri 4/3/15	Fri 4/3/15	20 mins	185		No	
187	Source Data Files	Fri 4/3/15	Fri 5/1/15	20.25 days	186	Decade,Agency	No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
188	Work with Client to identify data files to be converted	Fri 4/3/15	Tue 4/7/15	2 days	186		No	
189	Acquire client's data files to be converted	Tue 4/7/15	Tue 4/7/15	2 hrs	188		No	
190	Review data files, validity, descriptions, attributes, and linkages	Tue 4/7/15	Fri 4/10/15	3 days	189		No	
191	Repeat Review until files are acceptable	Fri 4/10/15	Fri 5/1/15	15 days	190		No	
192	Identify Conversion Data Requirements & Specifications	Fri 5/1/15	Fri 5/15/15	9.68 days	187	Decade,Agency	No	
193	Schedule web-ex session with client and Project Manager	Fri 5/1/15	Fri 5/1/15	10 mins	180		No	
194	Conduct GoToMeeting Session	Wed 5/6/15	Thu 5/7/15	0.28 days +3 days			No	
195	Gather knowledge of client's existing system	Wed 5/6/15	Wed 5/6/15	0.75 hrs +3 days			No	
196	Identify client's currently used database structure (files, tables)	Wed 5/6/15	Wed 5/6/15	0.75 hrs	195		No	
197	Identify which systems will be converted	Wed 5/6/15	Thu 5/7/15	0.75 hrs	196		No	
198	Document findings	Thu 5/7/15	Mon 5/11/15	2 days	194		No	
199	Start Conversion Plan document	Thu 5/7/15	Mon 5/11/15	2 days	194		No	
200	Schedule meeting to review Conversion Plan document with client	Fri 5/15/15	Fri 5/15/15	0.38 days +4 days			No	
201	Conduct meeting	Fri 5/15/15	Fri 5/15/15	3 hrs +4 days			No	
202	Logging Issues	Fri 5/15/15	Tue 5/19/15	2.29 days	192	Decade,Agency	No	
203	Send Issues Log to client and schedule meeting with client to review	Fri 5/15/15	Fri 5/15/15	20 mins	192		No	
204	Conduct meeting (DSC will manage the Issues Log)	Tue 5/19/15	Tue 5/19/15	2 hrs +2 days			No	
205	Begin Field Mapping Spreadsheet	Tue 5/19/15	Fri 5/22/15	2.42 days	202	Decade,Agency	No	
206	Send Field Mapping Spreadsheet to client, schedule meeting with client to review	Tue 5/19/15	Tue 5/19/15	20 mins	202		No	
207	Conduct meeting	Thu 5/21/15	Thu 5/21/15	2 hrs +2 days			No	
208	Identify fields that will be used to consolidate records	Thu 5/21/15	Fri 5/22/15	1 hr	207		No	
209	Joint Field Mapping Session	Fri 5/22/15	Fri 6/12/15	15.06 days	205	Decade,Agency	No	
210	Schedule meeting with Project Manager	Fri 5/22/15	Fri 5/22/15	20 mins	205		No	
211	Request a copy of the Client's 'shell' database to get support codes, system settings	Fri 5/22/15	Fri 5/22/15	10 mins	210		No	
212	Identify fields from system to system	Fri 5/22/15	Wed 6/3/15	8 days	211		No	
213	Identify the fields mapped that need support codes	Wed 6/3/15	Fri 6/5/15	2 days	212		No	
214	Indicate cross referencing when necessary	Fri 6/5/15	Mon 6/8/15	1 day	213		No	
215	Identify what fields are unavailable and agree on default	Mon 6/8/15	Tue 6/9/15	1 day	214		No	
216	Identify User Defined Fields needed in EnvisionConnect	Tue 6/9/15	Wed 6/10/15	1 day	215		No	
217	Determine configuration settings for the desired system behavior	Wed 6/10/15	Thu 6/11/15	1 day	216		No	
218	Data Mapping Completed by Client and Decade	Thu 6/11/15	Thu 6/11/15	0 days	217		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
219	Legacy Data Mapping	Thu 6/11/15	Fri 6/12/15	1 day	218		Yes	
220	Data Conversion Plan	Fri 6/12/15	Mon 6/15/15	0.84 days	209	Decade,Agency	No	
221	Obtain client's business rules from Project Manager	Fri 6/12/15	Fri 6/12/15	2.7 hrs	209		No	
222	Include related documents	Fri 6/12/15	Fri 6/12/15	30 mins	221		No	
223	Include related parties	Fri 6/12/15	Fri 6/12/15	30 mins	222		No	
224	Include current system background	Fri 6/12/15	Fri 6/12/15	30 mins	223		No	
225	Include identification of data files to convert	Fri 6/12/15	Fri 6/12/15	30 mins	224		No	
226	Include identification of data files to NOT convert	Fri 6/12/15	Fri 6/12/15	30 mins	225		No	
227	Include field mapping terminology	Fri 6/12/15	Fri 6/12/15	30 mins	226		No	
228	Include table mapping summary	Fri 6/12/15	Fri 6/12/15	30 mins	227		No	
229	Include data conversion rules (include UDFs)	Fri 6/12/15	Mon 6/15/15	30 mins	228		No	
230	Onsite Confirmation	Mon 6/15/15	Tue 6/23/15	6 days	220		No	
231	Data Validation Test Plan	Tue 6/23/15	Fri 6/26/15	3 days	230	Decade,Agency	No	
232	Data Conversion Plan Created	Tue 6/23/15	Wed 6/24/15	1 day	229		No	
233	Data Conversion Validation Plan created and sent to Client	Wed 6/24/15	Wed 6/24/15	0 days	232		No	
234	Data Conversion Validation Plan Signed Off by Client	Wed 6/24/15	Wed 6/24/15	0 days	233		No	
235	Include record counts	Wed 6/24/15	Wed 6/24/15	2 hrs	234		No	
236	Include Permit Dates	Wed 6/24/15	Wed 6/24/15	2 hrs	235		No	
237	Include Next Inspection Dates	Wed 6/24/15	Wed 6/24/15	2 hrs	236		No	
238	Include Facility Start Dates	Wed 6/24/15	Thu 6/25/15	2 hrs	237		No	
239	Include Billing Dates	Thu 6/25/15	Thu 6/25/15	0.5 days	238		No	
240	Scheduled Invoice Item - Next or Last Bill Date	Thu 6/25/15	Thu 6/25/15	2 hrs	238		No	
241	Accounts Receivable - Anniversary Date	Thu 6/25/15	Thu 6/25/15	2 hrs	240		No	
242	Include Batch Processes	Thu 6/25/15	Fri 6/26/15	0.5 days	239		No	
243	Scheduled Invoice Billing	Thu 6/25/15	Thu 6/25/15	2 hrs	239		No	
244	Month-End Batch	Thu 6/25/15	Fri 6/26/15	2 hrs	243		No	
245	Peer Review of Conversion Documents	Tue 6/30/15	Tue 6/30/15	0.19 days +2 days	Decade		No	
246	Prepare and Schedule Document Review Meeting	Tue 6/30/15	Tue 6/30/15	1 hr +2 days			No	
247	Conduct meeting to review documents	Tue 6/30/15	Tue 6/30/15	30 mins	246		No	
248	Send Conversion Plan to Client for Approval	Tue 6/30/15	Mon 7/6/15	4.25 days	245	Decade	No	
249	Conversion Plan Created and Sent to Client	Tue 6/30/15	Thu 7/2/15	2 days			No	
250	Conduct meeting, update Conversion Plan accordingly	Thu 7/2/15	Thu 7/2/15	2 hrs	249		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Rolled Up Task		Inactive Milestone		Progress	
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ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
251	Conversion Plan Signed Off by Client	Mon 7/6/15	Mon 7/6/15	0 days +2 days			No	
252	Convert Data (1st pass)	Mon 7/6/15	Fri 7/17/15	9.1 days	189,248	Decade	No	
253	Set DBA Password to SQL	Mon 7/6/15	Mon 7/6/15	10 mins	189,248		No	
254	Write SQL Scripting	Mon 7/6/15	Fri 7/17/15	9.06 days	253		No	
255	Write scripting based on Conversion Plan and Scripting Procedures docu	Mon 7/6/15	Wed 7/15/15	7 days	253	Decade	No	
256	Obtain data files and EnvisionConnect shell database from client	Thu 7/16/15	Thu 7/16/15	30 mins	S+1		No	
257	Apply SQL scripting	Thu 7/16/15	Fri 7/17/15	1 day	256		No	
258	Execute SQL Scripts to Convert Data	Fri 7/17/15	Fri 7/17/15	0.02 days	254		No	
259	Log in as DECADE (User name)	Fri 7/17/15	Fri 7/17/15	10 mins	254		No	
260	Validate Converted Data Using the Validation Tests Document	Fri 7/17/15	Fri 8/7/15	15.19 days	258	Decade	No	
261	Run Validation Reports to Check for Duplicates	Fri 7/17/15	Thu 7/23/15	3.5 days	257		No	
262	0013 Owner Consolidation	Fri 7/17/15	Fri 7/17/15	2 hrs	257		No	
263	0014 Facility Consolidation	Fri 7/17/15	Mon 7/20/15	2 hrs	262		No	
264	Validate record count	Mon 7/20/15	Mon 7/20/15	2 hrs	263		No	
265	Validate Permit Dates	Mon 7/20/15	Mon 7/20/15	2 hrs	264		No	
266	Validate Next Inspection Dates	Mon 7/20/15	Mon 7/20/15	2 hrs	265		No	
267	Validate Facility Start Dates	Mon 7/20/15	Tue 7/21/15	2 hrs	266		No	
268	Review Validation findings and, if necessary, edit scripts and rerun conversion	Tue 7/21/15	Thu 7/23/15	2 days	267		No	
269	Validate Billing Dates	Tue 7/21/15	Fri 7/24/15	3.75 days	267		No	
270	Scheduled Invoice Item - Next or Last Bill Date	Tue 7/21/15	Tue 7/21/15	2 hrs	267		No	
271	Accounts Receivable - Anniversary Date	Tue 7/21/15	Tue 7/21/15	2 hrs	270		No	
272	Site Remediation Billing	Tue 7/21/15	Tue 7/21/15	2 hrs	271		No	
273	Review Validation findings and if necessary edit scripts	Tue 7/21/15	Fri 7/24/15	3 days	272		No	
274	Validate Batch Processes (Implementation)	Fri 7/24/15	Wed 7/29/15	2.5 days	273		No	
275	Scheduled Invoice Billing	Fri 7/24/15	Fri 7/24/15	1 hr	273		No	
276	Daily Time and Activity Billing	Fri 7/24/15	Mon 7/27/15	1 hr	275		No	
277	Batch Payment	Mon 7/27/15	Mon 7/27/15	1 hr	276		No	
278	Month-End Batch	Mon 7/27/15	Mon 7/27/15	1 hr	277		No	
279	Review Validation findings and, if necessary, edit scripts and rerun conver	Mon 7/27/15	Wed 7/29/15	2 days	278		No	
280	QA of Converted Database	Wed 7/29/15	Mon 8/3/15	3.29 days	279		No	
281	Deliver converted database to QA for regression testing	Wed 7/29/15	Wed 7/29/15	20 mins	279		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Rolled Up Task		Inactive Milestone		Progress	
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ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
282	Document Results	Wed 7/29/15	Wed 7/29/15	2 hrs	281		No	
283	If necessary, adjust, make corrections, retest	Wed 7/29/15	Mon 8/3/15	3 days	282		No	
284	Deliver 1st Pass of Converted Data	Mon 8/3/15	Fri 8/7/15	4.15 days	280		No	
285	Upload database with converted data to the FTP site	Mon 8/3/15	Mon 8/3/15	20 mins	280		No	
286	First Pass of Data Conversion Sent to Client	Mon 8/3/15	Mon 8/3/15	0 days	285		No	
287	Notify client of upload and send Validation Tests to client	Mon 8/3/15	Mon 8/3/15	20 mins	286		No	
288	Notify Decade Support that the file has been uploaded to FTP site	Mon 8/3/15	Mon 8/3/15	10 mins	287		No	
289	Get confirmation from client that the database was received	Thu 8/6/15	Thu 8/6/15	10 mins	+3 days		No	
290	Client validates converted database by following Validation Tests	Thu 8/6/15	Fri 8/7/15	1 day	289		No	
291	Schedule meeting with client to discuss results, determine if a 2nd pass is	Fri 8/7/15	Fri 8/7/15	10 mins	290		No	
292	Converted Data 1st Pass Complete	Fri 8/7/15	Fri 8/7/15	0 days	291		No	
293	Convert Data (2nd pass, if necessary)	Fri 7/17/15	Tue 7/28/15	7 days	252		No	
294	Update Mapping Spreadsheet	Fri 7/17/15	Mon 7/20/15	1 day	252		No	
295	Update Conversion Plan	Mon 7/20/15	Tue 7/21/15	4 hrs	294		No	
296	Update Issues Log	Tue 7/21/15	Tue 7/21/15	2 hrs	295		No	
297	Update Validation Tests Results	Tue 7/21/15	Tue 7/21/15	2 hrs	296		No	
298	Make edits to SQL scripts to solve issues found with 1st pass	Tue 7/21/15	Wed 7/22/15	1 day	297		No	
299	Go to task to reconvert data (complete this cycle until conversion is accep	Wed 7/22/15	Tue 7/28/15	4 days	298		No	
300	Approve The Final Conversion	Tue 7/28/15	Fri 7/31/15	3.02 days	293		No	
301	Final Data Conversion Sent to Client	Tue 7/28/15	Tue 7/28/15	0 days	299		No	
302	Send Conversion Acceptance Sign-off document to client	Tue 7/28/15	Tue 7/28/15	10 mins	301		No	
303	Verify Financial Daily Balances table is Updated	Tue 7/28/15	Wed 7/29/15	1 day			No	
304	Data Conversion Signed Off by Client	Fri 7/31/15	Fri 7/31/15	0 days	+3 days		No	
305	Final Version Complete	Tue 7/28/15	Tue 7/28/15	0 days			No	
306	ANALYSIS AND DESIGN	Wed 4/8/15	Thu 6/11/15	46.13 days	1		No	
307	Documents to be Read by Customer for Analysis Phase	Wed 4/8/15	Tue 4/14/15	4 days	1 Agency		No	
308	EnvisionConnect Training Exercises and Quizzes	Wed 4/8/15	Thu 4/9/15	1 day	1		No	
309	Field Definitions Manual	Thu 4/9/15	Fri 4/10/15	1 day	308		No	
310	System Tools Manual	Fri 4/10/15	Mon 4/13/15	1 day	309		No	
311	Report Catalog	Mon 4/13/15	Tue 4/14/15	1 day	310		No	
312	Understanding of Client's Existing Legacy System(s) and Workflow	Tue 4/14/15	Wed 4/29/15	11.13 days	311 Decade,Agency		No	

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ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
313	Client sends DCS a model of Existing Legacy System Structure and Workflow	Tue 4/14/15	Tue 4/14/15	60 mins	311		No	
314	Analysis of Client's Existing Legacy System(s) and Workflow	Tue 4/14/15	Wed 4/22/15	6 days	313		No	
315	Review of State Processes	Wed 4/22/15	Wed 4/22/15	0 days	314		Yes	
316	Technical and Information Architecture Review and Plan Development	Wed 4/22/15	Wed 4/29/15	5 days	315		Yes	
317	Creation of High Level EnvisionConnect Workflow and Structure	Wed 4/29/15	Mon 5/11/15	8 days	307,312	Decade	No	
318	Engineering of High Level EnvisionConnect Workflow and Structure	Wed 4/29/15	Tue 5/5/15	4 days	307,312		No	
319	Document High Level EnvisionConnect Workflow and Structure	Tue 5/5/15	Mon 5/11/15	4 days	318		No	
320	Creation of Support Codes and Workflow Structure	Thu 6/4/15	Thu 6/11/15	5 days	18 days	Decade, Agency	No	
321	Creation of Support Codes	Thu 6/4/15	Tue 6/9/15	3 days	18 days		No	
322	Creation of Workflows	Tue 6/9/15	Thu 6/11/15	2 days	321		No	
323	Set Up and Configuration of Software for NH	Thu 6/11/15	Thu 6/11/15	0 days	312,320		Yes	
324	Year 1 - System Hosting	Thu 6/11/15	Thu 6/11/15	0 days	323		Yes	
325	REPORT DEVELOPMENT	Wed 4/8/15	Mon 9/21/15	118.63 days	1		No	
326	Analysis (Timeboxed 4 Weeks)	Wed 4/8/15	Wed 5/6/15	4 wks		Decade, Agency	No	
327	Reports	Wed 5/6/15	Thu 6/11/15	26.63 days	326	Decade	No	
328	Download EnvisionConnect Report Manual	Wed 5/6/15	Wed 5/6/15	0.5 hrs	1		No	
329	Identify mission critical reports	Thu 6/11/15	Thu 6/11/15	4 hrs	328,306		No	
330	Write Specifications	Thu 6/11/15	Fri 6/12/15	1 day	327		No	
331	Reports Specification Documentation and Approval	Fri 6/12/15	Mon 6/15/15	1 day	330		Yes	
332	Implement Reports (See Business Requirements in RFP)	Mon 6/15/15	Wed 7/1/15	12 days	331		No	
333	R-1	Mon 6/15/15	Tue 6/16/15	1 day		Decade Report Writer	No	
334	R-2	Tue 6/16/15	Wed 6/17/15	1 day		333 Decade Report Writer	No	
335	R-3	Wed 6/17/15	Thu 6/18/15	1 day		334 Decade Report Writer	No	
336	R-4	Thu 6/18/15	Fri 6/19/15	1 day		335 Decade Report Writer	No	
337	R-5	Fri 6/19/15	Mon 6/22/15	1 day		336 Decade Report Writer	No	
338	R-6	Mon 6/22/15	Tue 6/23/15	1 day		337 Decade Report Writer	No	
339	R-7	Tue 6/23/15	Wed 6/24/15	1 day		338 Decade Report Writer	No	
340	R-8	Wed 6/24/15	Thu 6/25/15	1 day		339 Decade Report Writer	No	
341	R-9	Thu 6/25/15	Fri 6/26/15	1 day		340 Decade Report Writer	No	
342	R-10	Fri 6/26/15	Mon 6/29/15	1 day		341 Decade Report Writer	No	

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ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
343	R-11	Mon 6/29/15	Tue 6/30/15	1 day	342	Decade Report Writer	No	
344	R-12	Tue 6/30/15	Wed 7/1/15	1 day	343	Decade Report Writer	No	
345	Implement Forms/Reports (See Business Requirements in RFP)	Wed 7/1/15	Mon 9/21/15	58 days	332		No	
346	FM-1	Wed 7/1/15	Thu 7/2/15	1 day		Decade Report Writer	No	
347	FM-2	Thu 7/2/15	Fri 7/3/15	1 day	346	Decade Report Writer	No	
348	FM-3	Fri 7/3/15	Mon 7/6/15	1 day	347	Decade Report Writer	No	
349	FM-4	Mon 7/6/15	Tue 7/7/15	1 day	348	Decade Report Writer	No	
350	FM-5	Tue 7/7/15	Wed 7/8/15	1 day	349	Decade Report Writer	No	
351	FM-6	Wed 7/8/15	Thu 7/9/15	1 day	350	Decade Report Writer	No	
352	FM-7	Thu 7/9/15	Fri 7/10/15	1 day	351	Decade Report Writer	No	
353	FM-8	Fri 7/10/15	Mon 7/13/15	1 day	352	Decade Report Writer	No	
354	FM-9	Mon 7/13/15	Tue 7/14/15	1 day	353	Decade Report Writer	No	
355	FM-10	Tue 7/14/15	Wed 7/15/15	1 day	354	Decade Report Writer	No	
356	FM-11	Wed 7/15/15	Thu 7/16/15	1 day	355	Decade Report Writer	No	
357	FM-12	Thu 7/16/15	Fri 7/17/15	1 day	356	Decade Report Writer	No	
358	FM-13	Fri 7/17/15	Mon 7/20/15	1 day	357	Decade Report Writer	No	
359	FM-14	Mon 7/20/15	Tue 7/21/15	1 day	358	Decade Report Writer	No	
360	FM-15	Tue 7/21/15	Wed 7/22/15	1 day	359	Decade Report Writer	No	
361	FM-16	Wed 7/22/15	Thu 7/23/15	1 day	360	Decade Report Writer	No	
362	FM-17	Thu 7/23/15	Fri 7/24/15	1 day	361	Decade Report Writer	No	
363	FM-18	Fri 7/24/15	Mon 7/27/15	1 day	362	Decade Report Writer	No	
364	FM-19	Mon 7/27/15	Tue 7/28/15	1 day	363	Decade Report Writer	No	
365	FM-20	Tue 7/28/15	Wed 7/29/15	1 day	364	Decade Report Writer	No	
366	FM-21	Wed 7/29/15	Thu 7/30/15	1 day	365	Decade Report Writer	No	
367	FM-22	Thu 7/30/15	Fri 7/31/15	1 day	366	Decade Report Writer	No	
368	FM-23	Fri 7/31/15	Mon 8/3/15	1 day	367	Decade Report Writer	No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
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	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

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ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
369	FM-24	Mon 8/3/15	Tue 8/4/15	1 day	368	Decade Report Writer	No	
370	FM-25	Tue 8/4/15	Wed 8/5/15	1 day	369	Decade Report Writer	No	
371	FM-26	Wed 8/5/15	Thu 8/6/15	1 day	370	Decade Report Writer	No	
372	FM-27	Thu 8/6/15	Fri 8/7/15	1 day	371	Decade Report Writer	No	
373	FM-28	Fri 8/7/15	Mon 8/10/15	1 day	372	Decade Report Writer	No	
374	FM-29	Mon 8/10/15	Tue 8/11/15	1 day	373	Decade Report Writer	No	
375	FM-30	Tue 8/11/15	Wed 8/12/15	1 day	374	Decade Report Writer	No	
376	FM-31	Wed 8/12/15	Thu 8/13/15	1 day	375	Decade Report Writer	No	
377	FM-32	Thu 8/13/15	Fri 8/14/15	1 day	376	Decade Report Writer	No	
378	FM-33	Fri 8/14/15	Mon 8/17/15	1 day	377	Decade Report Writer	No	
379	FM-34	Mon 8/17/15	Tue 8/18/15	1 day	378	Decade Report Writer	No	
380	FM-35	Tue 8/18/15	Wed 8/19/15	1 day	379	Decade Report Writer	No	
381	FM-36	Wed 8/19/15	Thu 8/20/15	1 day	380	Decade Report Writer	No	
382	FM-37	Thu 8/20/15	Fri 8/21/15	1 day	381	Decade Report Writer	No	
383	FM-38	Fri 8/21/15	Mon 8/24/15	1 day	382	Decade Report Writer	No	
384	FM-39	Mon 8/24/15	Tue 8/25/15	1 day	383	Decade Report Writer	No	
385	FM-40	Tue 8/25/15	Wed 8/26/15	1 day	384	Decade Report Writer	No	
386	FM-41	Wed 8/26/15	Thu 8/27/15	1 day	385	Decade Report Writer	No	
387	FM-42	Thu 8/27/15	Fri 8/28/15	1 day	386	Decade Report Writer	No	
388	FM-43	Fri 8/28/15	Mon 8/31/15	1 day	387	Decade Report Writer	No	
389	FM-44	Mon 8/31/15	Tue 9/1/15	1 day	388	Decade Report Writer	No	
390	FM-45	Tue 9/1/15	Wed 9/2/15	1 day	389	Decade Report Writer	No	
391	FM-46	Wed 9/2/15	Thu 9/3/15	1 day	390	Decade Report Writer	No	
392	FM-47	Thu 9/3/15	Fri 9/4/15	1 day	391	Decade Report Writer	No	
393	FM-48	Fri 9/4/15	Mon 9/7/15	1 day	392	Decade Report Writer	No	
394	FM-49	Mon 9/7/15	Tue 9/8/15	1 day	393	Decade Report Writer	No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

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ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
395	FM-50	Tue 9/8/15	Wed 9/9/15	1 day		394 Decade Report Writer	No	
396	FM-51	Wed 9/9/15	Thu 9/10/15	1 day		395 Decade Report Writer	No	
397	FM-52	Thu 9/10/15	Fri 9/11/15	1 day		396 Decade Report Writer	No	
398	FM-53	Fri 9/11/15	Mon 9/14/15	1 day		397 Decade Report Writer	No	
399	FM-54	Mon 9/14/15	Tue 9/15/15	1 day		398 Decade Report Writer	No	
400	FM-55	Tue 9/15/15	Wed 9/16/15	1 day		399 Decade Report Writer	No	
401	FM-56	Wed 9/16/15	Thu 9/17/15	1 day		400 Decade Report Writer	No	
402	FM-57	Thu 9/17/15	Fri 9/18/15	1 day		401 Decade Report Writer	No	
403	FM-58	Fri 9/18/15	Mon 9/21/15	1 day		402 Decade Report Writer	No	
404	Report Development	Mon 9/21/15	Mon 9/21/15	0 days	327,332		Yes	
405	PAGE LAYOUT	Wed 4/8/15	Wed 4/29/15	15 days	1		No	
406	System Data Entry Form Design and Approval	Wed 4/8/15	Wed 4/29/15	15 days			Yes	
407	INTERFACE DEVELOPMENT	Mon 4/6/15	Fri 5/1/15	19.11 days			No	
408	Financial Interface (Enterprise Accounting - Store and Forward)	Mon 4/6/15	Fri 5/1/15	19.11 days	2 Decade		No	
409	Send client a Custom Interface Request (CIR)	Mon 4/6/15	Mon 4/6/15	20 mins			No	
410	Client to complete Sections 1 and 2	Mon 4/6/15	Mon 4/20/15	10 days	409		No	
411	Client to submit sample file and modified CIR to Designer	Wed 4/22/15	Wed 4/22/15	2 hrs 1.5 days			No	
412	Implementation Specialist and Designer to complete Section 3	Wed 4/22/15	Wed 4/22/15	2.25 hrs	411		No	
413	Designer to complete Section 4	Wed 4/22/15	Thu 4/23/15	2.25 hrs	412		No	
414	Client, Implementation Specialist and Designer will complete Section 5 (if applicable)	Thu 4/23/15	Thu 4/23/15	3.38 hrs	413		No	
415	Designer to complete Section 6	Thu 4/23/15	Thu 4/23/15	2.25 hrs	414		No	
416	Designer to set specifications acceptance deadline date	Thu 4/23/15	Fri 4/24/15	2.25 hrs	415		No	
417	CIR Document Completed	Fri 4/24/15	Fri 4/24/15	0 days	416		No	
418	Report Designer to submit modified CIR to Client	Fri 4/24/15	Fri 4/24/15	20 mins	417		No	
419	CIR Document Sent to Client	Fri 4/24/15	Fri 4/24/15	0 days	418		No	
420	CIR Document Signed off by Client	Mon 4/27/15	Mon 4/27/15	0 days 1.5 days			No	
421	Interface Specification Approval	Mon 4/27/15	Mon 4/27/15	0 days	420		Yes	
422	Designer to complete interface based on completed CIR	Mon 4/27/15	Mon 4/27/15	2.25 hrs	421		No	
423	Coding Completed	Mon 4/27/15	Mon 4/27/15	0 days	422		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
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ID	Task Name	Start	Finish	Duration	Predecessor	Resource Names	Milestone	15 8
424	Quality Assurance Testing Completed	Mon 4/27/15	Mon 4/27/15	0 days	423		No	
425	Product Installation Software Created	Mon 4/27/15	Mon 4/27/15	0 days	424		No	
426	Designer to complete applicable portions of Section 8	Mon 4/27/15	Tue 4/28/15	2.25 hrs	425		No	
427	Designer to set final report acceptance deadline date	Tue 4/28/15	Tue 4/28/15	20 mins	426		No	
428	Designer to submit modified CRR and report file to Client	Tue 4/28/15	Tue 4/28/15	40 mins	427		No	
429	Files Delivered to Client / Deployed	Tue 4/28/15	Tue 4/28/15	40 mins	428		No	
430	Client to test export based on testing criteria set in specifications	Wed 4/29/15	Thu 4/30/15	2 hrs 1.5 days			No	
431	Client to complete applicable portions of Section 8	Fri 5/1/15	Fri 5/1/15	2 hrs 1.5 days			No	
432	Client to review, respond (if needed)	Fri 5/1/15	Fri 5/1/15	20 mins	431		No	
433	Client to submit signed Section 9 - Acceptance of Final Interface to Designer	Fri 5/1/15	Fri 5/1/15	0 days	432		No	
434	Interface Approved by Client	Fri 5/1/15	Fri 5/1/15	0 days	433		No	
435	Interface Complete	Fri 5/1/15	Fri 5/1/15	0 days	434		No	
436	Financial System Interface Development	Fri 5/1/15	Fri 5/1/15	0 days	435		Yes	
437	Payment Gateway Interface	Mon 4/6/15	Fri 5/1/15	19.11 days	2		No	
438	Send client a Custom Interface Request (CIR)	Mon 4/6/15	Mon 4/6/15	20 mins			No	
439	Client to complete Sections 1 and 2	Mon 4/6/15	Mon 4/20/15	10 days	438		No	
440	Client to submit sample file and modified CIR to Designer	Wed 4/22/15	Wed 4/22/15	2 hrs 1.5 days			No	
441	Implementation Specialist and Designer to complete Section 3	Wed 4/22/15	Wed 4/22/15	2.25 hrs	440		No	
442	Designer to complete Section 4	Wed 4/22/15	Thu 4/23/15	2.25 hrs	441		No	
443	Client, Implementation Specialist and Designer will complete Section 5 (if ap)	Thu 4/23/15	Thu 4/23/15	3.38 hrs	442		No	
444	Designer to complete Section 6	Thu 4/23/15	Thu 4/23/15	2.25 hrs	443		No	
445	Designer to set specifications acceptance deadline date	Thu 4/23/15	Fri 4/24/15	2.25 hrs	444		No	
446	CIR Document Completed	Fri 4/24/15	Fri 4/24/15	0 days	445		No	
447	Report Designer to submit modified CIR to Client	Fri 4/24/15	Fri 4/24/15	20 mins	446		No	
448	CIR Document Sent to Client	Fri 4/24/15	Fri 4/24/15	0 days	447		No	
449	CIR Document Signed off by Client	Mon 4/27/15	Mon 4/27/15	0 days 1.5 days			No	
450	Designer to complete interface based on completed CIR	Mon 4/27/15	Mon 4/27/15	2.25 hrs	449		No	
451	Coding Completed	Mon 4/27/15	Mon 4/27/15	0 days	450		No	
452	Quality Assurance Testing Completed	Mon 4/27/15	Mon 4/27/15	0 days	451		No	
453	Product Installation Software Created	Mon 4/27/15	Mon 4/27/15	0 days	452		No	
454	Designer to complete applicable portions of Section 8	Mon 4/27/15	Tue 4/28/15	2.25 hrs	453		No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Milestone		External Milestone		Start-only	
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	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

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ID	Task Name	Start	Finish	Duration	Predecessor	Resource Names	Milestone	15 8
455	Designer to set final report acceptance deadline date	Tue 4/28/15	Tue 4/28/15	20 mins	454		No	
456	Designer to submit modified CRR and report file to Client	Tue 4/28/15	Tue 4/28/15	40 mins	455		No	
457	Files Delivered to Client / Deployed	Tue 4/28/15	Tue 4/28/15	40 mins	456		No	
458	Client to test export based on testing criteria set in specifications	Wed 4/29/15	Thu 4/30/15	2 hrs 1.5 days			No	
459	Client to complete applicable portions of Section 8	Fri 5/1/15	Fri 5/1/15	2 hrs 1.5 days			No	
460	Client to review, respond (if needed)	Fri 5/1/15	Fri 5/1/15	20 mins	459		No	
461	Client to submit signed Section 9 - Acceptance of Final Interface to Designer	Fri 5/1/15	Fri 5/1/15	0 days	460		No	
462	Interface Approved by Client	Fri 5/1/15	Fri 5/1/15	0 days	461		No	
463	Interface Complete	Fri 5/1/15	Fri 5/1/15	0 days	462		No	
464	Payment Processing Interface Development	Fri 5/1/15	Fri 5/1/15	0 days	463		Yes	
465	ONLINE SYSTEM SETUP & CONFIGURATION TRAINING	Thu 4/9/15	Tue 5/26/15	33.06 days	153		No	
466	Conduct System Set up training	Thu 4/9/15	Tue 5/26/15	33.06 days	153 Agency		No	
467	Overview - Session 1	Thu 4/9/15	Thu 4/9/15	0.44 days	153		No	
468	GoToMeeting Training Agenda Session 1 Developed	Thu 4/9/15	Thu 4/9/15	30 mins	153		No	
469	GoToMeeting Training Agenda Session 1 Signed by Client and Returned to DSC	Thu 4/9/15	Thu 4/9/15	0 days	468		No	
470	Weekly Status Meeting and GoToMeeting Training Combined	Thu 4/9/15	Thu 4/9/15	1 hr	469		No	
471	EnvisionConnect Overview	Thu 4/9/15	Thu 4/9/15	2 hrs	470		No	
472	GoToMeeting Training Session 2 (e.g., Financial)	Thu 4/16/15	Fri 4/17/15	0.44 days +5 days			No	
473	GoToMeeting Training Agenda Session 2 Developed	Thu 4/16/15	Fri 4/17/15	30 mins +5 days			No	
474	GoToMeeting Training Agenda Session 2 Signed by Client and Returned to DSC	Fri 4/17/15	Fri 4/17/15	0 days	473		No	
475	Weekly Status Meeting and GoToMeeting Training Combined	Fri 4/17/15	Fri 4/17/15	1 hr	474		No	
476	GoToMeeting Session	Fri 4/17/15	Fri 4/17/15	2 hrs	475		No	
477	GoToMeeting Training Session 3 (e.g., Recreational Health)	Fri 4/24/15	Fri 4/24/15	0.44 days +5 days			No	
478	GoToMeeting Training Agenda Session 3 Developed	Fri 4/24/15	Fri 4/24/15	30 mins +5 days			No	
479	GoToMeeting Training Agenda Session 3 Signed by Client and Returned to DSC	Fri 4/24/15	Fri 4/24/15	0 days	478		No	
480	Weekly Status Meeting	Fri 4/24/15	Fri 4/24/15	1 hr	479		No	
481	GoToMeeting Session	Fri 4/24/15	Fri 4/24/15	2 hrs	480		No	
482	GoToMeeting Training session 4 (e.g., Food)	Fri 5/1/15	Mon 5/4/15	0.44 days +5 days			No	
483	GoToMeeting Training Agenda Session Created 4	Fri 5/1/15	Fri 5/1/15	30 mins +5 days			No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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	Rolled Up Milestone		Manual Task			
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ID	Task Name	Start	Finish	Duration	Predecess	Resource Names	Milestone	15 8
484	GoToMeeting Training Agenda Session 4 Signed off Received from Client	Fri 5/1/15	Fri 5/1/15	0 days	483		No	
485	Weekly Status Meeting	Fri 5/1/15	Mon 5/4/15	1 hr	484		No	
486	GoToMeeting Session	Mon 5/4/15	Mon 5/4/15	2 hrs	485		No	
487	GoToMeeting Training session 5 (e.g., Shellfish)	Mon 5/11/15	Mon 5/11/15	0.44 days +5 days			No	
488	GoToMeeting Training Agenda Session 5 Created	Mon 5/11/15	Mon 5/11/15	30 mins +5 days			No	
489	GoToMeeting Training Agenda Session 5 Signed Off	Mon 5/11/15	Mon 5/11/15	0 days	488		No	
490	Weekly Status Meeting	Mon 5/11/15	Mon 5/11/15	1 hr	489		No	
491	GoToMeeting Session	Mon 5/11/15	Mon 5/11/15	2 hrs	490		No	
492	GoToMeeting Training session 6 (e.g., Milk & Dairy)	Mon 5/18/15	Tue 5/19/15	0.44 days +5 days			No	
493	GoToMeeting Training Agenda Session 6 Created	Mon 5/18/15	Mon 5/18/15	30 mins +5 days			No	
494	GoToMeeting Training Agenda Session 6 Signed Off	Mon 5/18/15	Mon 5/18/15	0 days	493		No	
495	Weekly Status Meeting	Mon 5/18/15	Mon 5/18/15	1 hr	494		No	
496	GoToMeeting Session	Mon 5/18/15	Tue 5/19/15	2 hrs	495		No	
497	GoToMeeting Training session 7 (e.g., Bottled Water)	Tue 5/26/15	Tue 5/26/15	0.44 days +5 days			No	
498	GoToMeeting Training Agenda Session 7 Created	Tue 5/26/15	Tue 5/26/15	30 mins +5 days			No	
499	GoToMeeting Training Agenda Session 7 Signed off Received from Client	Tue 5/26/15	Tue 5/26/15	0 days	498		No	
500	Weekly Status Meeting	Tue 5/26/15	Tue 5/26/15	1 hr	499		No	
501	GoToMeeting Session	Tue 5/26/15	Tue 5/26/15	2 hrs	500		No	
502	GoToMeeting Training session 9 (e.g., Septic / Water Well)	Thu 4/9/15	Thu 4/9/15	0.44 days			No	
503	GoToMeeting Training Agenda Session 9 Created	Thu 4/9/15	Thu 4/9/15	30 mins			No	
504	GoToMeeting Training Agenda Session 9 Signed off Received from Client	Thu 4/9/15	Thu 4/9/15	0 days	503		No	
505	Weekly Status Meeting	Thu 4/9/15	Thu 4/9/15	1 hr	504		No	
506	GoToMeeting Session	Thu 4/9/15	Thu 4/9/15	2 hrs	505		No	
507	GoToMeeting Training on ECR - Session 13	Thu 4/9/15	Thu 4/9/15	0.44 days			No	
508	GoToMeeting Training Agenda Session 13 Created	Thu 4/9/15	Thu 4/9/15	30 mins			No	
509	GoToMeeting Training Agenda Session 13 Signed off Received from Client	Thu 4/9/15	Thu 4/9/15	0 days	508		No	
510	Weekly Status Meeting	Thu 4/9/15	Thu 4/9/15	1 hr	509		No	
511	GoToMeeting Session	Thu 4/9/15	Thu 4/9/15	2 hrs	510		No	
512	GoToMeeting Training on ECR - Session 14	Thu 4/16/15	Fri 4/17/15	0.46 days +5 days			No	
513	GoToMeeting Training Agenda Session 14 Created	Thu 4/16/15	Fri 4/17/15	30 mins +5 days			No	
514	GoToMeeting Training Agenda Session 14 Signed off Received from Client	Fri 4/17/15	Fri 4/17/15	10 mins	513		No	

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ID	Task Name	Start	Finish	Duration	Predecessor	Resource Names	Milestone	15 8
515	GoToMeeting Training Agenda Session Created	Fri 4/17/15	Fri 4/17/15	0 days	514		No	
516	Weekly Status Meeting	Fri 4/17/15	Fri 4/17/15	1 hr	515		No	
517	GoToMeeting Session	Fri 4/17/15	Fri 4/17/15	2 hrs	516		No	
518	GoToMeeting Training on ECR - Session 15	Fri 4/24/15	Fri 4/24/15	0.44 days +5 days			No	
519	GoToMeeting Training Agenda Session 15 Created	Fri 4/24/15	Fri 4/24/15	30 mins	+5 days		No	
520	GoToMeeting Training Agenda Session 15 Signed off Received from Clie	Fri 4/24/15	Fri 4/24/15	0 days	519		No	
521	Weekly Status Meeting	Fri 4/24/15	Fri 4/24/15	1 hr	520		No	
522	GoToMeeting Session	Fri 4/24/15	Fri 4/24/15	2 hrs	521		No	
523	DEFINING BUSINESS RULES	Tue 5/26/15	Fri 7/3/15	27.53 days	465		No	
524	Validate System Set-up	Tue 5/26/15	Tue 6/2/15	4.53 days	465	Decade,Agency	No	
525	Request a copy of the client's completed Shell database	Tue 5/26/15	Tue 5/26/15	15 mins	465		No	
526	Validate Configurations and Support Codes	Tue 5/26/15	Thu 5/28/15	1.5 days	525		No	
527	Validate Batch Processes	Thu 5/28/15	Tue 6/2/15	3 days	526		No	
528	Develop Final Business Workflows	Tue 6/2/15	Fri 7/3/15	23 days	527	Decade,Agency	No	
529	Logging Time and Activity	Tue 6/2/15	Wed 6/10/15	6 days	527		No	
530	Activity Processing Control	Tue 6/2/15	Wed 6/3/15	1.5 days	527		No	
531	Inspection Violation & Enforcement Tracking	Wed 6/3/15	Fri 6/5/15	1.5 days	530		No	
532	Create Workflows & Establish Procedures	Fri 6/5/15	Wed 6/10/15	3 days	531		No	
533	Financial Business Practices	Wed 6/10/15	Thu 6/18/15	6 days	532		No	
534	Establishing a Billing Cycle	Wed 6/10/15	Thu 6/11/15	1.5 days	532		No	
535	Anniversary Date Billing (Program or Facility)	Thu 6/11/15	Mon 6/15/15	1.5 days	534		No	
536	Posting Payments	Mon 6/15/15	Tue 6/16/15	1 day	535		No	
537	Reoccurring Permit Fees	Tue 6/16/15	Wed 6/17/15	1 day	536		No	
538	Create Workflows & Establish Procedures	Wed 6/17/15	Thu 6/18/15	1 day	537		No	
539	Batch Processes	Wed 6/17/15	Tue 6/23/15	4 days	537		No	
540	Scheduled Invoice Billing	Wed 6/17/15	Thu 6/18/15	1 day	537		No	
541	Daily Time & Activity Billing	Thu 6/18/15	Fri 6/19/15	1 day	540		No	
542	Month End Close	Fri 6/19/15	Mon 6/22/15	1 day	541		No	
543	Create Workflows & Establish Procedures	Mon 6/22/15	Tue 6/23/15	1 day	542		No	
544	Tracking Complaints	Mon 6/22/15	Tue 6/23/15	1 day	542		No	
545	Complaint Investigations	Mon 6/22/15	Tue 6/23/15	1 day	542		No	
546	Create Workflows & Establish Procedures	Tue 6/23/15	Wed 6/24/15	1 day	544		No	

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	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
	Rolled Up Progress		Duration-only			

Attachment B

ID	Task Name	Start	Finish	Duration	Predecessor	Resource Names	Milestone	15 8
547	Service Request	Wed 6/24/15	Fri 6/26/15	2 days	546		No	
548	Plan Check	Wed 6/24/15	Thu 6/25/15	1 day	546		No	
549	Create Workflows & Establish Procedures	Thu 6/25/15	Fri 6/26/15	1 day	548		No	
550	Report Printing Process	Fri 6/26/15	Thu 7/2/15	4 days	549		No	
551	Billing	Fri 6/26/15	Mon 6/29/15	1 day	549		No	
552	Permits	Mon 6/29/15	Tue 6/30/15	1 day	551		No	
553	Inspections	Tue 6/30/15	Wed 7/1/15	1 day	552		No	
554	Create Workflows & Establish Procedures	Wed 7/1/15	Thu 7/2/15	1 day	553		No	
555	Configuration Documentation and Approval	Thu 7/2/15	Fri 7/3/15	1 day	550		Yes	
556	Input Live Data	Thu 7/2/15	Thu 7/2/15	0 days	554 Agency		Yes	
557	SYSTEM WALKTHROUGH/REVIEW	Fri 7/3/15	Mon 7/6/15	1 day	523		Yes	
558	ONSITE TRAINING	Mon 7/6/15	Wed 10/21/15	77.14 days	557		No	
559	Agree on Training Schedule with Client	Mon 7/6/15	Mon 7/13/15	5.06 days	497 Decade,Agency		No	
560	Training Plan and Schedule	Mon 7/6/15	Mon 7/6/15	3 hrs	497		Yes	
561	Review the SHELL database	Mon 7/6/15	Tue 7/7/15	1.5 days	560		No	
562	Verify ENTERED Data and Support Codes	Tue 7/7/15	Fri 7/10/15	3 days	561		No	
563	Confirm trainees have completed EnvisionConnect Basic Skills Workbook	Fri 7/10/15	Mon 7/13/15	1.5 hrs	562		No	
564	Application Training	Mon 9/21/15	Wed 10/21/15	21.5 days	497 Decade,Agency		No	
565	Core, Financial, Permit	Mon 9/21/15	Wed 10/21/15	21.5 days	325,179		No	
566	Preparation for Training	Mon 9/21/15	Tue 9/22/15	4 hrs	497		No	
567	Ensure Training requirements Completed	Tue 9/22/15	Tue 9/22/15	0 days	566		No	
568	Pre-Travel Check List Completed and Approved by Dept Manager	Tue 9/22/15	Tue 9/22/15	0 days	567		No	
569	Onsite Training Requirements Developed(tailored to meet need)	Tue 9/22/15	Tue 9/22/15	0 days	568		No	
570	Onsite Training Requirements Signed by Client and Returned to DSC	Tue 9/22/15	Tue 9/22/15	0 days	569		No	
571	Onsite Training Agenda Developed for Client Approval	Tue 9/22/15	Tue 9/22/15	0 days	570		No	
572	Onsite Training Agenda Sign off Received from Client	Tue 9/22/15	Tue 9/22/15	0 days	571		No	
573	Travel Request Sent to Admin Dept.	Tue 9/22/15	Tue 9/22/15	0 days	572		No	
574	Provide User Documentation	Tue 9/22/15	Tue 9/22/15	0 days	573		Yes	
575	Travel to Site	Wed 10/14/15	Thu 10/15/15	1 day	574		No	
576	Travel to Site	Wed 10/14/15	Thu 10/15/15	8 hrs 16 days			No	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
	Split		Project Summary		Manual Summary	
	Milestone		External Milestone		Start-only	
	Summary		Inactive Task		Finish-only	
	Rolled Up Task		Inactive Milestone		Progress	
	Rolled Up Split		Inactive Summary		Deadline	
	Rolled Up Milestone		Manual Task			
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Attachment D

ID	Task Name	Start	Finish	Duration	Success	Resource Names	Milestone	15
577	Train End-Users (Train the Trainer)	Thu 10/15/15	Wed 10/21/15	4 days	576		Yes	8
578	Core Day 1	Thu 10/15/15	Fri 10/16/15	8 hrs	576		No	
579	Core Day 2	Fri 10/16/15	Mon 10/19/15	8 hrs	578		No	
580	Core Day 3	Mon 10/19/15	Tue 10/20/15	8 hrs	579		No	
581	Core Day 4	Tue 10/20/15	Wed 10/21/15	8 hrs	580		No	
582	Certificates of Training Completion Awarded	Wed 10/21/15	Wed 10/21/15	0 days	581		No	
583	Receive Training Evaluation from Attendees	Wed 10/21/15	Wed 10/21/15	0 days	582		No	
584	Update Training Metrics Data by Dept Manager	Wed 10/21/15	Wed 10/21/15	0 days	583		No	
585	SECURITY & TESTING	Tue 5/26/15	Mon 9/14/15	79.16 days	465		No	
586	Test Security	Tue 5/26/15	Tue 6/2/15	5 days		Decade,Agency	Yes	
587	Unit, System, Integration, Regression Testing	Fri 8/7/15	Fri 8/7/15	0 days	140,146	Decade	Yes	
588	Test Functionality	Fri 8/7/15	Fri 8/7/15	0 days	140,146	Decade	Yes	
589	Perform Volume and Stress Test	Fri 8/7/15	Fri 8/14/15	5 days	140,146		No	
590	User Acceptance Testing (UAT)	Fri 8/7/15	Mon 9/14/15	26 days	140,146		No	
591	Test Plan and Scripts	Fri 8/7/15	Fri 8/14/15	5 days		Decade,Agency	Yes	
592	Training for UAT	Fri 8/14/15	Mon 8/17/15	1 day	591		Yes	
593	Support State During UAT	Mon 8/17/15	Mon 8/31/15	10 days	592		Yes	
594	User Acceptance Testing	Mon 8/31/15	Mon 9/14/15	10 days	593		Yes	
595	UAT Acceptance by the State	Mon 9/14/15	Mon 9/14/15	0 days	594		Yes	
596	System Ready for Review and User Testing	Fri 8/14/15	Fri 8/14/15	0 days	588,591		Yes	
597	GO-LIVE and SYSTEM ACCEPTANCE	Wed 10/21/15	Mon 2/29/16	93.29 days	558,585		No	
598	Schedule final delivery of all implementation components to client	Wed 10/21/15	Wed 10/21/15	20 mins		Decade,Agency	No	
599	User Operation Manual	Wed 10/21/15	Thu 10/22/15	1 day	598	Decade	Yes	
600	User Support Plan	Thu 10/22/15	Fri 10/23/15	1 day	599	Decade	Yes	
601	Deployment Plan	Fri 10/23/15	Mon 10/26/15	1 day	600	Decade	Yes	
602	Go live Deployment	Mon 10/26/15	Mon 10/26/15	0 days	601	Agency	Yes	
603	Update Issues Log	Mon 10/26/15	Mon 11/9/15	1.83 days	602	Decade,Agency	No	
604	Support State During Go Live	Mon 10/26/15	Mon 2/29/16	90 days	602	Decade	Yes	
605	Warranty Period	Mon 10/26/15	Mon 2/29/16	90 days	602	Decade,Agency	Yes	
606	Submit Implementation Project Sign-off Document to Client	Mon 2/29/16	Mon 2/29/16	0 days	605	Decade	No	
607	Obtain Project Sign-Off from Client	Mon 2/29/16	Mon 2/29/16	0 days	606	Decade	No	
608	Final State Acceptance of System	Mon 2/29/16	Mon 2/29/16	0 days	607	Agency	Yes	

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Attachment D

ID	Task Name	Start	Finish	Duration	Predecessors	Resource Names	Milestone	15 8
609	Project Holdback	Mon 2/29/16	Mon 2/29/16	0 days	608	Agency	Yes	
610	Project Close Out Meeting	Mon 2/29/16	Mon 2/29/16	2 hrs	608	Decade,Agency	Yes	
611	HANDOFF TO CLIENT SUPPORT	Mon 4/11/16	Mon 5/16/16	25.25 days	30 days		No	
612	Transfer Workflow Information into CS Library	Mon 4/11/16	Mon 4/11/16	0.5 days		Decade	No	
613	Provide Workflow Document to Support	Mon 4/11/16	Mon 4/11/16	15 mins		Decade	No	
614	Handoff to Client Support	Mon 4/11/16	Mon 4/11/16	0 days	30 days	Decade	No	
615	Billing Cycle Period	Mon 4/11/16	Tue 4/12/16	1 day	30 days	Agency	No	
616	Successfully completed billing cycle	Tue 5/10/16	Thu 5/12/16	2 days	20 days	Agency	No	
617	Successfully completed permitting cycle	Thu 5/12/16	Mon 5/16/16	2 days	20 days	Agency	No	
618	Transfer status from an Implementation Client to a Client Support Client	Mon 5/16/16	Mon 5/16/16	0 days		617 Decade	No	
619	Client Signs Off on Project Completion	Mon 5/16/16	Mon 5/16/16	0 days		618 Agency	No	
620	HOSTING, SUPPORT, AND MAINTENANCE	Mon 3/14/16	Thu 3/14/19	783 days			No	
621	Year 2	Mon 3/14/16	Mon 3/14/16	0 days			Yes	
622	Year 2 - Ongoing System Hosting	Mon 3/14/16	Mon 3/14/16	0 mons		Decade,Agency	Yes	
623	Year 2 - Ongoing Support and Maintenance	Mon 3/14/16	Mon 3/14/16	0 mons		Decade,Agency	Yes	
624	Year 2 - Source Escrow Fee	Mon 3/14/16	Mon 3/14/16	0 mons		Decade,Agency	Yes	
625	Year 3	Tue 3/14/17	Tue 3/14/17	0 days			Yes	
626	Year 3 - Ongoing System Hosting	Tue 3/14/17	Tue 3/14/17	0 mons		Decade,Agency	Yes	
627	Year 3 - Ongoing Support and Maintenance	Tue 3/14/17	Tue 3/14/17	0 mons		Decade,Agency	Yes	
628	Year 3 - Source Escrow Fee	Tue 3/14/17	Tue 3/14/17	0 mons		Decade,Agency	Yes	
629	Year 4	Wed 3/14/18	Wed 3/14/18	0 days			Yes	
630	Year 4 - Ongoing System Hosting	Wed 3/14/18	Wed 3/14/18	0 mons		Decade,Agency	Yes	
631	Year 4 - Ongoing Support and Maintenance	Wed 3/14/18	Wed 3/14/18	0 mons		Decade,Agency	Yes	
632	Year 4 - Source Escrow Fee	Wed 3/14/18	Wed 3/14/18	0 mons		Decade,Agency	Yes	
633	Year 5	Thu 3/14/19	Thu 3/14/19	0 days			Yes	
634	Year 5 - Ongoing System Hosting	Thu 3/14/19	Thu 3/14/19	0 mons		Decade,Agency	Yes	
635	Year 5 - Ongoing Support and Maintenance	Thu 3/14/19	Thu 3/14/19	0 mons		Decade,Agency	Yes	
636	Year 5 - Source Escrow Fee	Thu 3/14/19	Thu 3/14/19	0 mons		Decade,Agency	Yes	

Project: New Hampshire - Sample Imp Date: Fri 1/30/15	Task		External Tasks		Manual Summary Rollup	
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