

MLC
172

State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

RICHARD C. BAILEY, JR.
ASSISTANT COMMISSIONER

ROBERT L. QUINN
COMMISSIONER

EDDIE EDWARDS
ASSISTANT COMMISSIONER

May 31, 2022.

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

REQUESTED ACTION

Authorize the Department of Safety (DOS), Division of Motor Vehicles to enter into a retroactive amendment to an existing contract (Contract #2013-092) with Tech Mahindra (VC# 255204-B001) for the implementation of the Enhanced Driver License Testing (EDLT) and Online Insurance Verification System (OIVS) by increasing the price limitation by \$96,000.00 from \$16,447,254 to \$16,543,254 effective retroactive to July 21, 2021, with no change to the completion date of June 30, 2022, upon Governor and Council approval. The original contract with Tech Mahindra was approved by Governor and Council on December 20, 2013 as item #92, and most recently amended with Governor and Council on January 22, 2021 as item #77A. 100% Federal Funds.

Funding is available as follows:

02-23-23-233010-74680000-103-502664-Contracts for Operational Services	<u>SFY2022</u> \$96,000.00
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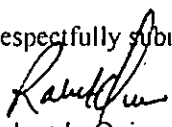
EXPLANATION

This amendment is retroactive due to an administrative oversight at the DMV when a change in assigned process improvement projects was not incorporated into a formal contract amendment.

This item amends the original contract deliverables to align with revised DMV priorities. Due to a change in priorities, the DMV requested the vendor to build an Online Insurance Verification System (OIVS) instead of the originally contracted project, Online Restoration Fee Payment. The OIVS allows customers who have been involved in an accident to submit insurance information to the DMV using an online interface that is free to the customer. OIVS benefits DMV customers and the insurance industry as it can prevent false claims and allow claim processing to proceed more quickly and efficiently. At this time, there is no plan to implement the Online Restoration Fee Payment project.

This amendment also includes the development, testing, and implementation of the Entry-Level Driver Training (ELDT) service. This service enables the DMV to verify training credentials for all Commercial Driver License (CDL) and CLP candidates against the national training provider registry. This verification is required by federal law and ensures that CDL applicants in NH have received proper training before obtaining their licenses.

Respectfully submitted


Robert L. Quinn
Commissioner of Safety



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 18, 2022

Robert L. Quinn, Commissioner
Department of Safety
33 Hazen Drive
Concord, NH 03305

Dear Commissioner Quinn:

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 Tech Mahindra (Americas) Inc., as described below and referenced as DoIT No. 2013-049E.

This request is to amend an existing contract with Tech Mahindra for the development and implementation of the Entry-Level Driver Training (ELDT) Project and the On-Line Insurance Verification System (OIVS). The Federal Motor Carrier Safety Administration (FMCSA) issued regulations to establish minimum ELDT requirements for interstate and intrastate commercial driver license (CDL) applicants obtaining a CDL for the first time; Class B CDL holders seeking an upgrade to a Class A CDL; and those seeking passenger (P), hazardous materials (H), or school bus (S) endorsements for the first time.

The development and implementation of the ELDT service allows DMV users to retrieve necessary, detailed FMCSA Training Provider Registry data that is federally required prior to allowing an applicant to schedule a CDL behind-the-wheel skills test. OIVS is an online service offered to DMV customers that allows them to submit the Insurance Verification Form, DSMV385, online following an accident..

This amendment requests an increase to the contract price limitation of \$96,000.00 from \$16,447,254.00 to an amount of \$16,543,254.00 with no change to the completion date of June 30, 2022, effective upon Governor and Executive Council approval through June 30, 2022.

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

Sincerely,

Denis Goulet

DG/RA
DoIT #2013-049E
cc: Ronald Reed, IT Manager, DoIT

State of New Hampshire
 Department of Safety
 VISION
 Contract 2013-049
 Amendment 5

This Retroactive Agreement (hereinafter called the "Amendment") is by and between Tech Mahindra (Americas) Inc., hereinafter referred to as TechM (VC# 255204-B001), and the State of New Hampshire acting by and through the Department of Safety hereinafter referred to as DOS.

WHEREAS, pursuant to an Agreement (herein after referred to as the "Agreement"), approved by the Governor and Executive Council, on December 20, 2013, Item # 92, and Amendment 1 approved by the Governor and Executive Council on December 16, 2015, Item # 86C, and Amendment 2 approved by the Governor and Executive Council on June 6, 2018, Item # 149, and Amendment 3 approved by the Governor and Executive Council on March 27, 2019, Item # 63, and Amendment 4 approved by the Governor and Executive Council on January 22, 2020, Item # 77A, TechM agreed to provide certain services upon the terms and conditions specified in the Agreement, Amendment #1, Amendment #2, Amendment #3 and Amendment #4 and in consideration of payment by the DOS, certain sums as specified therein;

WHEREAS, pursuant to Section 18. Amendment, of the Agreement General Provisions, the Agreement may be amended only by an instrument in writing signed by the parties thereto and approval by the Governor and Executive Council;

WHEREAS, TechM and the DOS have agreed to amend the Agreement;

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

The Agreement is hereby amended as follows:

1. Amend the Contract Agreement – Part 1, Section 1.8 of the Agreement by increasing the Price Limitation by \$96,000 from \$16,447,254 to not exceed \$16,543,254.
2. Amend Part 3, Exhibit A, Contract Deliverables, Table A-1: Mandatory Activities / Deliverables / Milestones / Deliverable Acceptance Criteria of the Contract Agreement, by adding the new Entry-Level Training (ELDT) project, following all requirements and processes described in the Contract Agreement during development, testing, training and implementation. Format of Deliverables shall be the same as used for the VISION project development. This project was not anticipated during the Contract Agreement development.

Entry-Level Training (ELDT) Project			
Item	Activity, Deliverable, or Milestone	Deliverable Type	Projected commencement / delivery date
1	Entry-Level Training (ELDT) Interface Project – Develop, test and implement ELDT Interface service in VISION	Software & Non-Software	Delivery due within 30 days of G&C approval
2	ELDT Service will allows DMV users to retrieve the detailed FMCSA Training Provider Registry data. The detailed record will contain driver-identifying information and all training records from the FMCSA for the driver.	Software & Non-Software	Delivery due within 30 days of G&C approval
3	System shall create ELDT requirements/deficiency during Commercial license transaction (Issue,	Software & Non-Software	Delivery due within 30 days of G&C approval

	Renewal or Replacement) based on transaction type, and below scenarios; CDL applicants obtaining a CDL for the first time; Class B CDL holders seeking an upgrade to a Class A CDL; Customer seeking passenger (P) endorsement for the first time; Customer seeking hazardous materials (H) endorsement for the first time; Customer seeking school bus (S) endorsements for the first time		
4	System shall allow user to send Driver Search Inquiry to the TPR web service, and display results received to user for selection	Software & Non-Software	Delivery due within 30 days of G&C approval
5	System shall allow user to select the matching record and launch Driver Detail Inquiry transaction	Software & Non-Software	Delivery due within 30 days of G&C approval
6	System shall display the Training Details received from the TPR Web Service to the user	Software & Non-Software	Delivery due within 30 days of G&C approval
7	System shall allow user to capture that the required training has been completed, and based on the user response system shall meet the ELDT training requirement/deficiency.	Software & Non-Software	Delivery due within 30 days of G&C approval

3. Amend Part 3, Exhibit A, Contract Deliverables, Table A-1: Mandatory Activities / Deliverables / Milestones / Deliverable Acceptance Criteria of the Contract Agreement by adding the new On-Line Insurance Verification System project, following all requirements and processes described in the Contract Agreement during development, testing, training and implementation. Format of Deliverables shall be the same as used for the VISION project development. This project was not anticipated during the Contract Agreement development.

On-Line Insurance Verification Service (OIVS) Project			
Item	Activity, Deliverable, or Milestone	Deliverable Type	Projected commencement / delivery date
1	On-Line Insurance Verification System Project – Develop, test and implement OIVS Interface service in VISION	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21
2	On-Line Insurance Verification System allows customers who have been involved in an accident to submit insurance information to the DMV using an online interface that is free to the customer.	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21
3	The system shall allow the customer to enter accident information, driver information, insurance information, vehicle information, and contact information. The system uses the provided information to match the customer with the customer's official motor vehicle record in VISION	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21
4	The system shall require a verification process that allows the customer to verify the entered information prior to submitting the information.	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21
5	The system shall display transaction details to the	Software &	Commencement retroactive to

	customer confirming to the customer that this is a free service.	Non-Software	7/21/2021; delivery retroactive to 10/25/21
6	The system shall provide to the customer a confirmation screen indicating the transaction was successful and allow the customer to download a copy of their submission. The system shall also provide a confirmatory email to the customer.	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21
7	The system shall place the customer's provided information in an exception queue for review and acceptance by the DMV Accident Evaluator who will ensure the records are properly matched and complete prior to that information being written to the customer's official motor vehicle records in VISION.	Software & Non-Software	Commencement retroactive to 7/21/2021; delivery retroactive to 10/25/21

4. Amend Part 3, Exhibit B, Price and Payment Schedule, by adding the new Entry-Level Training (ELDT) project and the On-line Insurance Verification System project.

Activity, Deliverable or Milestone	Payment
Development environment set up, Dynamics CRM platform configurations and customizations	
Completion of design, development and unit testing	
Completion of system integration testing	
Completion of UAT and deployment	\$240,000.00
Total not to exceed	\$240,000.00

5. Amend Amendment 4, Table 2.1 by replacing the Online Restoration Fee Payment project with the On-Line Insurance Verification System project.

CONTINUANCE OF AGREEMENT: Except as specifically amended and modified by the terms and conditions of Amendment # 5; the Agreement, Amendment # 1, Amendment # 2, Amendment # 3 and Amendment # 4 and the obligations of the parties there under shall remain in full force and effect in accordance with the terms and conditions set forth therein.

EFFECTIVE DATE OF THE AMENDMENT: This Amendment shall be effective upon its approval by the Governor and Executive Council of the State of New Hampshire. If approval is withheld, this document shall become null and void, with no further obligation or recourse to either party.

The parties have hereunto set their hands as of the day and year written below.

Tech Mahindra (Americas) Inc.

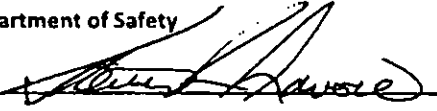
By: Santosh Kumar Nair
Santosh Kumar Nair (May 11, 2022 20:16 GMT +5.5)

Date: 11th May 2022

Date 11/5 Initials SN


Title Authorized Signatory

STATE OF NEW HAMPSHIRE
Department of Safety

By:  Date: 5/26/22

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

OFFICE OF THE ATTORNEY GENERAL

By:  On: June 13, 2022
Assistant Attorney General

GOVERNOR AND COUNCIL OF NEW HAMPSHIRE

On: _____

Signed: _____ Title: _____

State of New Hampshire

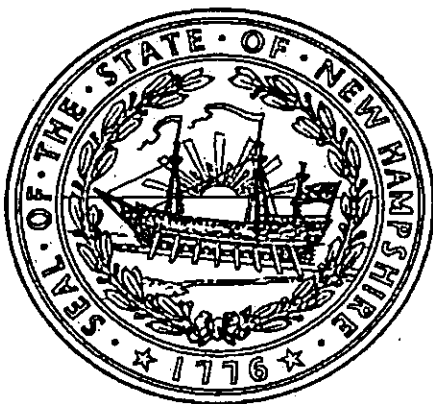
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that TECH MAHINDRA (AMERICAS) INC. is a New Jersey Profit Corporation registered to transact business in New Hampshire on October 23, 2013. 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: 699441

Certificate Number: 0005766401



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 26th day of April A.D. 2022.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

General Power of Attorney

TO ALL TO WHOM these presents shall come. Tech Mahindra (Americas), Inc. a Corporation registered in the state of New Jersey, United States of America and having its Business Address at 4965, Preston Park Boulevard, Suite 500, Plano, TX 75093, United States of America (hereinafter referred to as "the Corporation") **SEND GREETINGS:**

WHEREAS, the Corporation is desirous of appointing,

Mr. Vineet Vij, General Counsel, Employee ID No: 620796

Mr. Milind Pendse, Assistant General Counsel, Employee ID No: 79894

Mr. Sarang Bhanage, Assistant General Counsel, Employee ID No: 42271

Mr. Santoshkumar Nair, Assistant General Counsel, Employee ID No: 248504

Mr. Vikas Saxena, Assistant General Counsel, Employee ID No: 127389 and

Mr. Rahul Sharma, Assistant General Counsel, Employee ID No: 634260

all of whom are the employees of Tech Mahindra Limited, India as its Constituted Attorney, authorizing the attorneys severally to execute various documents for and on behalf of the Corporation.

NOW KNOW YOU ALL AND THESE PRESENTS WITNESS THAT, the Corporation hereby nominate, constitute and appoint

Mr. Vineet Vij, General Counsel, Employee ID No: 620796

Mr. Milind Pendse, Assistant General Counsel, Employee ID No: 79894

Mr. Sarang Bhanage, Assistant General Counsel, Employee ID No: 42271

Mr. Santoshkumar Nair, Assistant General Counsel, Employee ID No: 248504

Mr. Vikas Saxena, Assistant General Counsel, Employee ID No: 127389 and

Mr. Rahul Sharma, Assistant General Counsel, Employee ID No: 634260

all of whom are the employees of Tech Mahindra Limited, India, to be our true and lawful attorney in fact and in law of the Corporation for and in the name and on behalf of the Corporation to execute and perform all and/or any of the following acts, deeds, matters, that is to say:

- i. To execute and sign all agreements and contracts, with customers, vendors, sub-contractors, alliance partners and other service providers for providing or receiving software development services, software consultancy services, master service agreements, alliance, teaming, partnership agreements or agreement for any other services/matters and agreements for license of software from any of its vendors, suppliers or anything in connection therewith.

- ii. To execute and sign all documents connected with or which may be required to be executed with Utilities/Services providers in connection with applications for and/or transfer of telephone lines, facsimile connections, electronic data links, leased lines, internet connections and/or other utilities/services including in particular but not limited to application forms, bonds, consent letters, guarantees and any other papers or writings which may be required.
- iii. To sign all necessary documents to secure any monies advances or loaned to any of its employees in accordance with any staff welfare schemes introduced, including but not limited to vehicle loan, housing loan or any other such loans, for the benefit of its employees, from time to time.
- iv. To execute and sign all contracts and agreements with contractors, suppliers of services such as security services, maintenance services, housekeeping services, car rental services, insurance, credit rating, underwriters, registrar & transfer agents of shares or stocks or such other securities and equipment hire services etc.
- v. To accept service of any writ or summons or other legal process and to appear and to represent the Corporation, or otherwise to commence, carry on or continue, action or other proceedings, for the Corporation and in the name of the Corporation, in any Court or Quasi-Judicial forum/Authorities, or any other judicial, quasi-judicial, semi-judicial, tribunals, government or semi-government or quasi-government authorities, tax or revenue authorities, property / real assets related authorities, whether civil or criminal or insolvency or Court hearing, Corporation matters or all types of tax matters and such other legal matters of whatsoever nature, having jurisdiction in any Sovereign Territories worldwide and also to file and defend, appeals, references, reviews, revision and other applications from the decisions in such actions or proceedings and to carry to final determination as the Attorney shall think fit and also to take such other lawful actions and means for recovering or getting in such sum of money, refund or other thing whatsoever and also to appoint any number of Solicitors, Pleaders, Advocates, Barrister or other Legal Advisers, and issue them necessary authorizations including Vakalatnama, power of attorneys, letter of authority or such other authorization document as may be required as per applicable local laws, to prosecute or defend in the premises aforesaid or any of them as occasion may require, either in the name of the Corporation or in the name of the Attorney and for the purposes aforesaid to sign, swear, declare and verify all plaints, petitions, applications, affidavits, declarations, written statements, memos of appeals, reviews, revision applications and all other documents as may be deemed necessary and advisable by the Attorney.
- vi. To represent the Corporation and appear, appeal in all matters relating to the clearance, import, export, warehousing, bonding, carriage and trans-shipment of goods, import and export trade control and licenses for goods and to carry out all requirements of the Customs, Excise, Municipal, Railway, Port or other Authorities in relation thereto, whether in India or abroad.
- vii. To sign, execute and to perform all and/or any acts, deeds, undertakings, affidavits matters and things incidental or ancillary to the matters or authorities mentioned above, to fully effectuate the same.

And the Corporation, does hereby undertake to ratify and confirm whatever the Attorney may lawfully does or causes to be done by virtue of these presents.

The power delegated by virtue of this Power of Attorney to act on behalf of the Corporation in respect of the above matters will be held valid as long as the said Attorney is in employment of Tech Mahindra Limited, India or till the Corporation revokes the same at any time for any reason whatsoever.

IN WITNESS WHEREOF the Corporation has pursuant to the resolution dated February 24, 2020, the Board of Directors have executed the Power of Attorney.

For Tech Mahindra (Americas), Inc.


Manish M Vyas
Director & President

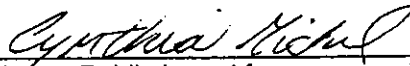
Date: February 25, 2020

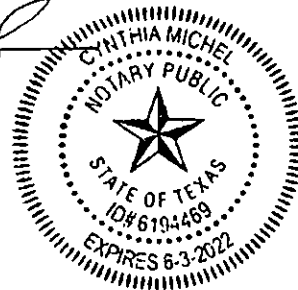
Acknowledgement

STATE OF TEXAS
COUNTY OF COLLIN

BEFORE ME, the undersigned authority, on this day personally appeared MANISH M. VYAS, known to me to be the person whose name is subscribed to the foregoing document and acknowledged to me that (s)he executed the same for the purposes and consideration therein expressed.

GIVEN under my hand and seal of office this the 25 day of FEBRUARY, 20 20.


Notary Public in and for
The State of Texas



**Tech
Mahindra**

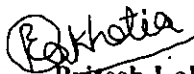
Tech Mahindra (Americas) Inc.
5700 Democracy Drive
Suite # 2000, Plano
TX 75024, USA

Tel: (972) 991-2900
Fax: (972) 991-3776
www.techmahindra.com

TO WHOM SO EVER IT MAY CONCERN

I Pritesh Lakhotiya, Treasurer & Secretary of Tech Mahindra (Americas), Inc., having its Business address 5700 Democracy Drive, Suite # 2000, Plano, TX 75024 USA, hereby confirm that the POA issued to Mr. Santosh Kumar Nair on 25th February 2020 has not been amended or revoked till date and is still valid and in effect.

For Tech Mahindra (Americas), Inc.,



**Pritesh Lakhotiya
Treasurer & Secretary**

Date: 22nd April, 2022



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/02/2021

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

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

PRODUCER Marsh Risk & Insurance Services 1735 Technology Drive, Suite 790 San Jose, CA 95110 Attn: SanJose.certrequest@marsh.com		CONTACT NAME: PHONE (A/C, No., Ext): _____ FAX (A/C, No.): _____ E-MAIL ADDRESS: _____	
CN103181849--GAWUC-21-22 NOC	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Tech Mahindra (Americas) Inc. 5700 Democracy Drive, Suite 2000 Plano, TX 75024	INSURER A : Massachusetts Bay Insurance Co.		22306
	INSURER B : The Hanover Insurance Company		
	INSURER C : Allmerica Financial Benefit Ins Co		41840
	INSURER D :		
	INSURER E :		
		INSURER F :	

COVERAGES CERTIFICATE NUMBER: SEA-003206998-18 REVISION NUMBER: 3

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			ZDY-A967214-05	07/01/2021	07/01/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			AHY-H500137-01	07/01/2021	07/01/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Hired Car Phy/Dam Limit: \$ 50,000
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			UHY A967213 06	07/01/2021	07/01/2022	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WMY-A967221-05	07/01/2021	07/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Crime			ZDY-A967214-05	07/01/2021	07/01/2022	Employee Theft \$ 150,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Insurance company will provide 30 days notice for any reason except 10 days notice for non-payment of premium. Umbrella is follow form of primary subject to policy terms, conditions and exclusions.

CERTIFICATE HOLDER New Hampshire Dept. of Safety, Division of Motor Vehicles Attn: Stephen E. Merrill 23 Hazen Drive Concord, NH 03305	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE of Marsh Risk & Insurance Services Petronella Massey <i>Petronella Massey</i>
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MV-ADMIN-11-2019-02



State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, N.H. 03305
603-271-2791

RD# 199689

ROBERT L. QUINN
COMMISSIONER OF SAFETY

January 3, 2019

GC# 77A
01-22-2020

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

Requested Action

Authorize the Department of Safety (DOS), Division of Motor Vehicles to enter into a sole source contract amendment with Tech Mahindra (VC# 255204-B001) by increasing the price limitation by \$2,864,000.00, from \$13,583,254.00 to a total contract amount of \$16,447,254.00, for the purpose of enhancing existing services along with providing new services. Effective upon Governor and Executive Council approval through June 30, 2022. Funding source: 54.61% Transfer from Other Agencies, 45.39% Capital Funds.

Funds are available in the SFY2020/2021 operating budget and contingent upon availability and continued appropriations in SFY2022 with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

	<u>SFY2020</u>	<u>SFY2021</u>	<u>SFY2022</u>
01-03-03-030010-76230000 Dept. of IT – DOIT – IT for DOS 046-500465 Consultants – IT Consul-Non-benefit Activity Code: 03230147	\$400,000.00	\$500,000.00	\$664,000.00
02-23-23-230030-13430000 Dept. of Safety – DMV – 19-146:21B- DMV Online Portal 034-500099 Capital Projects – Major IT Systems	\$384,000.00 \$784,000.00	\$700,000.00 \$1,200,000.00	\$216,000.00 \$880,000.00
		Total	\$2,864,000.00

Explanation

This contract amendment is sole source because the amount of the amendment totals more than 10% of the original contract amount. Tech Mahindra developed and provides ongoing maintenance and support services to the DMV's VISION system and is best positioned to enhance and expand on existing services associated with DMV customer transactions. The original contract with Tech Mahindra was approved by Governor and Council on December 20, 2013 as item # 92; Amendment 1 for the Maintenance and Support Services was approved on December 16, 2015 as item #86C; Amendment 2 for amending the end date of the Maintenance and Support Services was approved on June 6, 2018 as item #149; and Amendment 3 was approved on March 27, 2019 as item #63.

This amendment encompasses several projects that will enhance existing services as well as introduce new online DMV services. The scope of this amendment includes the redesign of the existing Online Ticket Payment and Online Driver License Renewal systems as well as the development and implementation of Online Not Guilty Pleas; Online Driver License Duplicate License Request; State to State Program; Online Driver History Request; and Online Restoration Fee Payment. This

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
December 1, 2019
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amendment also provides for new additional support services to VISION, which replaced DMV's old Driver Licensing System on October 17, 2017. These additional services are being implemented to enhance and improve customer service and will provide user-friendly online systems for the DMV customers to complete transactions from their home. The continued maintenance and support will provide for increased VISION efficiency and enhancements to the system.

Respectfully submitted,



Denis Goulet
Commissioner of Information Technology

Respectfully submitted,



Robert L. Quinn
Commissioner of Safety

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State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, NH 03305
603/271-2791

JOHN J. BARTHELMES
COMMISSIONER

February 21, 2019

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

Requested Action

Authorize the Department of Safety (DOS), Division of Motor Vehicles to enter into a sole source contract amendment with Tech Mahindra (VC# 255204-B001) by increasing the price limitation by \$2,494,000.00, from \$11,089,254.00 to a not-to-exceed amount of \$13,583,254.00, and by amending the end date of the maintenance and support services from June 30, 2020 to June 30, 2022. Effective upon Governor and Executive Council approval through June 30, 2022. Funding source: 79.19% Transfer from Other Agencies, 10.63% Revolving Fund, 10.18% Agency Income.

Funds are available in the SFY2019 operating budget and contingent upon availability and continued appropriations in SFY2020, SFY2021, and SFY2022 with the authority to adjust encumbrances between fiscal years through the Budget Office, if needed and justified.

	<u>SFY2019</u>	<u>SFY2020</u>	<u>SFY2021</u>	<u>SFY2022</u>
02-23-23-233015-81070000 Dept. of Safety – Div. of Motor Vehicles – Reflectorized Plate Inventory 103-502664 Contract for Operational Services	\$25,000.00	\$0.00	\$120,000.00	\$120,000.00
01-03-03-030010-76230000 Dept. of Information Technology – DOIT-IT for DOS. 046-500465 Consultants – IT Consul-Non-benefit	\$175,000.00	\$0.00	\$900,000.00	\$900,000.00
02-23-23-233010-82000000 Dept. of Safety – Div. of Motor Vehicles – Motorcycle Rider Education 103-502664 Contracts for Operational Services	\$194,000.00	\$20,000.00	\$20,000.00	\$20,000.00
	<u>\$394,000.00</u>	<u>\$20,000.00</u>	<u>\$1,040,000.00</u>	<u>\$1,040,000.00</u>
		Total		\$2,494,000.00

Explanation

This contract amendment is sole source because Tech Mahindra developed, implemented, and maintains the custom-built Division of Motor Vehicles VISION system and is best suited to develop new functionality and provide ongoing maintenance and support. This amendment provides for continued maintenance and support services for VISION through June 30, 2022 and for the development of an on-line Motorcycle Rider Education Program (MREP) student registration and enrollment module.

The VISION system is the Division of Motor Vehicles (DMV) driver licensing, credentialing, and financial system. VISION processes over \$1.15M in Highway Fund revenues each fiscal year and is the backbone of the DMV's customer service delivery model. This custom designed system requires ongoing software maintenance to achieve efficiencies in transaction processing

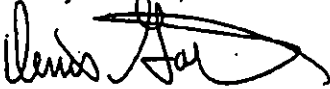
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His Excellency, Governor Christopher T. Sununu
and the Honorable Council
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designed to improve customer service and to ensure compliance with federal Real-ID requirements, and Enhanced Driver License (EDL) implementation. The new Motorcycle Rider Education Program on-line student registration and enrollment module will provide a user friendly automated system for students to sign up for the motorcycle training classes from their home.

The original contract with Tech Mahindra was approved by Governor and Council on December 20, 2013 as item # 92, Amendment 1 for the maintenance and support services was approved by the Governor and Executive Council on December 16, 2015 as item #86C, and Amendment 2 for amending the end date of the maintenance and support services was approved by the Governor and Council on June 6, 2018 as item #149.

Respectfully submitted,



Denis Goulet
Commissioner of Information Technology

Respectfully submitted,


John J. Bartelme
Commissioner of Safety

MV-ADMIN-12-2017-01



State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
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JOHN J. BARTHELMES
COMMISSIONER

GC# 149
06-06-2018

April 16, 2018

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

Requested Action

Authorize the Department of Safety (DOS), Division of Motor Vehicles to enter into a retroactive sole source contract amendment with Tech Mahindra (VCH 255204-B001) by increasing the price limitation by \$519,454.00, from \$10,569,800.00 to a not exceed amount of \$11,089,254.00, and by amending the end date of the Maintenance and Support Services from June 30, 2018 to June 30, 2020. The original contract with Tech Mahindra was approved by Governor and Council on December 20, 2013 as item # 92, and Amendment 1 for the Maintenance and Support Services was approved by the Governor and Executive Council on December 16, 2015 as item #86C. Effective upon Governor and Executive Council approval for the period of July 1, 2018 through June 30, 2020. Funding source: 82% Transfer from Other Agencies, 10% Revolving Fund, 8% Federal.

Funds are available in the SFY2018/SFY2019 operating budget and contingent upon availability and continued appropriations in SFY2020 with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

	<u>SFY2018</u>	<u>SFY2019</u>	<u>SFY2020</u>
02-23-23-233015-81070000 Dept. of Safety - Division of Motor Vehicles - Reflectorized Plate Inventory 103-502664 Contracts for Operational Services	\$ 90,000.00	\$120,000.00	\$120,000.00
01-03-03-030010-76230000 Dept. of Information Technology - DOIT-IT for DOS 046-500465 Consultants - IT Consul-Non-Benefit Activity Code: 03230147	\$875,000.00	\$900,000.00	\$900,000.00
02-23-23-233010-74680000 Dept. of Safety - Division of Motor Vehicles - CDLIS Data Improvement Grant 103-502664 Contracts for Operational Services	\$ 0.00 \$965,000.00	\$269,814.00 \$1,284,814.00	\$ 0.00 \$1,020,000.00
		Total	\$3,269,814.00

Explanation

This amendment is retroactive because of the additional work required due to the unanticipated delay in the go-live date for VISION. On October 11, 2017, the Division of Motor Vehicles (DMV) replaced its Driver Licensing System with a new software solution called VISION. The VISION project was originally scheduled to be implemented during SFY2016; however, the complexity of the financial responsibility operations combined with unexpected performance issues led to delays in implementation. This is sole source as the amount of the amendments total more than 10% of the original contract amount.

This contract amendment provides for continued maintenance and support service for VISION and for the development of an interface between the new Automated Driver License Testing (ADLT) Program and the VISION system and the ADLT Self Scheduler interface. Although the total cost is \$3,269,814.00, only an additional amount of \$519,454.00 is being requested in order to meet costs through the extended end date of June 30, 2020. The remaining balance of \$2,750,360.00, which was

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
April 16, 2018
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previously approved by Governor and Council as item #86C, was not expended due to the delay of the system's go-live date and is being reallocated to include funding for the development of the required interfaces.

The new ADLT system will provide a user friendly automated system to administer and track driver licensing knowledge examinations and test results for operator, motorcycle, and all classes of commercial driver licenses. The interface will enable VISION to pass applicant information to ADLT, which will pass exam results back to VISION increasing efficiency, and reduce the time required to complete license transactions requiring an exam. It will also allow applicants to schedule appointments from their home.

Respectfully submitted,



Denis Goulet
Commissioner of Information Technology

Respectfully submitted,



John J. Barthelmes
Commissioner of Safety

MV-ADMIN-09-2015-04



State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, NH 03305
603/271-2791

JOHN J. BARTHELMES
COMMISSIONER

December 4, 2015

GC # 86C
12-16-2015

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

Requested Action

Authorize the Department of Safety (DOS), Division of Motor Vehicles, to amend the contract with Tech Mahindra (Americas) Inc. (VC# 255204-B001), previously approved by Governor and Council on December 20, 2013, as item # 92, in the amount of \$2,750,360.00, increasing the total contract amount from \$7,819,440.00 to \$10,569,800.00 for the purpose of providing VISION support services. Effective upon Governor and Council approval through June 30, 2018. Funding Source: 11% Revolving Funds/89% Transfer from Other Agencies.

Funds are available in the SFY2016/SFY2017 operating budget and contingent upon the availability and continued appropriations in SFY2018 with the authority to adjust between fiscal years through the Budget Office if needed and justified.

02-23-23-233015-81070000	Dept. of Safety - Division of Motor Vehicles - Reflectorized Plates Inventory			
103-502664	Contract for Op Services	<u>SFY2016</u>	<u>SFY2017</u>	<u>SFY2018</u>
		\$60,360.00	\$120,000.00	\$120,000.00
01-03-03-030010-76230000	Dept. of Information Technology - DOIT-IT for DOS			
046-500465	Consultants - IT Consul-Non-Benefit	<u>\$650,000.00</u>	<u>\$900,000.00</u>	<u>\$900,000.00</u>
		\$710,360.00	\$1,020,000.00	\$1,020,000.00
			TOTAL	\$2,750,360.00

Explanation

The purpose of this amendment is to provide support for the Department's new software solution known as VISION. The VISION project is one in a series of Department of Safety projects chartered to move the remaining Division of Motor Vehicle subsystems from the existing legacy environment to a new production environment that will provide less complex maintenance, improved reliability and enhanced functionality. VISION integrates with the current Title and Registration subsystems which are hosted in a Java, Oracle Weblogic and HP UNIX environment known as the MAAP system. The Department of Safety's goal is to position this project with the highest probability of success with the lowest risk possible for the State of New Hampshire. The Department believes that executing the support clause under the contract 2013-049 and engaging Tech Mahindra to provide technical support for VISION accomplishes that goal.

Respectfully submitted,

Respectfully submitted,

for
Denis Goulet
Commissioner
Department of Information Technology

John J. Barthelmes
Commissioner
Department of Safety

MV-ADMIN-12-2013-01



State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, NH 03305
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JOHN J. BARTHELME
COMMISSIONER

ENC # 92

December 5, 2013

12-20-2013

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

Requested Action

Authorize the Department of Safety (DOS), Division of Motor Vehicles, to enter into a contract with Tech Mahindra (Vendor Code #255204-8001) for the total amount of \$7,819,440.00 for the purpose of implementing a new software solution to replace the remaining Division of Motor Vehicle subsystems from the existing legacy environment. Effective upon Governor and Council approval through June 30, 2019, with the State's option to request additional services for up to three years, with Governor and Council approval. Funding Source: 96% Capital Funds/04% Revolving Funds.

Funds are available in the FY 2014 and FY 2015 capital and operating budgets with the authority to adjust between fiscal years through the Budget Office if needed and justified. Funding is expected to be available in future operating budgets for SFY2016 and SFY2017 and all fiscal years thereafter from the savings realized from not supporting the Department's existing legacy software environment.

Table with 5 columns: Line Item, Description, SFY 2014, SFY 2015, SFY 2016, and Subtotal. Includes rows for 'Capital Projects - Major IT Systems' and 'Current Expenses - Computer Software', with a 'TOTAL AMOUNT' of \$7,819,440.00.

Explanation

The purpose of this contract is to implement a new software solution to replace the remaining Division of Motor Vehicle subsystems from the existing legacy environment. This new environment will provide less complex maintenance, improved reliability, and enhanced functionality. The State of New Hampshire, acting through the Department of Safety (DOS), Division of Motor Vehicles (DMV), released a Request for Proposal (2013-049) to the State of NH website. The RFP was posted to the State of NH website, http://admin.state.nh.us/purchasing/bids_posted/dla.asp on March 13, 2013, with proposals due no later than June 18, 2013. A vendor conference was held on April 2, 2013, with seventeen (17) potential bidders attending. All proposals were required to include pricing for Optional Services as part of the overall scope of the RFP to implement the functionality of software that supports Motor Vehicle Registration, Tinting, and any other features available in the proposed software suite.

As a result of the RFP issuance and the vendor conference, three (3) potential vendors submitted proposals by the submission deadline date of June 18, 2013. After review of the proposals and vendor presentations, the contract was awarded to Tech Mahindra who had the highest overall score and the lowest cost to the State. If the services provided by Tech Mahindra are deemed to have been successful, the Department may request that those "optional services" be implemented with additional Governor and Council approval.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
December 5, 2013
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RFP 2013-049 was scored utilizing an average of individual scores from a nine-person evaluation committee. Tech Mahindra's proposal offered the lowest cost to the State of New Hampshire. The scoring committee consisted of Richard C. Bailey, Director, DMV; William Joseph, Deputy Director, DMV; Thomas Chagnon, Information Technology Manager, DMV; Jeff Oberdank, Supervisor of the Driver Licensing Bureau, DMV; Susan Roy, Supervisor of the Bureau of Financial Responsibility, DMV; Robert Luzzier, Administrator, DMV; Albert Sheldon, Information Technology Manager V, Department of Information Technology; Brian Lambert, Information Technology Manager III, Department of Information Technology; and Jeffery Niven, Systems Development Specialist VI, Department of Information Technology.

The vendor will provide training, testing and system support services during the course of the contract. The vendor will ensure that all components of the software are continually tested to protect the State's hardware and software and its related data assets.

Respectfully submitted,


John J. Bertalmio
Commissioner of Safety