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

Lori A. Shibinette
 Commissioner

Lisa M. Morris
 Director

29 HAZEN DRIVE, CONCORD, NH 03301
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 www.dhhs.nh.gov

August 17, 2020

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing contract with CQuest America (VC#168898-B001), Springfield, IL 62701 for for enhancements to the Special Supplemental Nutrition Program for Women, Infants, and Children's (WIC) eligibility reporting system, by increasing the price limitation by \$51,775.20 from \$3,630,289.97 to \$3,682,065.17 with no change to the contract completion date of June 30, 2022 effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 3, 2014, Item #23. It was subsequently amended with Governor and Council approval on April 22, 2015, Item #20, subsequently amended with Governor and Council approval on December 2, 2015, Item #19, and most recently amended with Governor and Council approval on March 22, 2017, Item #5A.

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

05-95-90-902010-5260000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, WIC SUPPLEMENTAL NUTRITION PROGRAM

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Svc	90006015	\$491,436.00	\$0	\$491,436.00
2016	102-500731	Contracts for Prog Svc	90006015	\$445,251.06	\$0	\$445,251.06
2017	102-500731	Contracts for Prog Svc	90006015	\$441,618.84	\$0	\$441,618.84
2018	102-500731	Contracts for Prog Svc	90006015	\$441,725.94	\$0	\$441,725.94
2019	102-500731	Contracts for Prog Svc	90006015	\$441,840.69	\$0	\$441,840.69
2020	102-500731	Contracts for Prog Svc	90006015	\$450,688.44	\$0	\$450,688.44
2021	102-500731	Contracts for Prog Svc	90006015	\$454,322.00	\$51,775.20	\$506,097.20
2022	102-500731	Contracts for Prog Svc	90006015	\$463,407.00	\$0	\$463,407.00
			Total:	\$3,630,289.97	\$51,775.20	\$3,682,065.17

EXPLANATION

The purpose of this request is to execute a task order with the vendor to convert five (5) reports requiring the removal of the obsolete Active X Reports component and conversion to new functionality. Additionally, this amendment will enhance existing nutrition reports in order to include additional fields and data elements to create a single comprehensive WIC participant nutrition and health summary report on demand. The reports are necessary for providing ongoing care to WIC families and annual reporting to the United States Department of Agriculture, Food and Nutrition Services.

The New Hampshire WIC Nutrition Program provides free healthy food, nutrition education and healthcare referrals to more than 13,000 low-income women, infants and preschool aged children every month. It is vital for WIC nutrition staff to be able to access a single health summary report to share with families upon request. Additionally, it is necessary for the State WIC Office to be able to run United States Department of Agriculture required reports on participation and food redemption each month.

The vendor will add enhancements to the "WIC Certification by Certification Period" report, and convert the following reports to a new format.

- Benefit Issuance Audit Report.
- Benefit Issuance Guided Ad Hoc.
- Card Inventory Summary Report.
- Food Guided Ad Hoc Report.
- Redeemed Records Detailed Report.

The Department will monitor contracted services using the following acceptance criteria:

- Completion of agreed upon report conversions and enhancements verified through User Acceptance Testing.
- Testing and approval by New Hampshire WIC Director by September 30, 2020.
- Removal of the obsolete Active X Reports component from the report coding and conversion to the new format.
- Addition of documented requirements to the WIC Certification by Certification Period history screen and report.
- Converted reports will generate the same output as original reports after conversion.
- Submission of testing verification and documentation for each converted report.

This amendment has been reviewed by the Department of Information Technology. It has been determined that the amendment has no bearing on the security or technology portion of the original agreement and therefore does not require additional reviews.

As referenced in Part I, Form P-37, General Provisions, Paragraph 18 of the original contract, the parties have the option to amend the agreement contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval.

His Excellency, Governor Christopher T. Sununu
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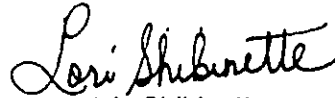
Should the Governor and Council not authorize this request, the federally required reports will not be accessible for United States Department of Agriculture reporting by the NH WIC Program which may lead to being out of compliance and result in audit findings and fines.

Area served: Statewide

Source of Funds: CFDA #10.557, FAIN #201919W100344

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

Respectfully submitted,



Lori A. Shibinette

Commissioner



**New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH
WIC Management Information System**

**State of New Hampshire
Department of Health and Human Services
Amendment #4 to the Operations and Maintenance Services of the NH
WIC Management Information System**

This 4th Amendment to the Operations and Maintenance Services of the NH WIC Management Information System contract (hereinafter referred to as "Amendment #4") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Cquest America, Inc., (hereinafter referred to as "the Contractor"), an Illinois non-profit corporation with a place of business at 500 South 9th Street, Springfield, IL 62701.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 3, 2014 (Item #23), as amended on April 22, 2015 (Item #20), as amended on December 2, 2015 (Item #19), and subsequently amended on March 22, 2017 (Item#5A), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, the parties agree to increase the price limitation and modify the scope of services to support continued delivery of these services; and

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

1. Contract 2014-017, Agreement – Part I, Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$3,682,065.17.
2. Contract 2014-017, Agreement – Part I, Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:
Nathan D. White, Director.
3. Contract 2014-017, Agreement – Part I, Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:
603-271-9631.
4. Contract 2014-017, Agreement – Part II, Section 3. Contract Management, Subsection 3.1. CQuest's Contract Manager to read:

3.1 CQuest's Contract Manager

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

President & CEO
500 S. 9th Street
Springfield, IL 62701
Tel: (217) 528-8264
Fax: (217) 541-7461
Email: KDavis@CQuest.us

5. Contract 2014-017, Agreement – Part II, Section 3. Contract Management, Subsection 3.3 CQuest



**New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH
WIC Management Information System**

Key Project Staff, Paragraph 3.3.3.1, to read:

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

CQuest's Key Project Staff:

<u>Function/Job Title</u>	<u>Full or Part Time</u>
Project Manager	Full Time
Senior Network Analyst	Part Time
DBA/DA	Full Time
Quality Assurance Specialist	Full Time
Technical Writer	Full Time
Help Desk Lead	Part Time

6. Contract 2014-017, Agreement – Part II, Section 3. Contract Management, Subsection 3.4 State Contract Manager, to read:

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:

WIC State Director
DHHS, Division of Public Health Services
29 Hazen Drive,
Concord, NH 03301
Tel: (603) 271-4545
Fax: (603) 271-4779
Email: wic@dhhs.nh.gov

7. Contract 2014-017, Agreement – Part II, Section 3. Contract Management, Subsection 3.5 State Project Manager, to read:

3.5 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:

WIC State Director
DHHS, Division of Public Health Services
29 Hazen Drive,
Concord, NH 03301
Tel: (603) 271-4545
Fax: (603) 271-4779
Email: wic@dhhs.nh.gov

8. Add Exhibit 4, Amendment #4, which is attached hereto and incorporated by reference herein.



**New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH
WIC Management Information System**

9. Add Exhibit K, DHHS Information Security Requirements, which is incorporated by reference and attached herein.

For reference only:

Delete and replace Table 2 Contract 2014-017-WIC StarLINC System with the following:

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2014-017	Original Contract	09/03/2014 Item #23	06/30/2022	\$3,546,542.00
2014-017 Amendment 1	1 st Amendment	4/22/15 Item #20	06/30/2022	\$54,756.00
2014-017 Amendment 2	2 nd Amendment	12/02/15 Item #19	06/30/2022	\$28,991.97
2014-017 Amendment 3	3 rd Amendment	03/22/17 Item #5A	06/30/2022	\$0
2014-017 Amendment 4	4 th Amendment	Pending	06/30/2022	\$51,775.20
	CONTRACT TOTAL			3,682,065.17

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New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH
WIC Management Information System



All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #4 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive Council approval.

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

State of New Hampshire
Department of Health and Human Services

8/20/2020
Date

Lori Shubinette
Name: Lori Shubinette
Title: Commissioner

Cquest America, Inc.

08/13/2020
Date

H. Kevin Davis
Name: H. Kevin Davis
Title: President and CEO

New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH
WIC Management Information System



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

OFFICE OF THE ATTORNEY GENERAL

08/25/20
Date

Catherine Pinos
Name:
Title: Catherine Pinos, Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

General Information

Task Order Title: NH Report Conversion & Enhancement

Task Order Number: 2020 - 003

Date Task Order Submitted: 05/29/2020

Task Order Originator: NH

Reason for Task Order: ☐ New Regulation ☒ Enhancement
☐ Change in Business Practice ☐ New Service
☐ Other

Priority Level: ☒ Urgent ☐ High ☐ Medium ☐ Low

Section I

Scope of Work

This task order is intended to make enhancements to WIC Certification by Certification Period and convert five other reports listed below which contain obsolete Active X Report component.

The scope of work for this Task Order will include the following areas:

- Add enhancements to existing history screen/report, WIC Certification by Certification Period.
- Convert the following reports to SSRS and remove the obsolete Active X Reports component:
 - Benefit Issuance Audit Report
 - Benefit Issuance Guided Ad Hoc
 - Card Inventory Summary Report
 - Food Guided Ad Hoc Report + TFS#29845
 - Redeemed Records Detail Report
- Complete CR #192 per attached change request document with workgroup documentation.
- Test and document results of testing of each report.
- Supplemental testing and documentation responsibilities during regression testing and UAT testing for a release cycle specifically scheduled for this project.

Description of Tasks

The body of work includes the following tasks:

- Creation of user stories and acceptance criteria.
- Development and bench testing of conversions and enhancements
- Report testing

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Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

- Development of tests cases, and report specification documents
- Report deployment activities to test, UAT and Production environments

Assumptions

1. All specified developer/BA-QA task points (work effort) are estimations only.
2. This will not be a new report but rather an enhancement to the existing WIC Certification by Certification Date history screen/report.
3. This task order will be a "fixed price deliverable based" contract amendment that adds human resources to the regular O&M team.
4. The report enhancement work will be managed and incorporated into the MSC v4.4 release cycle prior to September 30, 2020.
5. Resources billing under this task order will work in conjunction with the normal O&M team during regression testing through deployment for the purposes of integration into the release cycle but will bill their hours separately from the monthly O&M bill.

Technical Environment

The technical environment includes Active X Reports and SQL Server Report Services.

Customer assets available to assist in completion of this Task Order

All appropriate staff members in the Multi-State Consortium

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Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

Section II

Project Dates (Actual project dates when work was completed)
July 1, 2020 – September 30, 2020

Task Order Completion Date
September 30, 2020

Project Tasks and Estimated Completion Hours

The following table contains estimates of work. As this is a "fixed price deliverables based" task order, the total costs payable upon deployment to production is based upon the work estimates by personnel classification and task stipulated in the following table.

Task #	Task Name	Personnel Classification	Estimated Hours	Rate/Hour	Cost
	Project Oversight				
1	Oversee report enhancement	PM	50	\$134.64	\$ 6,732.00
	Development				
2	Convert/enhance report to customer specifications	SPA	230	\$130.56	\$ 30,028.80
	Testing				
3	Test and document the proper functionality of enhanced report	QA	160	\$93.84	\$ 15,014.40
				TOTAL:	\$ 51,775.20

Personnel Classifications:

PM: Project Manager
SPA: Senior Programmer Analyst
QA: Quality Assurance Specialist

General Approach

The approach is to conduct this as a supplemental development project with the goal to convert the five (5) reports requiring the removal of the obsolete Active X Reports component and conversion to SSRS functionality. In addition, CR #192 will be completed which addresses both the conversion and enhancements requested to the WIC Certification by Certification Period History screen/Report.

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Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

Payment Schedule

This task order is required to be completed by September 30, 2020. The full amount of the task order will be billed as a "single deliverable" upon deployment and approval from the MSC to production in the fall 2020 release cycle.

Acceptance Criteria

The following are the deliverables for this task order.

1. Completion of agreed upon report conversions and enhancements verified through UAT testing and approval by the MSC.
2. Removal of the obsolete Active X Reports component from the report coding and conversion to SSRS.
3. Addition of documented requirements to the WIC Certification by Certification Period history screen/report
4. Converted reports will generate the same output as original reports after conversion. TFS#29845 which adds inactive subcats to the Food Guided Ad Hoc report will be added to the converted Food Ad Hoc Report as part of this task order.
5. Submission of testing verification and documentation for each converted report.

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Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

Section III

MSC WIC Review of the Initial Analysis and approval

This section is completed by MSC WIC's Single Point of Contact.

- ☒ Proceed with the Task Order as described
☐ Proceed with and invoice for a Risk and Impact Assessment
☐ Request withdrawn

Hawaii Approval

Authorized signature of MSC WIC to proceed as indicated above.

Date: 7 / 13 / 2020

ITCA Approval

Authorized signature of MSC WIC to proceed as indicated above.

Date: 7 / 13 / 2020

Kansas Approval

Authorized signature of MSC WIC to proceed as indicated above.

Date: 7 / 23 / 2020

New Hampshire Approval

Authorized signature of MSC WIC to proceed as indicated above.

Date: 7 / 13 / 2020

CQuest Concurrence

Authorized signature of CQuest to proceed as indicated above.

Date: 07 / 24 / 2020

Authorized CQuest Signature

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08/17/2020





Exhibit 4, Amendment #4



Task Order Management Request & Initial Analysis

Task Order Notes

See sample of current child and woman WIC Certification by Certification Period

 	 
WIC Certification by Certification Period.	WIC Certification by Certification Period.

1. Are you wanting this Cert by Cert report adjusted for all of the changes request or are you wanting a new report entirely? Edit existing
 - a. What do you want the report named? Same
 - b. Where do you want the report housed? Same
 - c. Can you please specify what you mean by cert period? Same function as current report- cert date to term date- I'm using the language on the report.
2. For all of the bullet points are you wanting all of the historical data from the cert period, or just the last record? How does it work now? Data available during the certification period, so it includes up to date data when you run it? Or data entered at time of certification date?
3. Do you want to show pregnancy info in the Anthro section as well for moms? Not sure what asking...we want PG info on the women report (PG, BF, PP), yes.
4. Do you want the information on the ATOD history screen on this report now and in the future with the new changes? Yes- does this mean every report that has ATOD on it will need to change once the ATOD screen is changed?
5. Do you want all of the BFPC notes from the chosen cert period to display? Yes- function same as question #2
6. Do you just want the name of the food package the use dates for package? yes
 - a. You aren't wanting all foods that were assigned to be on the report correct? correct, just the food package name/tailor name that was issued

How do you distinguish between a regular note and an Admin note? What is your definition of an Admin or what notes are you wanting to see on the report? The "Notes" screen for staff to add notes that is in the system.

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

New Hampshire Department of Health and Human Services

Exhibit K

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

New Hampshire Department of Health and Human Services

Exhibit K

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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.).

KD

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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 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.
10. 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

New Hampshire Department of Health and Human Services

Exhibit K

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.

11. 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.
12. 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/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
13. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. 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.
14. 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.
15. 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



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

State of New Hampshire

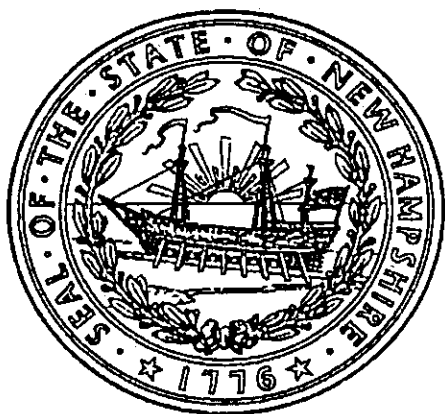
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that CQUEST AMERICA, INC. is a Illinois Nonprofit Corporation registered to transact business in New Hampshire on August 22, 2007. 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; and the attached is a true copy of the list of documents on file in this office.

Business ID: 583098

Certificate Number: 0004979357

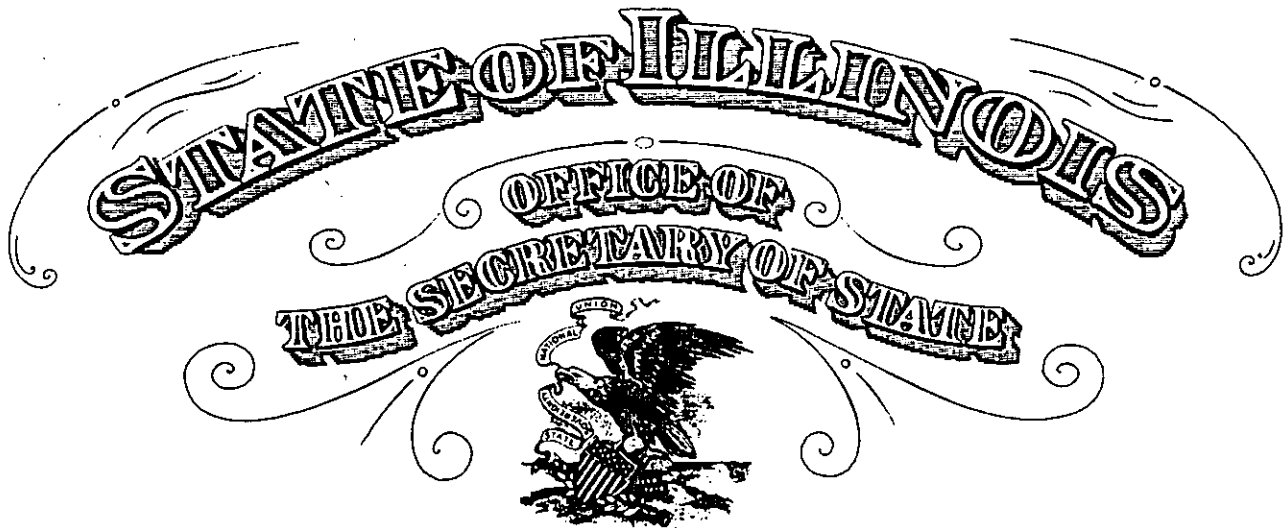


IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 14th day of August A.D. 2020.

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that I am the keeper of the records of the Department of Business Services. I certify that

CQUEST AMERICA, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON NOVEMBER 23, 1999, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE GENERAL NOT FOR PROFIT CORPORATION ACT OF THIS STATE, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.



***In Testimony Whereof, I hereto set
my hand and cause to be affixed the Great Seal of
the State of Illinois, this 5TH
day of AUGUST A.D. 2020 .***

Jesse White

SECRETARY OF STATE

CERTIFICATE OF VOTE

I, Berneice Mills-Thomas, of CQuest America, Inc. do hereby certify that:

1. I am the duly elected Chair of CQuest America, Inc. Board of Directors.
2. The following is a true copy of Article Five-Section 6 of the CQuest America, Inc. Bylaws duly adopted at a meeting of the Board of Directors of the corporation duly held on March 11, 2020:

Section 6 – The President/Chief Executive Officer

The President/Chief Executive Officer shall have the general and active management of the business of the corporation. He/She shall see that all orders and resolutions of the Board of Directors are carried into effect and he/she, with the secretary or other officer appointed by the Board for the purpose, shall sign all documents requiring the signature of the officers of the corporation. He/She shall be one of the officers who may sign the checks and drafts of the corporation and see that all books, reports, and certificates as required by law are properly kept or filed.

3. H. Kevin Davis is the President and Chief Executive Officer of CQuest America, Inc, per executed contract dated October 9, 2018.
4. The foregoing Article and Section of the Bylaws has not been amended or revoked and remain in full force and effect as of August 7, 2020.

IN WITNESS WHEREOF, I have hereunto set my hand as the Chair of the Board of Directors of this corporation the 7th day of August 2020.


Chair of the Board of Directors

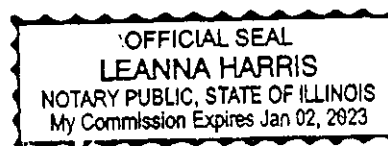
STATE OF ILLINOIS

County of Cook

The forgoing Instrument was acknowledged before me this 7th day of August 2020, by Berneice Mills-Thomas.



Notary Public/Justice of the Peace
My Commission Expires





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/07/2020

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 Automatic Data Processing Insurance Agency, Inc. 1 Adp Boulevard Roseland NJ 07068		CONTACT NAME: Automatic Data Processing Insurance Agency, Inc. PHONE (A/C, No, Ext): 1-800-524-7024 FAX (A/C, No): E-MAIL ADDRESS:	
INSURED Cquest America, Inc. 500 South 9th St Springfield IL 62701		INSURER(S) AFFORDING COVERAGE INSURER A: Rated by Multiple Companies INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 1620517 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	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 Y	N/A N	76WEGZR8873	01/01/2020	01/01/2021	<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

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

CERTIFICATE HOLDER NH DHHS 129 Pleasant Street Concord NH 03301	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
---	--



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/06/2020

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 Forsyth Insurance Agency, Inc. 430 E Vine Street Springfield IL 62703		CONTACT NAME: Leigh Anne Flatt PHONE (A/C, No, Ext): (217) 525-9500 E-MAIL: lflatt@forsyth-ins.com ADDRESS:		FAX (A/C, No): (217) 528-1526
INSURED CQuest America, Inc. 500 S 9TH ST SPRINGFIELD IL 62701-1924		INSURER(S) AFFORDING COVERAGE INSURER A: Sentinel Insurance Company INSURER B: Hartford Fire Insurance CO INSURER C: INSURER D: INSURER E: INSURER F:		NAIC # 24228 22357

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADOL SUBR INSD 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:		83SBATZ7260	11/01/2019	11/01/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 1,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000 \$
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY		83SBATZ7260	11/01/2019	11/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		83SBATZ7260	11/01/2019	11/01/2020	EACH OCCURRENCE \$ 6,000,000 AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A				
B	Errors and Omissions		83TE032820620	03/20/2020	03/20/2021	Each Wrongful Act \$2,000,000 Aggregate \$2,000,000 First Party Aggregate \$2,000,000

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

CERTIFICATE HOLDER**CANCELLATION**

NH DHHS 129 Pleasant Street Concord NH 03301	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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CQUEST'S MISSION STATEMENT

Developing technologies and delivering services that improve lives and communities.

CQUEST'S CORE VALUES & ASSOCIATED BEHAVIORS

EXCELLENCE

Doing the right thing better

- I am a good example to others with my quest for excellence.
- I strive to continuously improve our processes, programs, and practices.
- I apply myself fully to meet the objectives and deadlines of my team.
- I care intensely about the success of CQuest and our customers.
- I will develop, nurture, and employ my highest skill sets related to my position.

QUALITY

Providing value through feature-rich, reliable products and services

- I passionately pursue excellence in each work assignment and activity while being an ambassador for CQuest.
- I identify the root cause to a problem and work to find the best way to solve it.
- I minimize complexity and find time to simplify to keep CQuest nimble and productive
- I demonstrate consistently strong performance so colleagues know they can rely on my work.

TEAMWORK

Supporting one another as we execute the organization's Mission

- I am always looking for win / win solutions.
- I work collaboratively with others to achieve CQuest's goals.
- I work cooperatively under the constraints of other's needs.
- I celebrate team accomplishments and give credit where it is due.
- I seek to hear and understand before reacting and forming an opinion.

CUSTOMER FOCUS

Understanding and meeting our customers' unique needs

- I strive to understand our customers' needs and expectations and work to deliver products and services that meet or exceed them.
- I remain focused on our customer's needs and ensure my work contributes to delivering against these.
- Resolving my customer's problem is my highest priority.
- I understand that I have external as well as internal customers and both are important to CQuest's success.

INTEGRITY

Cultivating trust in relationships with our employees, customers, and business partners

- I am trustworthy and work to build trust with others.
- I am unafraid to question actions inconsistent with CQuest's Mission, Vision, and Core Values.
- I am accountable and take responsibility for my actions.
- I follow through on what I say, and follow up when needed.

DIVERSITY

Valuing and deriving strength from our differences

- I treat people with respect independent of their status or disagreement with me.
- I am open to different perspectives and see them as opportunities to learn and improve my understanding of different ways of thinking.
- I am consistent and impartial in my relationships with coworkers.
- I strive to implement work habits that ensure equitable treatment for all people with whom I interact.
- I value the strength and power that diversity provides. I value the specific strengths of my coworkers and acknowledge that everyone contributes to the success of CQuest.

CQUEST'S MISSION STATEMENT

Developing technologies and delivering services that improve lives and communities.

CQUEST'S CORE VALUES



EXCELLENCE

Doing the right thing better.



CUSTOMER FOCUS

Understanding and meeting our customers' unique needs.



QUALITY

Providing value through feature-rich, reliable products and services.



INTEGRITY

Cultivating trust in relationships with our employees, customers, and business partners.



TEAMWORK

Supporting one another as we execute the organization's Mission.



DIVERSITY

Valuing and deriving strength from our differences.



CONSOLIDATED FINANCIAL STATEMENTS
AND
INDEPENDENT AUDITORS' REPORT

June 30, 2019 and 2018

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Independent Auditors' Report

To the Board of Directors
CQuest America, Inc.
Springfield, Illinois

We have audited the accompanying consolidated financial statements of CQuest America, Inc. and Affiliate, which are comprised of the consolidated statements of financial position as of June 30, 2019 and 2018, and the related consolidated statements of activities and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of CQuest America, Inc. and Affiliate as of June 30, 2019 and 2018, and the changes in their net assets and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Eck, Schfer + Panko, LLP

Springfield, Illinois
September 26, 2019

CQuest America, Inc. and Affiliate

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

June 30

	<u>2019</u>	<u>2018</u>
ASSETS		
CURRENT ASSETS		
Cash - Political Action	\$ -	\$ 17,501
Cash and cash equivalents - Operations	1,403,951	785,622
Accounts receivable	964,045	1,276,632
Earned contract revenue not yet billed	542,787	845,574
Prepaid expenses	333,067	294,772
Total current assets	<u>3,243,850</u>	<u>3,220,101</u>
NONCURRENT ASSETS		
Property and equipment, net	193,985	296,904
Goodwill	137,511	137,511
Total noncurrent assets	<u>331,496</u>	<u>434,415</u>
TOTAL ASSETS	<u>\$ 3,575,346</u>	<u>\$ 3,654,516</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES		
Current portion of capital lease obligations	\$ 34,035	\$ 33,361
Accounts payable	127,357	181,001
Accrued compensation	464,819	490,976
Line of credit	400,000	575,000
Deferred revenue	-	75,457
Deferred rent obligation	-	4,068
Total current liabilities	<u>1,026,211</u>	<u>1,359,863</u>
NONCURRENT LIABILITIES		
Capital lease obligations, net of current portion	<u>17,322</u>	<u>51,357</u>
Total liabilities	<u>1,043,533</u>	<u>1,411,220</u>
NET ASSETS		
Without donor restrictions	<u>2,531,813</u>	<u>2,243,296</u>
Total net assets	<u>2,531,813</u>	<u>2,243,296</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 3,575,346</u>	<u>\$ 3,654,516</u>

The accompanying notes are an integral part of these consolidated financial statements.

CQuest America, Inc. and Affiliate

CONSOLIDATED STATEMENTS OF ACTIVITIES

Years Ended June 30

	<u>2019</u>	<u>2018</u>
SUPPORT AND REVENUES		
Contract revenues	\$ 9,251,351	\$ 9,416,510
Other revenues	<u>201,869</u>	<u>211,343</u>
Total support and revenues	<u>9,453,220</u>	<u>9,627,853</u>
EXPENSES		
Program services		
WIC program	5,242,470	5,463,764
Early Intervention program	2,521,247	2,245,179
Other programs	<u>30,395</u>	<u>16,573</u>
Total program services	<u>7,794,112</u>	<u>7,725,516</u>
Management and general	<u>1,370,591</u>	<u>1,609,480</u>
Total expenses	<u>9,164,703</u>	<u>9,334,996</u>
CHANGE IN NET ASSETS	288,517	292,857
NET ASSETS AT BEGINNING OF YEAR	<u>2,243,296</u>	<u>1,950,439</u>
NET ASSETS AT END OF YEAR	<u>\$ 2,531,813</u>	<u>\$ 2,243,296</u>

The accompanying notes are an integral part of these consolidated financial statements.

CQuest America, Inc. and Affiliate

CONSOLIDATED STATEMENTS OF CASH FLOWS

Years Ended June 30

	<u>2019</u>	<u>2018</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Change in net assets	\$ 288,517	\$ 292,857
Adjustments to reconcile the change in net assets to net cash from operating activities		
Depreciation	134,699	152,716
Changes in operating assets and liabilities		
Accounts receivable	312,587	(195,688)
Earned contract revenue not yet billed	302,787	(600,400)
Prepaid expenses	(38,295)	(87,379)
Accounts payable	(53,644)	(165,835)
Accrued compensation	(26,157)	(6,167)
Deferred revenue	(75,457)	(17,307)
Deferred rent obligation	(4,068)	(6,326)
Net cash flows from operating activities	<u>840,969</u>	<u>(633,529)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of equipment	<u>(31,780)</u>	<u>(76,542)</u>
Net cash flows from investing activities	<u>(31,780)</u>	<u>(76,542)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from line of credit	3,050,000	3,315,000
Payments on line of credit	(3,225,000)	(2,915,000)
Payments on capital lease obligations	<u>(33,361)</u>	<u>(36,856)</u>
Net cash flows from financing activities	<u>(208,361)</u>	<u>363,144</u>
CHANGE IN CASH AND CASH EQUIVALENTS	600,828	(346,927)
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>803,123</u>	<u>1,150,050</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>\$ 1,403,951</u>	<u>\$ 803,123</u>
NONCASH TRANSACTIONS		
Equipment acquired under capital lease transactions for year ended June 30	<u>\$ -</u>	<u>\$ 112,201</u>

The accompanying notes are an integral part of these consolidated financial statements.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES

Summary of Operations

The financial statements as of and for the years ended June 30, 2019 and 2018 include the consolidated activities of CQuest America, Inc. and Affiliate, the Community Health PAC, Inc.

CQuest America, Inc. (CQuest) is a unique 501(c)(4) not-for-profit consulting firm, dedicated to developing technologies and delivering services that improve lives and communities. CQuest also supports the delivery of quality health care to the medically underserved through contributions to the Illinois Community Health Foundation, Inc. (a related entity).

CQuest America, Inc.'s activities include:

- WIC - CQuest has extensive experience with Women, Infant, and Children (WIC) system development and transfer projects as well as related system support services, which include operations and maintenance, network services, database administration, security management, ad hoc reporting services, help desk services, and application system hosting. CQuest currently operates and maintains the .NET WIC system for the Multi-State WIC Consortium (MSC), a consortium of the State of Hawaii, State of Kansas, State of New Hampshire, and Inter Tribal Council of Arizona (ITCA) WIC Programs. As of June 30, 2019, CQuest was also in the post-implementation phase of developing and implementing a .NET WIC system for the State of Tennessee and user acceptance testing phase of upgrading the existing WIC system for the State of Idaho with the Food Package and Electronic Benefits Transfer (EBT) components of the MSC WIC system.
- Early Intervention - CQuest began providing centralized billing services in 1999 for the State of Illinois' Early Intervention program. This partnership between CQuest and the State of Illinois offset administrative responsibilities associated with claim adjudication and processing of both paper and electronic claims. Serving as a third party administrator, CQuest's centralized billing services team manages all aspects of the claiming process, from verifying that service pre-authorizations are in place, to authorizing payment, to coordinating reimbursement with insurance providers and providing billing services to other third party payers.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

CQuest's centralized billing system prints and distributes Explanation of Benefits for providers and participating families, as well as administers accounts receivables services, generating invoices, statements and delinquency notices for programs which utilize fees and co-payments. CQuest maintains interfaces with multiple other systems and entities for the exchange of data necessary to efficiently administer the customers' programs. CQuest also provides help desk service to support providers, participants, and local agency staff, as well as works with customers to identify, develop, and provide training. Finally, CQuest works with customers to determine ways to streamline operations and achieve efficiencies, thereby making more funds available to serve additional participants.

- Catalyst - CQuest provides support services to the State of Kentucky for its grants management system utilized by the Tobacco Prevention & Cessation, Diabetes Prevention & Control, Emergency Preparedness, and Maternal & Child Health programs.
- Crash Information - CQuest provided its expertise in information technology to promote human services and public safety in support of the State of Illinois' Crash Information Training Resource Initiative. This work occurred from September 2018 through January 2019 and was for the State of Illinois Department of Transportation. Due to the work, crash data reports could be developed and usefully relied upon by state and federal authorities and others to enhance public safety and general welfare in transportation throughout Illinois.

Community Health PAC, Inc. (PAC) was a corporation that was formed in June 2014 to encourage health centers to participate in governmental affairs, support the policies of CQuest through appropriate political, educational and legislative activities and provide financial support to both individual candidates for office and supporting legally constituted political fund-raising committees. CQuest was the sole owner of the PAC shares from its formation through its dissolution in December 2018.

Significant Accounting Policies

(a) Basis of Accounting

The consolidated financial statements have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

(b) Principles of Consolidation

The consolidated financial statements include the accounts of CQuest and PAC because CQuest had both control and an economic interest in the PAC. All material intercompany accounts and transactions have been eliminated. Unless otherwise noted, these consolidated entities are hereinafter referred to as "CQuest."

(c) Change in Accounting Principle

In August 2016, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) 2016-14, Not-for-Profit Entities (Topic 958) - Presentation of Financial Statements of Not-for-Profit Entities. The update addressed the complexity and understandability of net asset classification, deficiencies in information about liquidity and availability of resources, and the lack of consistency in the type of information provided about expenses and investment return. Management implemented ASU 2016-14 for the year ended June 30, 2019 and has adjusted the presentation in these financial statements accordingly.

(d) Cash and Cash Equivalents

CQuest considers all highly liquid investments purchased with maturities of three months or less to be cash equivalents. The PAC cash balance was maintained in a separate checking account segregated from CQuest's operating assets until the dissolution of the PAC in December 2018.

Repurchase agreements involve the purchase by CQuest of a security that the bank has agreed to buy back on demand. If the bank defaults and the collateral value declines, CQuest might incur a loss. If the bank declares bankruptcy, CQuest may not be able to sell the collateral at the desired time. The securities subject to the repurchase agreement will be held by the bank and valued daily so the value of the collateral is equal to the loan. The term of the agreement is generally quite short, possibly overnight or for a few days. As of June 30, 2019 and 2018, the collateral was sufficient to cover the repurchase agreements with the bank.

(e) Accounts Receivable

Management considers all receivables to be current and does not utilize an allowance for doubtful accounts. It is CQuest's policy to charge off uncollectible accounts receivable when management determines the receivable will not be collected.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

(f) Property and Equipment

CQuest records property and equipment additions over \$2,500 at cost, or if donated, at fair value on the date of donation. Depreciation is computed on a straight-line method over estimated useful lives of the assets ranging from 3 to 5 years, or in the case of capitalized leased assets or leasehold improvements, the lesser of the useful life of the asset or the lease term. When assets are sold or otherwise disposed of, the cost and related depreciation are removed from the accounts, and any resulting gain or loss is included in the consolidated statement of activities. Costs of maintenance and repairs that do not improve or extend the useful lives of the respective assets are expensed immediately.

(g) Intangible Assets

Goodwill resulted from CQuest's acquisition of Starling Systems, Inc. on November 1, 2007 for an amount in excess of the fair value of the net assets acquired. Goodwill at June 30, 2019 and 2018 totaled \$ 137,511. CQuest does not amortize its goodwill; rather it evaluates it for possible impairment on an annual basis. Should impairment be noted, the valuation of the asset will be adjusted accordingly. There were no impairments of goodwill at June 30, 2019 and 2018.

(h) Net Assets

Net assets, revenues, gain, and losses are classified based on the existence or absence of donor-imposed restrictions. Accordingly, net assets and changes therein are classified and reported as follows:

Net Assets Without Donor Restrictions - Net assets available for use in general operations and not subject to donor restrictions.

Net Assets With Donor Restrictions - Net assets subject to donor-imposed restrictions. Some donor-imposed restrictions are temporary in nature, such as those that will be met by the passage of time or other events specified by the donor. Other donor-imposed restrictions are perpetual in nature, where the donor stipulates that resources be maintained in perpetuity. Donor-imposed restrictions are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both.

CQuest had no net assets with donor restrictions at June 30, 2019 and 2018.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

(i) Income Tax Status

CQuest is a not-for-profit organization and claims exemption from Federal and State income taxes under Section 501(c)(4) of the Internal Revenue Code and similar provisions of State tax codes.

CQuest follows accounting principles generally accepted in the United States of America which sets a minimum threshold for financial statement recognition of the benefit of a tax position taken or expected to be taken in a tax return. Tax positions for the open tax years as of June 30, 2019 were reviewed, and it was determined that no provision for uncertain tax positions is required.

CQuest conducts business solely in the U.S. and, as a result, files income tax and information returns for the U.S. and Illinois. In the normal course of business, CQuest is subject to examination by taxing authorities. However, at present, there are no ongoing income tax audits or unresolved disputes with the various tax authorities that CQuest currently files or has filed with.

The PAC's primary purpose was to carry on one or more exempt functions as a political organization as defined under Internal Revenue Code Section 527 and Treasury Regulation 1.527-2(c). The PAC had minimal financial activity during the years ended June 30, 2019 and 2018.

(j) Allocated Costs

The costs of providing services under the various programs and other activities have been reported on a functional basis in the statement of activities. Accordingly, certain costs have been allocated among the programs benefited.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

(k) Revenue Recognition

Contract revenues are recorded in the year earned, except for the MSC eWIC, State of Hawaii WIC Transfer and Implementation, State of Hawaii Code Merge, State of Hawaii eWIC, State of Tennessee WIC Development and Implementation, and State of Idaho WIC EBT Initiative projects. Revenue from these projects are recognized on the percentage-of-completion method, measured by the proportion of project costs incurred to date to the estimated total project costs for the contract. That method is used because management considers costs incurred to be the best available measure of progress on the contract in process. Provisions for estimated losses on uncompleted contracts are made in the year in which such losses are determined.

The asset, "Earned contract revenue not yet billed," represents revenue recognized in excess of amounts billed.

(l) Use of Estimates

The preparation of consolidated financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect certain reported amounts and disclosures of contingent assets and liabilities at the date of the consolidated financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

(m) Subsequent Events

Subsequent events are events or transactions that occur after the statement of financial position date but before the consolidated financial statements are issued or are available to be issued. These events and transactions either provide additional evidence about conditions that existed at the date of the consolidated statement of financial position, including the estimates inherent in the process of preparing consolidated financial statements, or provide evidence about conditions that did not exist at the date of the consolidated statement of financial position but arose after that date.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

1. SUMMARY OF OPERATIONS AND SIGNIFICANT ACCOUNTING POLICIES -
Continued

(m) Subsequent Events - continued

CQuest has assessed events that have occurred subsequent to June 30, 2019 through September 26, 2019, the date the consolidated financial statements were available to be issued, for potential recognition and disclosure in the consolidated financial statements. No events have occurred that would require adjustment to or disclosure in the consolidated financial statements.

(n) Reclassifications

Certain reclassifications of prior year amounts have been made to conform to the 2019 presentation.

2. LIQUIDITY AND AVAILABILITY OF FINANCIAL ASSETS

CQuest strives to maintain liquid financial assets sufficient to cover 90 days of general expenditures. Financial assets in excess of daily cash requirements are invested in money market funds and other highly liquid investments that have a maturity of less than three months.

The following table reflects CQuest's financial assets as of June 30:

	<u>2019</u>	<u>2018</u>
Cash and cash equivalents	\$ 1,403,951	\$ 803,123
Accounts receivable	<u>964,045</u>	<u>1,276,632</u>
Total financial assets available to meet cash needs for general expenditures within one year	<u>\$ 2,367,996</u>	<u>\$ 2,079,755</u>

CQuest regularly monitors the availability of resources required to meet its operating needs and contractual commitments. In addition to financial assets available to meet general expenditures over the next 12 months, CQuest usually operates with a balanced budget and anticipates collecting sufficient revenue to cover general expenditures, unless the board approves investing prior earnings in business and product development efforts to strategically grow the organization or maintain current customer relationships. CQuest also has a line of credit to meet short-term needs. See note 6 for information about this available financing.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

3. STATEMENT OF CASH FLOWS INFORMATION

At June 30, cash and cash equivalents consisted of the following:

	<u>2019</u>	<u>2018</u>
Demand deposits	\$ 49,372	\$ 70,200
Money market accounts	52,509	75,000
Repurchase agreements	<u>1,302,070</u>	<u>657,923</u>
Total	<u>\$ 1,403,951</u>	<u>\$ 803,123</u>

Cash paid for income taxes for the years ended June 30, 2019 and 2018 was \$ -0- and \$ 952, respectively. Interest of \$ 22,318 and \$ 22,613 was paid in the years ended June 30, 2019 and 2018, respectively.

4. CONCENTRATION OF CREDIT RISK

CQuest maintains cash balances at a financial institution in Springfield, Illinois. Accounts are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$ 250,000 at each financial institution. At June 30, 2019, CQuest's cash balances on deposit at the financial institution did not exceed the insured limit. At June 30, 2018, CQuest's cash balances on deposit at the financial institution did exceed the insured limit by \$ 62,341.

CQuest invests daily in repurchase agreements with United Community Bank, which had a balance of \$ 1,302,070 and \$ 657,923 at June 30, 2019 and 2018, respectively. Even though these are not FDIC insured, United Community Bank agrees to repurchase the securities backed by the United States government plus accrued interest.

CQuest has not experienced any losses on excess amounts or repurchase agreements, and believes it is not subject to any significant risk on cash and cash equivalents.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

5. PROPERTY AND EQUIPMENT

At June 30, the cost and accumulated depreciation of property and equipment were as follows:

	<u>2019</u>	<u>2018</u>
Vehicles	\$ -	\$ 22,171
Furniture, equipment, and software	897,954	959,069
Leasehold improvements	<u>-</u>	<u>27,411</u>
	897,954	1,008,651
Less accumulated depreciation	<u>(703,969)</u>	<u>(711,747)</u>
Property and equipment, net	<u>\$ 193,985</u>	<u>\$ 296,904</u>

6. LINE OF CREDIT

At June 30, 2019, CQuest had a line of credit agreement with United Community Bank, totaling \$ 1,250,000 with a maturity date of April 20, 2020. At June 30, 2018, CQuest had a line of credit agreement with United Community Bank, totaling \$ 1,250,000 with a maturity date of April 20, 2019. At June 30, 2019 and 2018, total outstanding balances were \$ 400,000 and \$ 575,000, respectively. The interest rates on the lines of credit, payable monthly, were 6.25% and 5.50% at June 30, 2019 and 2018, respectively.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

7. NATURAL EXPENSE CLASSIFICATION

CQuest's functional expenses by natural expense classifications are shown below:

Year ended June 30, 2019

	<u>WIC Program</u>	<u>Early Intervention Program</u>	<u>Other Programs</u>	<u>Management and General</u>	<u>Total</u>
Personnel expenses	\$ 2,708,554	\$ 1,295,470	\$ 21,759	\$ 691,444	\$ 4,717,227
Professional services	1,728,108	353,476	8,573	107,418	2,197,575
Contribution expense	-	-	-	206,341	206,341
Board stipends	-	-	-	70,000	70,000
Travel	98,320	43,047	-	61,061	202,428
Occupancy and telephone	345,602	224,613	-	100,748	670,963
Supplies, equipment and leased equipment	28,243	42,899	-	24,108	95,250
Equipment maintenance	138,349	159,927	-	26,376	324,652
Postage and printing	2,913	297,923	33	3,045	303,914
Depreciation	92,603	31,261	-	10,835	134,699
Interest expense	11,900	7,188	-	3,230	22,318
Licenses and fees	57,388	46,979	30	10,253	114,650
Other expenses	30,490	18,464	-	55,732	104,686
Total expenses	<u>\$ 5,242,470</u>	<u>\$ 2,521,247</u>	<u>\$ 30,395</u>	<u>\$ 1,370,591</u>	<u>\$ 9,164,703</u>

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

7. NATURAL EXPENSE CLASSIFICATION - Continued

Year ended June 30, 2018

	<u>WIC Program</u>	<u>Early Intervention Program</u>	<u>Other Programs</u>	<u>Management and General</u>	<u>Total</u>
Personnel expenses	\$ 2,712,368	\$ 1,281,070	\$ -	\$ 772,046	\$ 4,765,484
Professional services	1,866,814	116,953	15,075	105,267	2,104,109
Contribution expense	-	-	-	353,500	353,500
Board stipends	-	-	-	50,000	50,000
Travel	113,216	16,873	-	72,320	202,409
Occupancy and telephone	411,361	262,421	-	140,855	814,637
Supplies, equipment and leased equipment	72,592	43,691	-	10,863	127,146
Equipment maintenance	113,171	141,391	-	20,908	275,470
Postage and printing	3,585	279,958	23	4,101	287,667
Depreciation	99,727	36,784	1,460	14,745	152,716
Interest expense	11,917	7,152	-	3,544	22,613
Licenses and fees	30,984	42,859	15	26,103	99,961
Other expenses	<u>28,029</u>	<u>16,027</u>	<u>-</u>	<u>35,228</u>	<u>79,284</u>
Total expenses	<u>\$ 5,463,764</u>	<u>\$ 2,245,179</u>	<u>\$ 16,573</u>	<u>\$ 1,609,480</u>	<u>\$ 9,334,996</u>

8. PENSION AND POSTRETIREMENT BENEFIT PLANS

CQuest has a profit-sharing pension plan titled the CQuest America, Inc. Employees Pension Plan. With a safe harbor election, employees are vested 100% once they are eligible to receive contributions. The plan is structured as a 401(a) plan under the Internal Revenue Code. These accounts are in the individual employees' name. Contributions of \$ 93,512 and \$ 95,211 were made to the profit-sharing pension plan for the years ended June 30, 2019 and 2018, respectively.

Effective as of January 1, 2014, CQuest's President and CEO's employment contract provides for additional compensation. At the President and CEO's option, this additional compensation may be deferred or paid currently. During the years ended June 30, 2019 and 2018, the President and CEO received additional compensation of \$ 51,301 and \$ 31,892, respectively, under this contract provision.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

8. PENSION AND POSTRETIREMENT BENEFIT PLANS - Continued

CQuest contributed an additional percentage of annual salary to a 457(b) retirement plan for the Chief Financial Officer (CFO) for the years ended June 30, 2019 and 2018. These contributions are vested immediately and the account is in the CFO's name. Total contributions were \$ 12,002 and \$ 11,982 for the years ended June 30, 2019 and 2018, respectively.

CQuest also offers employees the opportunity to contribute to a 401(k) tax deferred retirement savings plan. CQuest makes no contributions on behalf of its employees into the 401(k) plan. Each account is in the individual employees' name and is completely vested and transferable when they terminate employment.

9. OPERATING LEASE COMMITMENTS

CQuest leases its office facilities in Springfield, Illinois from Illinois Primary Health Care Association (IPHCA) under an operating lease that expires on December 1, 2026. This lease required monthly payments of at least \$ 41,157 through March 31, 2018, with an additional amount due based on the budgeted operating expenses of the current year. Effective April 1, 2018, the lease agreement was amended. The amended lease requires monthly payments of \$ 41,762, with an additional amount due if CQuest's allocable share of expenses exceed the base year expenses. CQuest leased office space in Olympia, Washington under an operating lease that expired on January 31, 2019. CQuest also leases office equipment with varying expiration dates.

Rental expense was \$ 599,471 and \$ 721,609 for the years ended June 30, 2019 and 2018, respectively.

Future minimum payments on the above operating leases are as follows for the years ending June 30:

2020	\$ 528,048
2021	522,226
2022	518,067
2023	518,067
2024	506,787
Thereafter	<u>1,211,105</u>
Total	<u>\$ 3,804,300</u>

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

10. CAPITAL LEASE OBLIGATION

During the year ended June 30, 2018, CQuest acquired technology equipment under a non-cancellable lease purchase agreement which requires thirty-six monthly payments of \$ 2,896 through August 2020 with a buyout option of \$ 11,583. The equipment has a net book value of \$ 71,061 at June 30, 2019.

Future minimum lease payments due for the years ending June 30 are as follows:

2020	\$ 34,752
2021	<u>17,373</u>
	52,125
Less amount representing interest	<u>(768)</u>
Present value of net minimum capital lease payments	51,357
Less current maturities	<u>(34,035)</u>
Long-term portion	<u>\$ 17,322</u>

Interest expense on the capital lease obligation was \$ 1,390 and \$ 1,570 for the years ended June 30, 2019 and 2018, respectively.

11. RELATED PARTY TRANSACTIONS

IPHCA is a 501(c)(3) organization that positions its members to be the providers of choice within the communities they serve through advocacy, education, and technical assistance emphasizing the high quality, accessible and integrated health center model of care. IPHCA represents and provides assistance to all but two of Illinois' community health centers (CHCs), as well as two CHCs in Iowa and one in Missouri. These CHCs operate nearly 350 sites and serve approximately 1.4 million patients annually.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

11. RELATED PARTY TRANSACTIONS - Continued

IPHCA and CQuest contract with each other to share specified services and goods in the interest of achieving cost savings, economies of scale and other benefits to both entities. These shared services where necessary or desirable include, without limitation, information technology infrastructure support, accounting support, administrative support, human resources support, purchasing, maintenance and use of machinery and equipment, telecommunications products and services, payroll processing and FLEX program services, consulting services, and such other services that benefit operations. IPHCA and CQuest compensate each other for such shared services at cost based on actual third-party invoices, employee time expended, or other reasonable methodologies appropriate to each corresponding expense item.

IPHCA reimbursed CQuest \$ 294,118 and \$ 332,648 for shared services and goods during the years ended June 30, 2019 and 2018, respectively. As of June 30, 2019 and 2018, the total outstanding accounts receivable due from IPHCA for shared services and goods was \$ 5,786 and \$ 26,688, respectively.

CQuest reimbursed IPHCA \$ 33,575 and \$ 41,956 for shared services and goods during the years ended June 30, 2019 and 2018, respectively. As of June 30, 2019 and 2018, the total outstanding accounts payable due to IPHCA for shared services and goods was \$ 350 and \$ 820, respectively.

IPHCA had a mortgage note with a balance of \$ 3,315,040 and \$ 3,494,371 at June 30, 2019 and 2018, respectively. In addition, IPHCA had a second mortgage note with a balance of \$ 142,156 and \$ 246,418 at June 30, 2019 and 2018, respectively. CQuest is a guarantor for both of these financing agreements.

On December 1, 2006, CQuest began leasing office space from IPHCA. This is an operating lease that expires on December 1, 2026, which required monthly payments of at least \$ 41,157 through March 31, 2018, with an additional amount due based on the budgeted operating expenses of the current year. Effective April 1, 2018, the lease agreement was amended. The amended lease requires monthly payments of \$ 41,762, with an additional amount due if CQuest's allocable share of expenses exceed the base year expenses. Lease expense of \$ 520,944 and \$ 631,537 was incurred by CQuest for the years ended June 30, 2019 and 2018, respectively, relating to space occupied within IPHCA's building. As of June 30, 2019 and 2018, total outstanding amount due to IPHCA for rent was \$ 19,798 and \$ -0-, respectively.

CQuest America, Inc. and Affiliate

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

June 30, 2019 and 2018

11. RELATED PARTY TRANSACTIONS - Continued

Illinois Community Health Foundation, Inc. (Foundation) promotes the health care welfare of medically underserved communities throughout the State of Illinois by providing funding opportunities to Illinois based state-wide Associations whose members are comprised of at least 90% federally qualified health centers or by providing funding opportunities directly to members of such Illinois based state-wide Associations. CQuest has common board members with the Foundation and is considered a related party. CQuest contributed \$ 201,341 and \$ 350,000 to the Foundation during the years ended June 30, 2019 and 2018, respectively.

12. CONCENTRATION OF FUNDING

The majority of CQuest's revenues are from multi-year, multi-million dollar contracts with various government agencies. For the year ended June 30, 2019, approximately 98% of CQuest's total support and revenues were from contract revenues from nine government agencies. For the year ended June 30, 2018, approximately 98% of CQuest's total support and revenues were from contract revenues from eight government agencies. CQuest maintains strong working relationships with these government agencies and anticipates a continuation of these contracts.



2020 CQuest Board of Directors

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SUMMARY IT Professional with over 9 years of experience designing, developing, implementing and supporting web applications and websites.

- SKILLS**
- Skilled with a variety of technologies, including ASP.net, C#, VB.net, MVC, Web Forms, AngularJS, RESTful API, SQL Server and many others.
 - Capable of working effectively independently or as a member of a team.
 - Possesses excellent verbal and written communication skills.
-

EXPERIENCE **LEVI, RAY & SHOUP, SPRINGFIELD, ILLINOIS**

.NET Developer

February 2020 – Present

- Working on a contract at CQuest America, Inc.
- Developing an Early Intervention web-based application.
- Developing and maintaining RESTful APIs for the application.
- Technical environment included .NET 4.x, MVC, Entity Framework 6, C#, JavaScript, SQL Server.

LEVI, RAY & SHOUP, SPRINGFIELD, ILLINOIS

Application Developer

June 2019 – January 2020

Client: State of Illinois – DCFS, Springfield, Illinois

- Worked on a contract at the State of IL – Department of Children and Family Services (DCFS) in Springfield, IL.
- Developed and maintained RESTful APIs for use with mobile application.
- Developed and maintained mobile application (iPhone & Android).
- Maintained various web-based applications, ranging in technologies from VB.net & WebForms to C# & MVC.
- Worked with .NET Framework 4.x, Entity Framework, MVC, C#, VB.net, Mobile Development (iPhone/Android), WebForms, SQL Server.

Application Developer

June 2018 – May 2019

Client: Hastings Mutual Insurance, Hastings, Missouri

- Worked remotely from Springfield, IL for Hastings Mutual Insurance (based in Hastings, MI).
- Developed and maintained middleware solutions and for insurance policy & claims data sharing.
- Worked with .NET Framework 4.x, Entity Framework 6, C#, SOAP, MS SQL Server.

ILLINOIS DEPARTMENT OF TRANSPORTATION (IDOT), SPRINGFIELD, ILLINOIS

Application Developer

October 2017 – June 2018

- Worked on contract with a team of developers to design and develop a bridge inspection system from the ground up.
- Technical environment included .NET 4.x, MVC, Entity Framework 6, C#, Angular 4, React, JavaScript, nrgx & nrgx-data, Azure Functions, SQL Server 2016.

LEVI, RAY & SHOUP, SPRINGFIELD, ILLINOIS***Application Developer***

June 2017 – October 2017

Client: State of Illinois – DCFS, Springfield, Illinois

- Worked on contract at the State of Illinois – Department of Children and Family Services (DCFS) in Springfield, IL.
- Worked with a small group of developers to maintain and upgrade the DCFS case management system.
- Worked primarily with VB.net, JavaScript and XML.

H.D SMITH, SPRINGFIELD, ILLINOIS***Application Developer***

2015 – 2017

- Worked with a small group of software engineers to maintain and enhance an online ordering system for external customers using C#, MVC, and AngularJS.
- Worked to develop new features for an iPhone app for the sales force using a REST API, AngularJS, CoffeeScript, and most recently, TypeScript.

LEVI, RAY & SHOUP, SPRINGFIELD, ILLINOIS***Application Developer***

June 2011 – 2015

- Worked closely with a local health system to tend to both daily website maintenance requests as well as larger projects.
- In addition to several complete website redesigns for the aforementioned client, created custom web applications to meet the client's needs, while maintaining compliance with both PCI and HIPAA requirements.
- Worked with colleagues on maintenance and custom web application development for a large variety of clients.
- Worked with ASP.net, VB.net, C#, Web Forms, MVC, REST API, AngularJS.

KING TECHNOLOGY, SPRINGFIELD, ILLINOIS***Application Developer***

2010 – 2011

- Worked with one other developer to create and maintain custom websites and web applications for local businesses.
- Created a web-based application to collect and analyze data pertaining to individuals with intellectual and developmental disabilities. This application was intended to be used by mental health providers across the state of Illinois

with the goal of sharing key information about the impact of mental illness on daily life.

- Worked with ASP.net, Classic ASP, VB.net, VBScript.

MacMURRY COLLEGE, JACKSONVILLE, ILLINOIS

Application Developer

2008 – 2010

- Responsible for managing and completing all requests for website updates and changes using classic ASP and ASP.NET while working with other departments throughout the College to streamline the content update process.
- Responsible for oversight of the implementation of a new VoIP system, ultimately leading to managing the system in its entirety.
- Wrote much-needed documentation for the various systems in place, while creating scripts and procedures for recurring processes, managing department staffing, coordinating events and training for faculty and staff, assisting technicians with workstation setup and repair, and learning and providing end-user support for the College's ERP system.

EDUCATION DePAUL UNIVERSITY /CHICAGO, ILLINOIS

Master of Science, e-Commerce Technology

MacMURRAY COLLEGE, JACKSONVILLE, ILLINOIS

Bachelor of Science, Computer Science

**TECHNICAL
PROFICIENCIES**

- | | | |
|----------------------|------------------------------|---------------------|
| • Net 2.x - .NET 4.x | • Angular JS | • ASP |
| • ASP.net | • React | • HTML |
| • C# | • JavaScript | • CSS |
| • VB.net | • RESTful API | • XML |
| • MVC | • Andriod/iPhone Development | • VBScript |
| • Entity Framework | • CoffeeScript | • Adobe Dreamweaver |
| • Web Forms | • TypeScript | • Adobe Photoshop |

- SUMMARY**
- Senior-level technical resource with extensive knowledge and experience as a Database Administrator.
 - Provides Tier 2 and Tier 3 production support.
 - Production Environment Manager and Production Deployment Manager
 - Excels in enterprise setting where data design, integrity, and accessibility are critical.
-

- SKILLS**
- High-energy leader, manager, and technical expert with a proven background in database management, project management, and data extraction/reporting.
 - Managed multiple replicating mission critical production environments that include 100+ distributed locations.
 - Proficiently managed multiple production, test, and development environments simultaneously.
 - Monitored and tuned the performance of complex T-SQL queries and stored procedures by analyzing the execution plan.
 - Collaborates with analysts and developers to ensure data designs meet system standards and maintain data integrity.
 - Highly skilled at developing large, complex ad-hoc reports using Transact SQL.
 - Oversees Help Desk/Customer Support team and reported issues triage and resolution.
 - Effective communicator with excellent writing and editing skills.
 - Efficient organizational and planning skills. Self-motivated and results driven.
 - Recognized and valued by colleagues for honesty, integrity, ability to work collaboratively on teams, and ability to approach work as a fun endeavor.
-

EXPERIENCE **CQUEST AMERICA, INC., SPRINGFIELD, ILLINOIS**
Senior Database Administrator & Deployment Manager
June 2008 – Present

- Lead DBA; develop and administer WIC (Women and Infant Children) programs. Manage multiple priorities, projects, people, and data. Provide environment management including software, database scripts, and deployments.
- Accountable for data integrity for all WIC clinics in four states, as well as consolidated databases at state offices. Data integrity includes:
 - Extracting and restoring corrupted databases
 - Disaster recovery and business continuity
 - Replication synchronization
 - Data recovery
- Manage call-center triage and escalation process including multiple help desk, junior DBAs, testing, analysis and development staff; provided 2nd & 3rd tier support to customers.
- Ensure a rapid response pursuant to the Service Level Agreement (SLA); reported measured customer satisfaction results for multiple customers concurrently.
- Regularly monitor daily financial transactions between clinics and financial institutions and resolve any discrepancies.
- Deliver month- and year-end financial and participation reports to secure federal funding.
- Lead coordination and deployment of software, updates, and database scripts to test and production environments.

WASHINGTON STATE DEPARTMENT OF HEALTH – WIC PROGRAM, OLYMPIA, WASHINGTON***Lead Database Administrator****March 2003 – June 2008*

- Lead DBA; Provide food vouchers and nutrition education to low income clients throughout the state of Washington in a replicating environment. Supervised 2 junior DBAs.
- Ensured data integrity for 167 clinics throughout Washington State as well as consolidated databases at state office. Data integrity included:
 - Splits and merges of clinic databases
 - Extracting and restoring broken databases
 - Upgrading database software
 - Disaster recovery and business continuity
 - Replication synchronization
- Created, developed, and executed ad-hoc reporting for both clinic and state business users.
- Provide 2nd tier support for clinics, including customer satisfaction.
- Researched, recommended, developed, and implemented new processes and procedures at local and state levels.
- Monitored, corrected, and ensured the accuracy of daily financial transactions between clinics and financial institutions.
- Delivered financial reports and period (month-end) close reports to secure federal funding.

ALLIANCE ENTERPRISES, LACEY, WASHINGTON***Quality Assurance Technician****June 2001 – January 2003*

- Provided a web based vocational rehabilitation (VR) case management system for various state VR agencies. Exclusively defined test cases and verified accuracy of complex federal reports.
- Coordinated all database conversion activities around the sale; conversion, verification, and packaging the converted data package regardless of source or platform.
- Implemented white-box testing of data conversion from legacy mainframe systems to SQL 2000 using Transact SQL, Query Analyzer and Enterprise Manager.
- Developed problem descriptions and re-creation scenarios sufficient to enable developer correction and turnaround for re-test.
- Directed the approval or denial of code readiness for deployment.
- Managed the design, compilation, documentation and maintenance of test plans/scripts.
- Analyzed technical and business requirements and testing using system specifications.
- Debugged DTS packages.
- Assisted in the verification and assignment of support desk issues from clients.
- Maintained test environments and data to accurate testing and documentation of tests.

IDEAWORKZ, BELLEVUE, WASHINGTON***Web Developer (IT Insight's Contract)****March 2001 – June 2001*

- Implemented website design and served as a technology consultant to non-technical staff.
- Developed the page flow for the website.
- Implemented 21 HTML pages.
- Wrote scripts to load/display different pages depending on the date.
- Defined business requirements.
- Verified and documented application accuracy prior to implementation.

IT INSIGHTS, BELLEVUE, WASHINGTON***Web Developer****January 2001 – March 2001*

- Responsible for ensuring the website was easily maintainable/updateable for non-technical staff.
- Identified requirements, defined functionality, designed and developed the site as a unified package.
- Trained nontechnical staff in to update and publish changing content via FTP.

EDUCATION EVERGREEN STATE COLLEGE, OLYMPIA, WASHINGTON**Bachelor of Science – Computer Science**

- SUMMARY**
- Over 20 years of experience providing exceptional customer service
 - Over 5 years of managerial experience

- SKILLS**
- Project Management / Coordination
 - Customer Service
 - Quality Assurance Testing
 - Software Defect / Bug Management
 - Functional Specifications Documentation
 - SQL Programming
 - Computer Hardware

EXPERIENCE **CQUEST AMERICA, INC., OLYMPIA, WASHINGTON**

Project Coordinator

April 2018 – Present

- Lead multiple teams of developers, testers, business analysts, and help desk staff in the transfer and implementation of the MSC WIC System to Tennessee WIC (TNWIC).
- Serve as administrator to CustomerWise and DevSuite CRM application; custom designed, implemented, and maintained multiple customer environments to fit the specific needs of the customer.
- Provide status reports, communicate outstanding issues, and manage resolutions; hosted weekly meetings during pilot and rollout to assess functionality and confirm final designs with customers and application developers.
- Oversee and support the conversion, rollout, and implementation of TNWIC; managed the project team through the UAT process; logged, fixed, and tested all defects found during the conversion and pilot phases.
- Create multiple training hand books and provide detailed on-site walk-through training for Tennessee WIC's help desk, DBAs, and networking staff.
- Provide on-site training for software end users.
- Perform system analysis; gather and assist in maintaining all requirements and specification documents and customer documentation.
- Identify improvement to business processes and propose solutions and timing of their implementation.

Business Lead

April 2017 – March 2018

- Led a team of local and remote staff including software developers, DBAs, QA testers and help desk on the development and merging of Hawaii's legacy WIC MIS system to the transferred MSC WIC System (HiWIC).
- Monitored the data conversion from Hawaii's original software to HiWIC.
- Oversaw the functionality testing of software.
- Monitored all software bugs, defects, and upgrades in TFS, and ensured all issues were attended to and completed in a timely manner.
- Researched and oversaw all hardware upgrades to ensure compatibility with CQuest software.
- Designed Android UPC scanning application to collect data using TracerPlus.
- Implemented program deployment schedule and met deadlines for all production release rollouts for bug fixes and upgrades; managed schedule for UAT data refreshes.
- Led bi-weekly meetings with Hawaii WIC's primary stakeholders to communicate, collaborate, and discuss issues and solutions to ensure quality development and service.
- Provided weekly project status reports to executive management.

Business and QA Analyst*January 2015 – April 2017*

- Worked directly with developers to track and test updates to applications.
- Installed individual software components to prepare for testing; designed automated test cases using Smart Bear TestComplete Automated software.
- Documented software defects and performed additional testing to verify all issues were fixed before final delivery.
- Documented functional specifications for new applications and converted technical specifications to functional specifications.
- Tested all applications and updated use/test cases and functional specifications for a Sybase-to-SQL conversion.
- Created business flowcharts using Microsoft Visio; custom Windows Mobile app using the TracerPlus software suite; and high definition training and demo videos using Vegas Pro and Adobe Creative Suite 6.
- Utilized additional programs such as SQL Server 2014 Management Studio, PowerBuilder, Sybase, Windows ClickOnce applications, Windows Mobile Device Center, MyMobiler, Microsoft Visio, and .NET.

Software Support Specialist II*November 2013 – January 2015*

- Supported end users of the MSC WIC System for 4 WIC Programs in 4 time zones.
- Provided troubleshooting support via remote login to end users' computers/servers utilizing Remote Desktop Protocol (RDP), LogMeIn, or GoToMeeting.
- Regularly updated SharePoint database to ensure data accuracy.
- Installed networked check and letter printers with static IP addresses using drivers located on FTP site.
- Administered and maintained end user accounts, permissions, and access rights.
- Performed daily RDP into state servers to monitor the status of running applications to ensure quality performance of the server's CPU.
- Responsible for the daily issuance and redemption of timely vendor payments.
- Utilized additional programs such as Server 2008 R2, VB.Net, SQL, and Cisco Jabber.

ADDITIONAL PROFESSIONAL EXPERIENCE (1998 – 2013)

- Hyperion, Inc. – IT Technician
- Illini Country Club – System Administrator
- MetLife, Inc. – Administrative Functional Manager
- Computer and Telephone Systems – IT Sales and Service Manager
- Family Video Movie Club – Computer Team Leader

EDUCATION	EASTERN ILLINOIS UNIVERSITY, CHARLESTON, ILLINOIS
	Bachelor of Arts – Finance

**CERTIFICATIONS &
SPECIAL TRAINING**

- Currently working on Project Management Professional (PMP) certification
 - 11 Management Certifications, Fred Pryor Seminars
-

- SUMMARY**
- Over 3 years of experience providing Help Desk support for CQuest's WIC and Early Intervention customers.
 - Uses technical skills and knowledge of system applications to assist customers.
-

EXPERIENCE CQUEST AMERICA, INC., OLYMPIA, WASHINGTON

Software Support Specialist II

July 2017 – Present

- Answer calls and create WIC tickets for different WIC Clinics technical issues.
- Research and resolve Level 1 and Level 2 tickets for Kansas, New Hampshire, ITCA and Hawaii Clinics software issues.
- Create WIC Weekly MSC report for KWIC, NH and ITCA.
- Add or remove security clearance requests to clinic staff.
- Keep track and add to the Weekly TFS Running list.
- Test issues that clinic staff are having in the system.
- Answer parent, provider and Service Coordinator calls about Early Intervention bills, provider claim summaries, and parent explanation of benefits.
- Update and notify coworkers of KWIC Clinics address changes.
- Assist Early Intervention Service Providers with setting up Q-claims, submitting claims, and resolving issues they have with hold warnings.
- Send out daily WIC surveys to clinics.
- Train new WIC Helpdesk employees.

Helpdesk Specialist II

June 2016 – July 2017

- Answer questions from Early Intervention Service Provider, parent, and Service Coordinators on accounts and billing procedures.
- Create WIC tickets for different WIC Clinics technical issues and resolve Level 2 tickets as necessary and Level 1 tickets as able.
- Obtain information on resolutions for WIC Clinic issues in order to close tickets in a timely manner.
- Document Excel spreadsheet and send KWIC supply orders issues.
- Update and notify coworkers of KWIC Clinics address changes.
- Support temporary employee questions on billing issues.
- Assist Service Providers with setting up Q-claims, submitting claims, and resolving any issues they have with hold warnings.

ALICE CAMPBELL STAFFING, SPRINGFIELD, ILLINOIS

Temp Helpdesk Specialist I for CQuest America, Inc.

February 2016 – June 2016

- Answer Service Provider, parent, and Service Coordinator questions on accounts and billing procedures.

MANPOWER, SPRINGFIELD, ILLINOIS***Data Entry******November 2015 – December 2015***

- Input various tax documents into application software.
- Verify accuracy of other coworker's data input of tax documents.

MEMORIAL HOME SERVICES, SPRINGFIELD, ILLINOIS***Reimbursement Specialist******November 2015 – December 2015***

- Oversaw Medicaid customer bills for accuracy and follow-up.
- Assisted customers with issues regarding their bills in a timely manner. Expressed issues that would contribute to better customer service.
- Obtained prior authorizations for durable medical equipment.
- Processed Medicaid and commercial insurance refunds in a timely manner.
- Assisted Commercial teams with follow up.
- Assisted coworker's with application and minor computer issues.
- Designed a tens unit flyer to help remind customers of their insurance guidelines while renting the units. The flyer for tens unit helped lower lost revenue due to customer's not following up with their physicians in the required time frame.

EDUCATION FREDERICK HIGH SCHOOL, FREDERICK, MARYLAND

SUMMARY Dependable, A+ Certified Computer and Network Technician with eighteen years of experience in the networking field and over twenty-one years of computer repair and general computer experience.

EXPERIENCE CQUEST AMERICA, INC., SPRINGFIELD, WASHINGTON

Network Support Specialist II

2014 – Present

- Provide local and remote support for thousands of desktops, laptops, servers, printers, scanners, signature pads, & MiFi devices across multiple states.
- Support hundreds of WIC clinics with various remote support including but not limited to Windows updates, Windows Upgrades, hardware recommendations, hardware purchasing, hardware diagnosis, software diagnosis, Anti-Virus maintenance and updates, and device imaging.
- Support multiple servers and services with external facing web applications for multiple customers across multiple states, including web application software deployment.
- Responsible for customer facing application testing with multiple operating systems and multiple architectures.
- Responsible for entire state of New Hampshire WIC clinic IT support including Server, desktop, laptop, tablet, and printer support. New Hardware ordering, inventory, and imaging. Anti-Virus administration, domain administration, new user creation, end-user assistance including training and diagnostics. Server backups, traveling clinics with mobile setups, WSUS maintenance, and all FSMO roles.

LRS CONSULTING SERVICES, SPRINGFIELD, ILLINOIS

Consultant

2013 – 2014

- Consulting services contracted to CQuest America Inc. located in Springfield, IL to provide remote software and hardware support to thousands of WIC clinic staff.

UNITED COMMUNITY BANK, CHATHAM, ILLINOIS

IT Networking Engineer

2012 – 2013

- Provided support for 350+ desktop computers, 70+ servers, and 50+ printers.
- Support VMWare ESXi cluster with Veeam backups, Symantec Anti-Virus, PRTG Network monitoring, Server 2003, 2008, 2008R2, 2012, Windows XP, Windows Vista, Windows 7/8.
- Completed an average from 100-200 tickets weekly including user support and server support/project tickets. Also tasked with daily review of multiple system logs and events.
- Provided CAT5/6 cabling and termination with patch panels, server implementation both physical & virtual, firewall adjustments, proxy and Barracuda Spam filter management.
- Creation of Desktop/Laptop images via WDS, physical deployment with user training.

- Provide real time website editing and creation, Infopath and Visio form creation.
- Support Office 2007, 2010, & 2013. Support SQL 2005, 2008, 2008R2, & Phone systems.

MICROCHIP COMPUTER SOLUTIONS, SPRINGFIELD, ILLINOIS***IT Systems Engineer*****2011 – 2012**

- Managed new PC installs, hardware, software installation, hardware recommendations.
- Responsible for client's PCs, WiFi, cabling, Windows server 2003, 2008, SBS2011, Exchange 2007, 2010, Trend, ESET, and Symantec backup servers.
- Server migrations, email migrations, network planning, network diagnostics, group policy.
- Desktop, laptop, server, printer, copier, phones, backups, WAP, and mobile support.
- Provide user training, setup and manage server FSMO roles, patch/software testing, etc.

STINSON MORRISON HECKER, ST. LOUIS, MISSOURI***Information Systems Support Specialist*****2010 – 2011**

- Managed new PC installs, hardware, software installation, data cabling, AV wiring.
- Responsible for Windows server 2003, 2008, Exchange 2007, and Veritas backup servers.
- Provided hardware inventory, including updates, group policy creation, and end-user support.
- Unattended software installations, VB scripting, Batch file creation.
- Responsible for on-site support for the St. Louis office of over 100 employees. Support including Windows XP, Windows 7, Office 2007, Altiris, Dell laptops and desktops, HP printers, Fujitsu flatbed scanners, Canon copiers, VPN, Mobile devices, terminal services.

STONE CARLIE & Co. LLC, ST. LOUIS, MISSOURI***System Administrator*****2006 – 2010**

- Manage new PC / phone installs and new user training, Blackberry, iPhone, Palm, Droid
- Responsible for PDC, file server, Terminal Server, print server, back-up server.
- Windows Server 2003, Exchange 2003, Symantec backup 11d, Norton Ghost 14.
- Compiled research / recommendations on equipment, disaster recovery, and software.
- Supported over 100 Cs, 20 Printers, and 6 physical servers.

- Remote desktop, VPN, and Terminal server support.

REINERT & ROURKE, P.C., ST. LOUIS, MISSOURI**Systems Administrator**

2004 – 2005

- Manage new PC images and installs with new user training.
- Responsible for SBS Server, networked printers, and 25+ computers with 35+ users.
- Preventive maintenance on all computers including weekly spyware and AV scans.
- Software support including Office 2000/2003, Windows 98, 2000, XP.
- Provide up to date inventory and asset tracking along with hardware ordering.

LINCOLN TRAIL, INC., ST. LOUIS, MISSOURI**Operations Manager / Network Administrator**

1999 – 2011

- Creation and documentation of network, including multiple servers, desktops, laptops and printers with 20+ users.
- Provide cabling including Cat3/5/5e wiring, patch panel and switch racking.
- Support Microsoft Office and Windows support.
- Manage daily schedule with multiple employees including weekend rotation and problem resolution.
- Provide excellent customer support, part time sales, daily inventory, and product ordering.

EDUCATION RANKEN TECHNICAL COLLEGE, ST. LOUIS, MISSOURI

Associates in Computer Networking Technology / Information Technology

CERTIFICATIONS & SPECIAL TRAINING GLOBAL KNOWLEDGE, SCHAUMBURG, ILLINOIS

Upgrading Your Skills to Windows Server 2016 (5-day workshop)
 Configuring Advanced Windows Server 2012 Services (5-day workshop)
 Administering Windows Server (5-day workshop)

TECHNICAL PROFICIENCIES

- | | | |
|---|---------------------------------|--|
| • Windows Server 2000-2019 including SBS editions | • CAT 5/5e/6 cabling | • Windows 95, 98, 2000, XP, ME, Vista |
| • Mac OSX | • MySQL server | • Windows 7/8/10, |
| • Exchange 2003-2013 | • RDP | • Hyper-V |
| • LAN/WAN | • digital and Cisco VoIP phones | • VMWare ESXi |
| • Active Directory | • Cisco ASA | • Fireworks |
| • DHCP | • IPCop | • Dreamweaver |
| • DNS | • Checkpoint | • Blackberry, iPhone, Droid, Palm Pilot, |
| • VPN | • & PFSense Firewalls | • Track-IT |
| • IIS | • Norton Ghost | • Linux |
| • 802.11 wireless | • Acronis | • CustomerWise |
| • Bomgar | • ESET/Symantec Anti-Virus | • MobileIron |
| • GoToAssist | • End-user training | |
| • Veritas/Symantec/Windows backup coaxial cabling | • Microsoft Office 97-2019 | |

SUMMARY

- Over 20 years of customer operations experience in various business roles supporting fast-paced, deadline-driven software development and implementation projects
- Most recent experience includes supporting software testing for the Electronic Billing Transaction implementation for the Women, Infants and Children (WIC) program

SKILLS

- Quality Assurance
- Business Analyst
- User Acceptance Testing
- Defect Management
- Requirement Analysis
- Release Planning

EXPERIENCE**CQUEST AMERICA, INC., SPRINGFIELD, ILLINOIS*****CQuest - Quality Assurance Specialist – Independent Contractor******May 2018 – Present as Employee April 2015 – May 2018 – Independent Contractor***

- Conduct application testing for software certification; perform unit, regression, integration and end-to-end testing to meet scheduled deadlines
- Support User Acceptance Testing (UAT), remotely and on-site, for new implementation projects and release upgrades
- Write specification documents and test cases for new and modified functionality supporting application changes

CONVERGYS/VERISIGN/HO SYSTEMS***Convergys – Quality Assurance Lead; Verisign & HO Systems - Business Analyst******April 1999 – October 2011***

- Identified test accounts for validation, providing over 300 simple and complex SQL queries to clients' UAT and QA teams
- Met scheduled software release dates 98% of time, averaging four major releases a year and several minor releases
- Supported start-up PCS carrier in developing processes and procedures for use of billing software, spending 75% of time working at specific client locations during first year
- Facilitated formal requirement reviews ensuring understanding between developers, testing personnel, and client's needs for 14 Business Requirement Documents
- Monitored, triaged and documented software issues as identified for UAT

SBC/CELLULAR ONE***SBC/Cellular One – Billing Manager/Customer Service Supervisor******February 1990 – April 1999***

- Met revenue budget goals, keeping fraud under 1% of revenues and cutting printing costs in half
- Successfully managed software migration to new billing system, three times
- Established processes and procedures to develop customer service team in supporting wireless services of four MSAs and six RSA licensed areas

**CERTIFICATIONS &
SPECIAL TRAINING**

- Continuous Education Courses – Online – Supporting new or existing applications/processes
- US Military – US Army – Honorable Discharge

**TECHNICAL
PROFICIENCIES**

- Databases: SQL Server, MS Access
- OS: Windows, AIX, UNIX, Linux
- Applications include but not limited to: Toad, SharePoint, SOAP, MS Office

CQuest America Inc.

Key Personnel

Name	Job Title	Hourly Rate	% Paid from this Contract	Amount Paid from this Contract
Chandi Mahinda	Business Analyst / Project Coordinator	\$111.32	15.30%	\$111.32
Nick Freiderich	Senior Network Analyst	\$93.64	15.30%	\$93.64
Beth Munn	DBA / DA	\$122.77	15.30%	\$122.77
Trish Ratterree	Quality Assurance Specialist	\$95.72	15.30%	\$95.72
Alexis Atchison	Senior Programmer Analyst	\$133.17	15.30%	\$133.17
Marie VanMiddlesworth	Help Desk Lead / Manager	\$90.51	15.30%	\$90.51



Jeffrey A. Meyers
Commissioner

Lisa Morris
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

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



5A max

February 21, 2017

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 Cquest America, Inc. (Vendor #168898-B001), 500 South 9th Street, Springfield, IL 627001, to implement the Electronic Benefit Transfer of the Women, Infants, and Children Nutrition Program benefits (eWIC) by including the federally approved task change order with no change to the price limitation of \$3,630,289.97 and no change to the contract completion date of June 30, 2022. The Governor and Executive Council approved the original agreement on September 3, 2014 (item #23) and subsequent amendments were approved on April 22, 2015 (item #20) and December 2, 2015 (item #19), effective upon Governor and Executive Council approval. This is a zero cost amendment. 100% Federal Funds.

Funds to support this request are available in the following account for State Fiscal Year 2017 and are anticipated to be available in State Fiscal Years 2018, 2019, 2020, 2021 and 2022, upon the availability and continued appropriation of funds in the future operating budget, with the 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.

**05-95-90-902010-5260 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY
SERVICES, WIC SUPPLEMENTAL NUTRITION PROGRAM**

Fiscal Year	Class	Title	Activity Code	Current Modified Budget	Increase/Decrease	Budget
2015	102-500731	Contracts for Prog Svc	90006015	\$491,436.00	\$0	\$491,436.00
2016	102-500731	Contracts for Prog Svc	90006015	\$445,251.06	\$0	\$445,251.06
2017	102-500731	Contracts for Prog Svc	90006015	\$441,618.84	\$0	\$441,618.84
2018	102-500731	Contracts for Prog Svc	90006015	\$441,725.94	\$0	\$441,725.94
2019	102-500731	Contracts for Prog Svc	90006015	\$441,840.69	\$0	\$441,840.69
2020	102-500731	Contracts for Prog Svc	90006015	\$450,688.44	\$0	\$450,688.44
2021	102-500731	Contracts for Prog Svc	90006015	\$454,322.00	\$0	\$454,322.00
2022	102-500731	Contracts for Prog Svc	90006015	\$463,407.00	\$0	\$463,407.00
			TOTAL:	\$3,630,289.97	\$0	\$3,630,289.97

EXPLANATION

The purpose of this amendment is to add to the Scope of Services to include the federally approved Task Change Order in order to implement Electronic Benefit Transfer of Women, Infants and Children Nutrition Program benefits (eWIC) for the delivery of Women, Infants and Children Program benefits.

The New Hampshire Women, Infants and Children Nutrition Program is part of a Multi-State Consortium which consists of New Hampshire, Kansas, and the Inter Tribal Council of Arizona (ITCA). On behalf of the Multi-State Consortium, the United States Department of Agriculture awarded funds in the amount of \$915,067.50 to cover the cost of the Task Change Order for all three states. Therefore, there is no direct cost for these enhancements required from New Hampshire.

This amendment has been reviewed by the Department of Information Technology. It has been determined that the amendment has no bearing on the security or technology portion of the original agreement and therefore, does not require additional reviews.

The New Hampshire Women, Infants and Children Program (WIC) provide approximately 15,000 participants with nutrition education and issuance of the Women, Infants and Children Program Food Vouchers. These vouchers are redeemed for nutritious foods to help keep pregnant women, new mothers, infants, and preschool children healthy. The vouchers can be redeemed at approximately 200 authorized vendors throughout the state. New Hampshire Women, Infants and Children Program clinics issue approximately 550,000 food instruments to participants each year.

The eWIC system is the technology that allows Women, Infants and Children Program food benefit issuance and redemption through debit-card technologies, thereby eliminating the need for a paper voucher system. The interface is done through coordination with New Hampshire's Women, Infants and Children Program current Management Information Systems provider, Cquest and New Hampshire's eWIC Processor, Xerox. The eWIC system must approve individual food items as prescribed by a Women, Infants and Children Program Nutritionist and ensure that payment to retailers does not exceed the maximum allotted amount for each food item.

Currently, the Women, Infants and Children Program utilize a paper voucher system. The paper vouchers are issued at the Women, Infants and Children Program clinic to program participants at the time of their certification and follow up appointment, every three months. Participants then take their individually prescribed and tailored food vouchers to a New Hampshire authorized grocery retailer to redeem their vouchers. The foods allowed by the Women, Infants and Children Program Nutrition Program as reviewed and authorized by a program nutritionist in order to meet the federal nutrition and program requirements. The vouchers are then processed by the grocery retailer and submitted back to the Department with an invoice for payment. Claims Processors then process each individual paper voucher for accuracy and enter the data into the Women, Infants and Children Program Management Information System. Upon successful completion of review and entry, the retailer is paid.

The Women, Infants and Children Program is required to abide by the US Department of Agriculture Federal statute, "Healthy, Hunger-Free Kids Act of 2010", which requires that all Women, Infants and Children Programs make Electronic Benefit Transfer (EBT) available to Women, Infants and Children Program participants by 2020. The funds provided through this contract will support implementation as well as continued eWIC processing services through June 30, 2022. This agreement will require the Contractor to use the Accredited Standards Committee (ASC) X9 standard for eWIC. The Contractor will also be required to use the most current version of the American National Standards Institute (ANSI) X9.93 standard messaging and required batch formats for their electronic transaction processing. The eWIC systems will be required to meet all applicable federal and state regulations and conform to the Operating Rules for eWIC systems defined by Food and Nutrition Services.

This contract was competitively bid.

Area Served: Statewide

Source of Funds: 100% Federal Funds from the United States Department of Agriculture, CDFA #10.557, and Federal Award Identification Number (FAIN) 16164NH703W1003.

In the event that Federal Funds become no longer available, 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 Health and Human Services
Amendment #3 to the Operations and Maintenance Services
of the NH WIC Management Information System

This 3rd Amendment to the contract (hereinafter referred to as "Amendment #3") dated this, 25th day of August, 2016 is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Cquest America, Inc. (hereinafter referred to as "the Contractor"), a Illinois non-profit corporation with a place of business at 500 South 9th Street, Springfield, IL 62701

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 3, 2014 (item #23) and amended by an agreement approved by Governor and Executive Council on April 22, 2015 (item #20) and amended by an agreement approved by Governor and Executive Council on December 2, 2015 (item #19), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to the General Provisions, Paragraph 18 of the Agreement, the State may amend the terms and conditions of the contract by written agreement and approval by the Governor and Executive Council; and;

WHEREAS, the parties agree to amend the Scope of Services; and

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

To amend as follows:

1. Delete Contract Number 2014-017 Agreement, Part 3, Exhibit A, Contract Deliverables, Paragraph 1, Deliverables, Milestones and Activities and replace with the following:

1. DELIVERABLES, MILESTONES AND ACTIVITIES

CQuest shall host and operate the StarLINC System, which will meet and perform in accordance with the System Documentation in addition to the Specifications and Deliverables that are defined in the Contract, including, but not limited to the final Services Level Agreement and any subsequent modifications.

Cquest shall have the authority and obligation to make enhancement to the current MIS, including to add eWIC functionality and to undertake such other tasks in relation to the MIS as more particular described in Task Order 2016-002 (Exhibit 2, Amendment #3); and set forth the terms under with the Department may purchase the eWIC architecture, infrastructure, and messaging system already developed by Cquest as more particularly described in Task Order 2016-003 (Exhibit 3, Amendment #3).

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 and deficiencies 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.



New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH WIC Management Information System

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

2. Add Exhibit 2, Amendment #3
3. Add Exhibit 3, Amendment #3

New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH WIC Management Information System



This amendment shall be effective upon the date of Governor and Executive Council approval.

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

Date 10/20/16

State of New Hampshire
Department of Health and Human Services

Marcella J. Barry
NAME Marcella J. Barry
TITLE Acting Director

Date 10/11/2016

Cquest America, Inc.

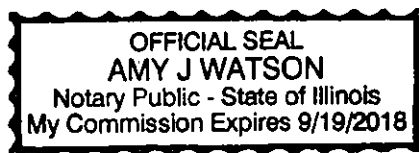
H. Kevon Davis
NAME H. KEVEN DAVIS
TITLE PRESIDENT & CEO

Acknowledgement:

State of Illinois, County of Sangamon on 10/11/2016, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Amy J. Watson
Name and Title of Notary or Justice of the Peace






New Hampshire Department of Health and Human Services
Operations and Maintenance Services of the NH WIC Management Information System

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

OFFICE OF THE ATTORNEY GENERAL

11/15/14
Date


Name: Michael A. Cole
Title: Attorney General

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1



Task Order Management Request & Initial Analysis

General Information

Task Order Title: eWIC MIS Modifications
Task Order Number: 2016 - 002
Date Task Order Submitted: 08/12/2016
Task Order Originator: MSC

Reason for Task Order: ☒ New Regulation ☐ Enhancement
☐ Change in Business Practice ☐ New Service
☐ Other:

Priority Level: ☐ Urgent ☒ High ☐ Medium ☐ Low

Section I

Scope of Work

The scope of work for this Task Order includes all work needed to complete the eWIC implementation for the MSC.

The desired result at the completion of this project is the MSC will have a fully functioning eWIC system that communicates through a messaging component with each states eWIC Processor.

Description of Tasks

The work will include the following tasks:

1. Creating a Work Plan and Project Schedule
2. Management of the Project
3. Analysis of MSC Business Requirements and design of the new eWIC features
4. Development of the new features and modifying existing ones as required
5. Modification of the database and related objects as required
6. Database support during the project life cycle
7. Design, develop and test the necessary interfaces between the MSC WIC system and their eWIC Service Providers
8. Creating and updating functional specification documents
9. Modify procedure documents as needed
10. Creating and updating test cases
11. Perform quality assurance testing for all changes and full regression testing for the entire system

Technical Environment

The technical environment includes Visual Studio, Active Reports, and SQL Server database.

Customer assets available to assist in completion of this Task Order

Sandi Fry (MSC Project Manager)
Ashley Warren (MSC Business Analyst)

Project Start Date
October 1, 2016

Project Completion Date
October 1, 2017

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1



Task Order Management Request & Initial Analysis

Section II

Project Tasks and Completion Hours

The following tasks will be completed under this task order.

Task #	Task Name	Personnel Classification	Hours	Rate/Hour	Cost
1	Project Management	PM	505	\$132	\$66,660.00
2	Planning	SPA	37.5	\$128	\$4,800.00
3	Pilot Strategy	SPA	22.5	\$128	\$2,880.00
4	Rollout Strategy	SPA	37.5	\$128	\$4,800.00
5	Database				
6	Database Project Merge	SPA	22.5	\$128	\$2,880.00
7	Database updates	SPA	37.5	\$118	\$4,425.00
8	Replication updates	SPA	60	\$118	\$7,080.00
9	UPC Database	SPA	97.5	\$118	\$11,505.00
10	Environments	SPA	90	\$118	\$10,620.00
11	UPC Collection	SPA	37.5	\$128	\$4,800.00
12	Application Development				
13	Merge existing eWIC functionality	SPA	112.5	\$128	\$14,400.00
14	Create Card Inventory	SPA	52.5	\$128	\$6,720.00
15	Client Services	SPA	427.5	\$128	\$54,720.00
16	Food Package	SPA	157.5	\$128	\$20,160.00
17	Vendor Management	SPA	195	\$128	\$24,960.00
18	Central Office Utilities	SPA	37.5	\$128	\$4,800.00
19	Clinic Management	SPA	22.5	\$128	\$2,880.00
20	P&F Reports	SPA	37.5	\$128	\$4,800.00
21	BF Ad hoc Report	SPA	7.5	\$128	\$960.00
22	Client Portal	SPA	37.5	\$128	\$4,800.00
23	Vendor Portal	SPA	7.5	\$128	\$960.00
24	Framework	SPA	30	\$128	\$3,840.00
25	Operations	SPA	322.5	\$128	\$41,280.00
26	Back-end	SPA	60	\$128	\$7,680.00
27	Documentation	BA	420	\$107	\$44,940.00
28	Quality Assurance				
29	Test Cases				
30	Update existing	BA	82.5	\$107	\$8,827.50
31	Create new test cases				
32	UPC Collection	BA	15	\$107	\$1,605.00
33	Benefit Issuance screens, UPC mgmt. screens, Card mgmt.	BA	150	\$107	\$16,050.00

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1



Task Order Management Request & Initial Analysis

Task #	Task Name	Personnel Classification	Hours	Rate/Hour	Cost
	screens, Vendor mgmt. screens, Client Portal, Food Package				
34	Execute Test Cases	QA	1410	\$92	\$129,720.00
35	UAT				
36	Setup databases	DBA	22.5	\$118	\$2,655.00
37	Refresh Data	DBA	15	\$118	\$1,770.00
38	Guided UAT Demo	BA	15	\$107	\$1,605.00
39	Documentation	TW	7.5	\$107	\$802.50
40	Training	TW	15	\$107	\$1,605.00
41	Support	QA	37.5	\$92	\$3,450.00
42	Rollout				
43	NH Pilot				
44	Release documentation	BA	15	\$107	\$1,605.00
45	Updates Training documentation	BA	7.5	\$107	\$802.50
46	Deployment	SNA	15	\$90	\$1,350.00
47	Support	QA	75	\$92	\$6,900.00
48	ITCA Pilot				
49	Release documentation	BA	15	\$107	\$1,605.00
50	Updates Training documentation	BA	7.5	\$107	\$802.50
51	Deployment	SNA	15	\$90	\$1,350.00
52	Support	QA	75	\$92	\$6,900.00
53	KS Pilot				
54	Release documentation	BA	15	\$107	\$1,605.00
55	Updates Training documentation	BA	7.5	\$107	\$802.50
56	Deployment	SNA	15	\$90	\$1,350.00
57	Support	QA	75	\$92	\$6,900.00
58	ITCA Deployments				
59	Build & Package Applications	SPA	3	\$128	\$384.00
60	Update Database	DBA	6	\$118	\$708.00
61	Deploy Applications	SNA	5	\$90	\$450.00
62	QA Support	QA	7.5	\$92	\$690.00
63	KS Deployments				
64	Build & Package Applications	SPA	3	\$128	\$384.00
65	Update Database	DBA	7	\$118	\$826.00
66	Deploy Applications	SNA	4.3	\$90	\$387.00
67	QA Support	QA	10	\$92	\$920.00
68	NH Deployments				
69	Build & Package Applications	SPA	3	\$128	\$384.00
70	Update Database	DBA	4	\$118	\$472.00

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1



Task Order Management Request & Initial Analysis

Task #	Task Name	Personnel Classification	Hours	Rate/Hour	Cost
71	Deploy Applications	SNA	4	\$90	\$360.00
72	QA Support	QA	7.5	\$92	\$690.00
TASK ORDER TOTAL					\$565,067.50

Personnel Classifications:

PM: Project Manager

BA: Business Analyst

SNA: Senior Network Analyst

SPA: Senior Programmer Analyst

DBA: Database Administrator

QA: Quality Assurance Specialist

TW: Technical Writer

General Approach

Our approach will be to analyze the Business Requirements developed with the MSC, industry experts and internal resources. We will then baseline the scope with the estimated amount of resources needed to complete the project.

List of Deliverables

#	Deliverable (Includes Tasks Numbers Completed)	Cost	Due Date	Payment Source
1	Project Management (33%) (1)	\$22,220.00	10/1/2016	ITCA
2	Project Schedule and Work Plan complete (2,6,13)	\$22,080.00	10/1/2016	ITCA
3	*Database environments, Client Services, Card Inventory, & Food Package development (7,8,10,14,15,16)	\$103,725.00	12/23/2016	ITCA
4	*UPC Database setup (9,11)	\$16,305.00	11/1/2016	ITCA
5	*Development of the statewide applications (17 - 27)	\$141,900.00	12/23/2016	ITCA
6	QA Complete (Test cases and results) (28 - 34)	\$156,202.50	3/1/2017	ITCA
7	Project Management (33%) (1)	\$22,220.00	5/1/2017	ITCA
8	UAT Complete (35 - 41)	\$11,887.50	6/30/2017	ITCA
9	NH Pilot Deployment (3,4,44-47)	\$18,337.50	7/15/2017	ITCA
10	ITCA Pilot Deployment (49-52)	\$10,657.50	8/15/2017	ITCA
11	KS Pilot Deployment (54-57)	\$10,657.50	9/15/2017	ITCA
12	Project Management (33%) (1)	\$22,220.00	10/1/2017	ITCA
13	Production deployments (58 - 72)	\$6,655.00	10/1/2017	ITCA
TASK ORDER TOTAL		\$565,067.50		

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1



Task Order Management Request & Initial Analysis

Acceptance Criteria

If work described in the Deliverable is not easily tested and accepted, a summary document will be delivered to the MSC Project Manager detailing the work completed. These Deliverables are marked with an asterisk (*).

For all other deliverables, acceptance is based on the functionality working as specified in the task, or set of tasks listed, and has been tested and approved by the MSC.

Risk and Impact Assessment

If a Risk and Impact Assessment is desired by the MSC, the cost will be added as a deliverable to this Task Order.

Requested by MSC: ☐ Yes ☒ No

Start Date and Finish Date: N/A

Staffing Resources required: N/A

Estimated Hours: N/A

Impact on other activities currently being addressed: N/A

Cost: N/A

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-1

Quest

Task Order Management
Request & Initial Analysis

Section III

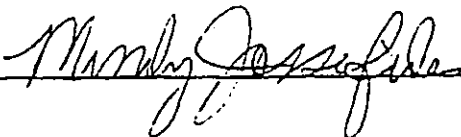
MSC WIC Review of the Initial Analysis and approval

This section is completed by MSC WIC's Single Point of Contact.

- ☐ Proceed with the Task Order as described
- ☐ Proceed with and invoice for a Risk and Impact Assessment
- ☐ Request withdrawn

ITCA Approval

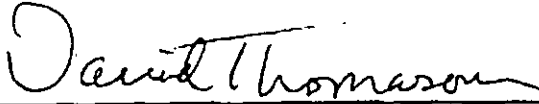
Authorized signature of MSC WIC to proceed as indicated above.



Date: 8/23/16

Kansas Approval

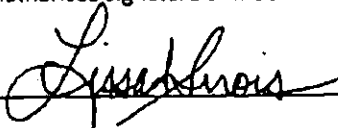
Authorized signature of MSC WIC to proceed as indicated above.



Date: 8/15/16

New Hampshire Approval

Authorized signature of MSC WIC to proceed as indicated above.



Date: 8/15/16

CQuest Concurrence

Authorized signature of CQuest to proceed as indicated above.



Date: 08/15/2016

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-2



Task Order Management
Request & Initial Analysis

General Information

Task Order Title: Infrastructure and Architecture Modifications to Support eWIC
Task Order Number: 2016 - 003
Date Task Order Submitted: 08/12/2016
Task Order Originator: MSC

Reason for Task Order: ☒ New Regulation ☐ Enhancement
☐ Change in Business Practice ☐ New Service
☐ Other:

Priority Level: ☐ Urgent ☒ High ☐ Medium ☐ Low

Section I

Scope of Work

The scope of work for this Task Order was completed by CQuest using the following USDA developed documents to develop the underlying infrastructure and making architectural modifications to the MSC WIC system.

- WIC Operating Rules
- Technical Implementation Guide
- WIC Universal MIS-EBT Interface Specification

A description of the work completed is included in this Task Order as **Appendix A** EBT Functions Implemented in MIS between April 4, 2010 and June 6, 2015.

The desired result at the completion of this project is the MSC will have purchased the eWIC Infrastructure and architecture already developed by CQuest. The eWIC Infrastructure and architecture will be used as the foundation for the completion of Task Order 2016-002.

Description of Tasks

The work included the following tasks:

1. Architectural design and development of the overall infrastructure and messaging systems
 2. Database schema modifications
 3. Creation of the Benefit Issuance screens
 4. Creation of Card Management screens
 5. Updates to the Client Portal
- (Reference Appendix A for a detailed list.)

Technical Environment

The technical environment includes Visual Studio, Active Reports, and SQL Server database.

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-2



Task Order Management Request & Initial Analysis

Customer assets available to assist in completion of this Task Order

Sandi Fry (MSC Project Manager)
Ashley Warren (MSC Business Analyst)

Project Dates (Actual project dates when work was completed)

April 4, 2010 - June 6, 2015

Task Order Completion Date

October 1, 2016

Section II

Project Tasks Completed

The following tasks were completed during the Project dates indicated above.

Task #	Task Name	Personnel Classification	Cost
1	Development and implementation of the new features, infrastructure, system architecture and modification of existing features as detailed in Appendix A	PM/SPA	\$350,000
Task Order Total			\$350,000

Personnel Classifications:

PM: Project Manager

SPA: Senior Programmer Analyst

General Approach

Our approach was to collect requirements from industry experts, national standards or guidelines published by USDA and internal resources.

List of Proposed Deliverables and Payment Schedule

For this task order the following deliverables have been completed according to the estimates established during planning.

Deliverable Description	Invoice Amount	Due Date	Payment source
EBT Functions implemented in MIS between '2010-04-01' and '2015-06-30' (see Appendix A for details)	\$350,000.00	10/1/2016	ITCA WIC Program
TASK ORDER TOTAL	\$350,000.00		

Acceptance Criteria

Through the use of online demos the specified features have been shown to be complete.

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-2

Quest

Task Order Management
Request & Initial Analysis

Risk and Impact Assessment

If a Risk and Impact Assessment is desired by the MSC, the cost will be added as a deliverable to this Task Order.

Requested by MSC: ☐ Yes ☒ No

Start Date and Finish Date: N/A

Staffing Resources required: N/A

Estimated Hours: N/A

Impact on other activities currently being addressed: N/A

Cost: N/A

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-2

Quest

Task Order Management
Request & Initial Analysis

Section III

MSC WIC Review of the Initial Analysis and approval

This section is completed by MSC WIC's Single Point of Contact.

- ☐ Proceed with the Task Order as described
- ☐ Proceed with and invoice for a Risk and Impact Assessment
- ☐ Request withdrawn

ITCA Approval

Authorized signature of MSC WIC to proceed as indicated above.

Mindy J. Jassides

Date: 8/23/16

Kansas Approval

Authorized signature of MSC WIC to proceed as indicated above.

David A. Thomas

Date: 8/15/16

New Hampshire Approval

Authorized signature of MSC WIC to proceed as indicated above.

James S. Davis

Date: 8/15/2016

CQuest Concurrence

Authorized signature of CQuest to proceed as indicated above.

PKA

Date: 08/15/2016

Authorized CQuest Signature

Exhibit 2, Amendment #3

Contract #39265,
Attachment A-2



Task Order Management
Request & Initial Analysis

Appendix A

1. EBT Functions implemented in MIS between April 4, 2010 and June 30, 2015

EBT Architecture

Architecting for CS response time

- Querying EBT Provider on separate thread

- Generating 6.1.3 Get EBA details*

- Updating EBT Provider using a separate service

- Reporting: Maintaining local Issuance and Redemption History Data Stores

Message Queue Design

- Design

- Schema

- Processes

- Service Development

- Service UID Testing

Designing for multiple Interfaces (i.e. providers)

- Creating DLLs for each provider (FIS, Xerox, CQuest)

- Interface coordination with active provider

Full EBT Schema

- Reports

- Guided Ad Hoc

- History Views

Universal Interface Document (WUMEI) Defined Functionality

Benefit Issuance

- Automatic, Data Driven Food Package Proration

- Aligning new member's Issuance periods with family's Issuance periods

- Generating 6.1.1 Add EBA and/or 6.2.1 Update Benefits message(s) as necessary*

- (client) Prescription level, as opposed to check level, benefit displays

- Family level, as opposed to client level, benefit displays

- Automatic detection of family's EBA (or lack thereof)

- Generating 6.1.1 Add EBA*

- Automatic detection of family's EBT Card ID (or lack thereof)

- Generating 6.3.1 Add Card*

- Message Local Agency user to add Card

- Message Local Agency user to Collect PIN

- Issue Benefits

- View Food Package Detail

- View EBA Balance

- Print EBA Balance

- Issuance History View

- Benefits (Issuance and Redemption) History View

- Generate 6.2.1 Update Benefits message(s) as necessary*

Void/Replace

- Void EBT Issuance

- Generate 6.2.1 Update Benefits message(s) as necessary*

- Replace EBT Issuance

- Generate 6.2.1 Update Benefits message(s) as necessary*

Exhibit 2, Amendment #3



Task Order Management Request & Initial Analysis

Contract #39265,
Attachment A-2

Replace Formula

Generate 6.2.1 Update Benefits message(s) as necessary

Replace Any Food Cat/Subcat according to the limits and exchanges defined for the original food package

Generate 6.2.1 Update Benefits message(s) as necessary

Clinic Business Functions that Affect the EBA Balance

Issue VOC

Change DOB

Terminate Client

Change Delivery Date

Suspend Client

Switch Group

Transfer

For the above functions: Generate 6.1.1 Add EBA and/or 6.2.1 Update Benefits message(s) as necessary

Configurable Option: Show View/Print EBA balance for each function affecting the EBA

Card Management

Add Card and PIN

Generate 6.3.1 Add Card and 6.3.2 Add PIN

Change PIN

Generate 6.3.2 Change PIN

Activate Card

Generate 6.3.4 Update Card

Deactivate Card

Generate 6.3.4 Update Card

Functionality needed to support WUMEI functionality, but is not WUMEI defined

View EBA Balance

Print EBA Balance

Design function for determining client's portion of an EBA

Implement function for determining client's portion of an EBA in a way that it changes easily and is customer specific

EBT Functionality Beyond the WUMEI

Client Portal

Current Month EBA Balance

Shopping History for current month

Past Months' balances and Shopping history

Guided Ad Hocs

Multiple Parameter (clinic, city, vendor) Ad Hoc for family EBA/Shopping history by Issuance Period

Multiple Parameter (city, vendor, owner, etc.), Vendor Activity History by Issuance Period

Exhibit 3, Amendment #3



Task Order Management Request & Initial Analysis

General Information

Task Order Title: MIS Modifications to support eWIC (MIS-eWIC)

Task Order Number: 2016 - D01 003

Date Request Submitted: 03/15/2016

Task Order Originator: MSC

Reason for Task Order:

- ☒ New Regulation ☐ Enhancement Requested
☐ Change in Business Practice ☐ New Service Requested
☐ Other:

Priority Level: ☐ Urgent ☒ High ☐ Medium ☐ Low

Section 1

Task Order Request

Scope of Work

The scope of work for this Task Order is section 1 of the MSC MIS EBT Functionality Inventory v2 document; specifically Section "EBT Functions Implemented in MIS between '2010-04-01' and '2015-06-30'" which is attached as Appendix A.

The body of work encompassed by this task order includes:

1. Architectural design and development of the overall infrastructure and messaging systems
 2. Database schema modifications
 3. Creation of the Benefit Issuance screens
 4. Creation of Card Management screens
 5. Updates to the Client Portal.
- (Reference Appendix A for a detailed list.)

The work includes:

1. Analysis and design of the specified eWIC features and required modifications to existing functionality.
2. Development of the new features and modifying existing ones as required in Appendix A.
3. Database support
4. Modifications to the database schema and associated objects as required
5. Modify procedure documents as needed.
6. Management of the project

Exhibit 3, Amendment #3



Task Order Management Request & Initial Analysis

Customer assets available to assist in completion of this Task Order

Sandi Fry (MSC Project Manager)
Ashley Warren (MSC Business Analyst)

Requested Completion Date
March 1st, 2017

Section II

General Approach

Our approach is to collect requirements from industry experts and internal resources.

For this task order the following deliverables have been completed according to the estimates established during planning.

List of Proposed Deliverables and Payment Schedule

Deliverable Description	Invoice Amount	Due Date	Payment source
EBT Functions Implemented in MIS between '2010-04-01' and '2015-06-30' (see Appendix A for details)	\$350,000.00	05/1/2016	ITCA WIC Program
TASK ORDER TOTAL	\$350,000.00		

Acceptance Criteria

Through the use of online demos the specified features have been shown to be complete.

Exhibit 3, Amendment #3

Quest

Task Order Management Request & Initial Analysis

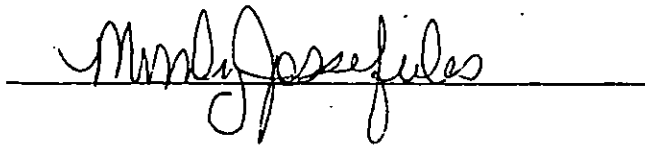
Section III

MSC WIC Review of the Initial Analysis and approval
This section is completed by MSC WIC's Single Point of Contact.

- ☐ Proceed with the Task Order as described
- ☐ Proceed with and Invoice for a Risk and Impact Assessment
- ☐ Request withdrawn

ITCA Approval

Authorized signature of MSC WIC to proceed as indicated above.

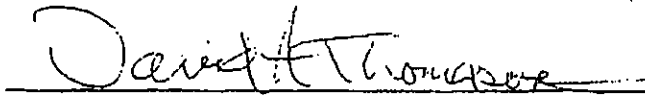


Date:

4/4/16

Kansas Approval

Authorized signature of MSC WIC to proceed as indicated above.

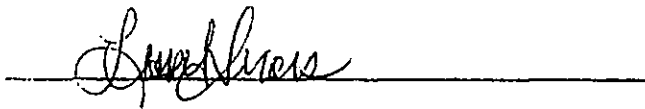


Date:

3/28/16

New Hampshire Approval

Authorized signature of MSC WIC to proceed as indicated above.



Date:

3/31/16

CQuest Concurrence

Authorized signature of CQuest to proceed as indicated above.



Authorized CQuest Signature

Date:

03/26/2016

Exhibit 3, Amendment #3



Task Order Management Request & Initial Analysis

Appendix A

1. EBT Functions Implemented in MIS between '2010-04-01' and '2015-06-30'

EBT Architecture

Architecting for CS response time

Querying EBT Provider on separate thread

Generating 6.1.3 Get EBA details

Updating EBT Provider using a separate service

Reporting: Maintaining local Issuance and Redemption History Data Stores

Message Queue Design

Design

Schema

Processes

Service Development

Service UID Testing

Designing for multiple Interfaces (i.e. providers)

Creating DLLs for each provider (FIS, Xerox, CQuest)

Interface coordination with active provider

Full EBT Schema

Reports

Guided Ad Hoc

History Views

Universal Interface Document (WUMEI) Defined Functionality

Benefit Issuance

Automatic, Data Driven Food Package Proration

Aligning new member's Issuance periods with family's Issuance periods

Generating 6.1.1 Add EBA And/Or 6.2.1 Update Benefits message(s) as necessary

(client) Prescription level, as opposed to check level, benefit displays

Family level, as opposed to client level, benefit displays

Automatic detection of family's EBA (or lack thereof)

Generating 6.1.1 Add EBA

Automatic detection of family's EBT Card ID (or lack thereof)

Generating 6.3.1 Add Card

Message Local Agency user to add Card

Message Local Agency user to Collect PIN

Issue Benefits

View Food Package Detail

View EBA Balance

Print EBA Balance

Issuance History View

Benefits (Issuance and Redemption) History View

Generate 6.2.1 Update Benefits message(s) as necessary

Void/Replace

Void EBT Issuance

Generate 6.2.1 Update Benefits message(s) as necessary

Replace EBT Issuance

Generate 6.2.1 Update Benefits message(s) as necessary

Replace Formula

Generate 6.2.1 Update Benefits message(s) as necessary

Replace Any Food Cat/Subcat according to the limits and exchanges defined for the original food package

Generate 6.2.1 Update Benefits message(s) as necessary

Clinic Business Functions that Affect the EBA Balance

Exhibit 3, Amendment #3



Task Order Management Request & Initial Analysis

Ap	Issue VOC Change DOB Terminate Client Change Delivery Date Suspend Client Switch Group Transfer
	<i>For the above functions: Generate 6.3.1 Add EBA And/Or 6.2.1 Update Benefits message(s) as necessary</i> <i>Configurable Option: Show View/Print EBA balance for each function affecting the EBA</i>
Card Management	Add Card and PIN <i>Generate 6.3.1 Add Card and 6.3.2 Add PIN</i> Change PIN <i>Generate 6.3.2 Change PIN</i> Activate Card <i>Generate 6.3.4 Update Card</i> Deactivate Card <i>Generate 6.3.4 Update Card</i>
Functionality that is needed to support WUMEI functionality, but is not WUMEI defined	View EBA Balance Print EBA Balance Design function for determining client's portion of an EBA Implement function for determining client's portion of an EBA in a way that it changes easily and is customer specific
EBT Functionality Beyond the WUMEI	
Client Portal	Current Month EBA Balance Shopping History for current month Past Months' balances and Shopping history
Guided Ad Hoc	Multiple Parameter (clinic, city, vendor) Ad Hoc for family EBA/Shopping history by Issuance Period Multiple Parameter (city, vendor, owner, etc.), Vendor Activity History by Issuance Period

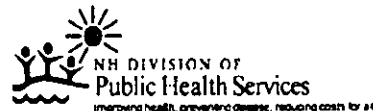


Nicholas A. Toumpas
Commissioner

Marcella J. Bobinsky
Acting Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

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



October 28, 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, to amend an existing agreement with CQuest America, Inc., (Vendor # 168898-B001), 500 S. 9th Street, Springfield, IL, 62701, by including an audit requirement for the Operations and Maintenance Services for the New Hampshire Women, Infants, and Children Program's Management Information System contract and by increasing the price limitation by \$28,991.97 from \$3,601,298 to an amount not to exceed \$3,630,289.97, effective upon the date of Governor and Council approval, with no change to the completion end date of June 30, 2022. This agreement was originally approved by Governor and Council on September 3, 2014, Item # 23 and a subsequent agreement was approved on April 22, 2015, Item #20. 100% Federal funds.

Funds to support this request are available in the following account for State Fiscal Year 2016, and are anticipated to be available in State Fiscal Years 2017, 2018, 2019, 2020, 2021 and 2022, upon the availability and continued appropriation of funds in future operating budget, 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.

**05-95-90-902010-5260 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY
SERVICES, WIC SUPPLEMENTAL NUTRITION PROGRAM**

Fiscal Year	Class/Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Total Amount
SFY 15	102-500731	Contracts for Prog Svc	90006015	\$491,436.00	\$0	\$491,436.00
SFY 16	102-500731	Contracts for Prog Svc	90006015	\$436,680.00	\$8,571.06	\$445,251.06
SFY 17	102-500731	Contracts for Prog Svc	90006015	\$436,680.00	\$4,938.84	\$441,618.84
SFY 18	102-500731	Contracts for Prog Svc	90006015	\$436,680.00	\$5,045.94	\$441,725.94
SFY 19	102-500731	Contracts for Prog Svc	90006015	\$436,680.00	\$5,160.69	\$441,840.69
SFY 20	102-500731	Contracts for Prog Svc	90006015	\$445,413.00	\$5,275.44	\$450,688.44
SFY 21	102-500731	Contracts for Prog Svc	90006015	\$454,322.00	\$0.00	\$454,322.00
SFY 22	102-500731	Contracts for Prog Svc	90006015	\$463,407.00	\$0.00	\$463,407.00
			Total	\$3,601,298.00	\$28,991.97	\$3,630,289.97

EXPLANATION

The purpose of this amendment is to add to the Scope of Services a vendor requirement to conduct a "Statements on Standards for Attestation Engagements No. 16, SOC 1 Type 2" audit for the Operations and Maintenance Services agreement for the New Hampshire Women, Infants, and Children Program's StarLINC Management Information System. This is a multi-state initiative and costs for this report will be shared among three states.

The Healthy Eating and Physical Activity Section administers the USDA Special Supplemental Nutrition Program for Women, Infants and Children serving more than 15,000 consumers. The Program uses an integrated benefits management system called StarLINC. This automated system is used to determine client financial eligibility and nutritional needs both for nutrition education and supplemental foods. The system issues paper food vouchers that participants redeem at the grocery store. StarLINC interfaces directly with the State's accounting system, enabling online payments to grocery stores. The StarLINC system allows the program to quickly identify duplicate clients, suspended clients, and identify fraudulent requests for payment for grocery stores, while maximizing the efficiency of the processing of food vouchers for payment.

The Department of Health and Human Services' policy is that all services organizations require an annual "Statements on Standards for Attestation Engagements No. 16, SOC 1 Type 2" audit. The "SOC 1" Type 2 report will contain the service auditor's opinion on whether:

1. the description of the service organization's system is fairly presented;
2. the controls included in the description are suitably designed; and
3. the controls are operating effectively.

The State of Kansas released a Request for Proposal for the *"Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium: State of Kansas Department of Health and Environment, New Hampshire Department of Health and Human Services and the Inter Tribal Council of Arizona"* in accordance with their procurement rules and regulations on December 23, 2013. A link to the RFP was posted on the State of NH Department of Health and Human Services website on January 7, 2014.

One proposal was received in response to the Request for Proposals. The proposal review committee was representative of the three states and had Women, Infants, and Children Program and Department of Information Technology staff. CQuest America, Inc. was awarded the contract.

Should Governor and Council determine to not authorize this request the Women, Infants, and Children Program will be out of compliance with the Department of Health and Human Services policy requiring an annual SSAE 16 audit of service organizations.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
Page 3

Area served: statewide.

Source of Funds: 100% Federal Funds from the United States Department of Agriculture,
CFDA # 10.557, and Federal Award Identification Number (FAIN)
16164NH703WI003.

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

Respectfully submitted,



Marcella J. Bobinsky
Acting 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

Denis Goulet
Commissioner

November 4, 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 amendment with CQuest America, Inc. as described below and referenced as DoIT No. 2014-017B.

The purpose of this contract amendment is to add an audit provision to the contract so the vendor will provide a "SOC 1" type audit for the Operations and Maintenance Services Agreement for the NH Women, Infants, and Children (WIC) Program's StarLINC Management Information System. The contract amendment includes funding for \$28,991.97, increasing the total amount from \$3,601,298 to \$3,630,289.97, effective on the date of Governor and Council approval through June 30, 2022.

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

Sincerely,

Denis Goulet

DG/mh
Contract 2014-017B



**State of New Hampshire
Department of Health and Human Services
Amendment #2 to the Operations and Maintenance Services of the NH WIC
Management Information System**

This second Amendment to the Operations and Maintenance Services of the NH WIC Management Information System contract (hereinafter referred to as "Amendment #2") dated this 10th day of September, 2015, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and CQuest America, Inc. (hereinafter referred to as "the Contractor"), an Illinois nonprofit corporation with a place of business at 500 South 9th Street, Springfield, IL, 62701.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 3, 2014 (Item #23) and amended by an agreement approved by Governor and Executive Council on April 22, 2015 (Item #20) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant the, General Provisions, Paragraph 18 the State may amend the agreement by written agreement of the parties upon the approval of the Governor and Executive Council; and;

WHEREAS, the parties agree amend the Scope of Services to include an audit requirement; and

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

To amend as follows:

1. Amend Contract 2014-017, Agreement – Part 1, Form P-37, General Provisions, Item 1.8, Price Limitation, to read:
\$3,630,289.97
2. Amend Contract Number 2014-017, Agreement – Part 3, Exhibit B, Price and Payment Schedule, Paragraph 2. Total Contract Price, to read:
Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount in Contract 2014-017, Agreement – Part 1, Form P-37, General Provisions, Item 1.8, Price Limitation ("Total Contract Price"). The payment by the State of the total contract price shall be the only, and the complete reimbursement to CQuest for all fees and expenses, of whatever nature, incurred by CQuest in the performance hereof.
3. Amend Standard Exhibit C, Special Provisions, by adding:
 14. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the Contractor's fiscal year.
 - 14.1. On an annual basis, the Contractor shall provide the Department of Health and Human Services a "SOC 1" Type 2 report in accordance with the American Institute of Certified Public Accountants, Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization.
 - 14.2. **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.

New Hampshire DHHS- Operations and Maintenance Services of the NH WIC
Management Information System



- 14.3. **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 resulting from the contractor's failure to perform its obligations under the contract, 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 as a result of the Contractor's failure to perform its obligations under the contract.
4. Add Exhibit 1 - Amendment #2, SOC 1 Readiness and Examination Services.
5. Add Exhibit 2 - Fiscal Details for Amendment #2, SOC 1 Readiness and Examination Services.

For reference only:

Delete and replace Table 2 Contract 2014-017-WIC StarLINC System with the following:

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2014-017	Original Contract	09/03/2014 Item #23	06/30/2022	\$3,546,542.00
2014-017 Amendment 1	1 st Amendment	4/22/15 Item #20	06/30/2022	\$54,756.00
2014-017 Amendment 2	2 nd Amendment	Pending	06/30/2022	\$28,991.97
	CONTRACT TOTAL			\$3,630,289.97

Except as specifically amended and modified by the terms and conditions of this Amendment, the Agreement, and the obligations of the parties there under, shall remain in full force and effect in accordance with the terms and conditions set forth herein.

New Hampshire DHHS- Operations and Maintenance Services of the NH WIC
Management Information System



This amendment shall be effective upon the date of Governor and Executive Council approval.

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

11/2/15
Date

State of New Hampshire
Department of Health and Human Services
[Signature]
Brook Dupee
Bureau Chief

10/26/2015
Date

CQuest America, Inc.
[Signature]
Name: H. KEVIN DAVIS
Title: PRESIDENT & CEO

Acknowledgement:
State of Illinois, County of Sangamon on October 26, 2015 before the
undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the
person whose name is signed above, and acknowledged that s/he executed this document in the capacity
indicated above.
Signature of Notary Public or Justice of the Peace

[Signature]
Name and Title of Notary or Justice of the Peace




New Hampshire DHHS- Operations and Maintenance Services of the NH WIC
Management Information System



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

OFFICE OF THE ATTORNEY GENERAL

Date 11/13/15


Name: Megan A. Kane
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date _____

Name: _____
Title: _____



**Task Order Management
Request & Initial Analysis**

General Information

Task Order Title: SOC 1 Readiness and Examination Services
Task Order Number: 2016 - 01
Date Request Submitted: August 17, 2015
Task Order Originator: The Multi-State WIC Consortium (MSC)

Reason for Task Order: ☐ New Regulation ☐ Enhancement Requested
☐ Change in Business Practice ☒ New Service Requested
☐ Other:

Priority Level: ☐ Urgent ☒ High ☐ Medium ☐ Low

Risk and Impact Assessment requested/required by MSC? ☐ Yes ☒ No

Section I

Scope of Work

On an annual basis, CQuest will provide the MSC a SOC 1 report in accordance with the American Institute of Certified Public Accountants, Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization.

CQuest will submit the Final Annual Report to the MSC 90 days after the close of the audit. All ongoing SOC 1 Type 2 Examinations will begin at the start of the contract year (July 1).

Commitments of Work

Work for the audit includes the following:

- Contracting with a third party to provide the services below
- The first year, the third party will perform the following:
 - o SOC 1 Readiness Assessment services
 - o SOC 1, Type 1 Examination
- The second year and all subsequent contract years, the third party will perform the following:
 - o Ongoing SOC 1, Type 2 Examination

Assumptions

1. CQuest will manage the contracted third party auditing firm.
2. Through an RFP process, CQuest secured Sikich LLP as the auditing firm for all services detailed under this Task Order.
3. CQuest will send one invoice to the MSC with the agreed upon percentages applied and display each program's amount due.

Requested Start/Completion Date: Start Date: December 1, 2015
Completion Date: June 30, 2020

Exhibit 1- Amendment #2, SOC 1 Readiness and Examination Services



**Task Order Management
Request & Initial Analysis**

Section II

The following tasks will be completed under this Task Order.

FY 2016 SOC Readiness Assessment (start December 2015)	Hours	Rates	Total
CQuest	160	\$111.00	\$17,760.00
Contractor			
Partner	24	\$275.00	\$6,600.00
Senior Manager	16	\$200.00	\$3,200.00
Senior Manager	60	\$120.00	\$7,200.00
Subtotal	260		\$34,760.00
FY 2016 Initial SOC 1 Type 1	Hours	Rates	Total
CQuest	60	\$111.00	\$6,660.00
Contractor			
Partner	24	\$275.00	\$6,600.00
Senior Manager	16	\$200.00	\$3,200.00
Senior Manager	40	\$120.00	\$4,800.00
Subtotal	140		\$21,260.00
Grand Total for FY 2016			\$56,020.00
Fiscal Year 2017 - SOC 1 Type 2	Hours	Rates	Total
CQuest	80	\$111.00	\$ 8,880.00
Contractor			\$23,400.00
Grand Total for SFY 2017			\$32,280.00
Fiscal Year 2018 - SOC 1 Type 2	Hours	Rate	Total
CQuest	80	\$111.00	\$ 8,880.00
Contractor			\$24,100.00
Grand Total for SFY 2018			\$32,980.00
State Fiscal Year 2019 SOC 1 Type 2	Hours	Rate	Total
CQuest	80	\$111.00	\$ 8,880.00
Contractor			\$24,850.00
Grand Total for SFY 2019			\$33,730.00
State Fiscal Year 2020 SOC 1 Type 2	Hours	Rate	Total
CQuest	80	\$111.00	\$ 8,880.00
Contractor			\$25,600.00
Grand Total for SFY 2020			\$34,480.00

Exhibit 1- Amendment #2, SOC 1 Readiness and Examination Services



**Task Order Management
Request & Initial Analysis**

Payment Schedule

CQuest will submit six (6) invoices based on the deliverables listed below. There will be one invoice per deliverable and it will display the amount due from each MSC State Agency according to the agreed upon percentage. Attached to the invoice will be CQuest staff timesheets that contributed time to the SOC 1 Audit during the appropriate timeframe. The MSC will only reimburse CQuest time spent with the not to exceed amount detailed below, similar to the O&M contract payment system.

MSC Program	Percentage
ITCA WIC Program	13.99%
Kansas WIC Program	70.71%
New Hampshire WIC Program	15.30%

List of Deliverables (Project start date 12/01/2015)

Deliverable	Deliverable Description	Amount	Due Date
1	SOC Readiness Assessment Complete – Contractor statement	\$17,000	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$17,760	
2	SOC 1 Type 1 Engagement Complete – Contractor statement	\$14,600	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$6,660	
3	SOC 1 Type 2 Engagement Complete – Contractor statement	\$23,400	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$8,880	
4	SOC 1 Type 2 Engagement Complete – Contractor statement	\$24,100	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$8,880	
5	SOC 1 Type 2 Engagement Complete – Contractor statement	\$24,850	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$8,880	
6	SOC 1 Type 2 Engagement Complete – Contractor statement	\$25,600	
	CQuest hours spent – timesheets (Not to Exceed amount)	\$8,880	
PROJECT TOTAL (Not to Exceed)		\$189,490.00	

Acceptance Criteria

- For Contractor statements –
 - Final Report presented to MSC.
- For CQuest hours spent –
 - timesheets for all staff time spent on audit activities and
 - a summary of action taken to correct any deficiencies identified or
 - a work plan (with timeline) to address any deficiencies identified.

Risk and Impact Assessment Start Date: N/A

Risk and Impact Assessment Finish Date: N/A

Staffing resources required to complete Risk and Impact Assessment: N/A

Contractor Initials *KH*

Date 10/26/2017



**Task Order Management
Request & Initial Analysis**

Estimated Hours needed to complete Risk and Impact Assessment: N/A

Estimate of MSC WIC resources and hours required to complete Risk and Impact Assessment: N/A

Impact of completing Risk and Impact Assessment on other activities currently being addressed: N/A

Cost to MSC WIC for CQuest to perform Risk and Impact Assessment: N/A

Section III

MSC WIC Review of the Initial Analysis

This section is completed by MSC WIC's Single Point of Contact.

- ☒ Proceed with the Task Order as described
- ☐ Proceed with and Invoice for a Risk and Impact Assessment
- ☐ Request withdrawn

MSC WIC Approval

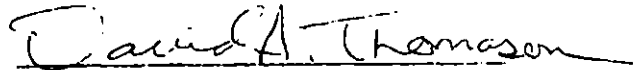
Authorized signature of MSC WIC to proceed as indicated in MSC WIC Review of the Initial Analysis.


Authorized MSC WIC Signature

Date: 8/18/15


Authorized MSC WIC Signature

Date: 8/19/15


Authorized MSC WIC Signature

Date: 8/19/15

Approved by CQuest

Authorized signature of CQuest to proceed as indicated in MSC WIC Review of the Initial Analysis.


Authorized CQuest Signature

Date: 8/17/2015

Fiscal Year 2016

Exhibit 2 - Fiscal Detail for Amendment #2, SOC 1 Readiness and Examination Services

2016 Initial Readiness Assessment	CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
		160	\$111.00	\$17,760.00	\$2,484.62	\$12,558.10	\$2,717.28
Total		160		\$17,760.00	\$2,484.62	\$12,558.10	\$2,717.28

Contractor	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
Partner	24	\$275.00	\$6,600.00	\$923.34	\$4,666.86	\$1,009.80
Senior Manager	16	\$200.00	\$3,200.00	\$447.68	\$2,262.72	\$489.60
Senior Manager	60	\$120.00	\$7,200.00	\$1,007.28	\$5,091.12	\$1,101.60
Staff	0	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	100		\$17,000.00	\$2,378.30	\$12,020.70	\$2,601.00

2016 Initial Readiness Assessment Totals \$34,760.00 \$4,862.92 \$24,578.80 \$5,318.28

2016 Initial SOC 1 Type 1

CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	60	\$111.00	\$6,660.00	\$931.73	\$4,709.29	\$1,018.98
Total	60		\$6,660.00	\$931.73	\$4,709.29	\$1,018.98

Contractor	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
Partner	24	\$275.00	\$6,600.00	\$923.34	\$4,666.86	\$1,009.80
Senior Manager	16	\$200.00	\$3,200.00	\$447.68	\$2,262.72	\$489.60
Senior Manager	40	\$120.00	\$4,800.00	\$671.52	\$3,394.08	\$734.40
Staff	0	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	80		\$14,600.00	\$2,042.54	\$10,323.66	\$2,233.80

2016 Initial SOC 1 Type 1 Totals \$21,260.00 \$2,974.27 \$15,032.95 \$3,252.78
Fiscal Year 2016 Grand Total \$56,020.00 \$7,837.20 \$39,611.74 \$8,571.06

2017 SOC 1 Type 2

CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	80	\$111.00	\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64
Total	80		\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64

Contractor	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
Partner	24	\$275.00	\$6,600.00	\$923.34	\$4,666.86	\$1,009.80
Senior Manager	16	\$200.00	\$3,200.00	\$447.68	\$2,262.72	\$489.60
Senior Manager	80	\$120.00	\$9,600.00	\$1,343.04	\$6,788.16	\$1,468.80
Staff	40	\$100.00	\$4,000.00	\$559.60	\$2,828.40	\$612.00
Total	160		\$23,400.00	\$3,273.66	\$16,546.14	\$3,580.20
Fiscal Year 2017 Grand Total			\$32,280.00	\$4,515.97	\$22,825.19	\$4,938.84

2018 SOC 1 Type 2

CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	80	\$111.00	\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64
Total	80		\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64

Contractor	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	\$24,100.00	\$3,371.59	\$17,041.11	\$3,687.30
Fiscal Year 2018 Grand Total	\$32,980.00	\$4,613.90	\$23,320.16	\$5,045.94

2019 SOC 1 Type 2

CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	80	\$111.00	\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64
Total	80		\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64

Contractor	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	\$24,850.00	\$3,476.52	\$17,571.44	\$3,802.05
Fiscal Year 2019 Grand Total	\$33,730.00	\$4,718.83	\$23,850.48	\$5,160.69

2020 SOC 1 Type 2

CQuest	Hours	Rates	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	80	\$111.00	\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64
Total	80		\$8,880.00	\$1,242.31	\$6,279.05	\$1,358.64

Contractor	Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion
	\$25,600.00	\$3,581.44	\$18,101.76	\$3,916.80
Fiscal Year 2020 Grand Total	\$34,480.00	\$4,823.75	\$24,380.81	\$5,275.44

Fiscal Year	Total Fees	Arizona's Portion	Kansas' Portion	New Hampshire's Portion	
Fiscal Year 2016	\$56,020.00	\$7,837.20	\$39,611.74	\$8,571.06	
Fiscal Year 2017	\$32,280.00	\$4,515.97	\$22,825.19	\$4,938.84	
Fiscal Year 2018	\$32,980.00	\$4,613.90	\$23,320.16	\$5,045.94	
Fiscal Year 2019	\$33,730.00	\$4,718.83	\$23,850.48	\$5,160.69	
Fiscal Year 2020	\$34,480.00	\$4,823.75	\$24,380.81	\$5,275.44	
	\$189,490.00	Grand Total for each State:	\$26,509.65	\$133,988.38	\$28,991.97

Grand Total for the State of New Hampshire's Portion for SOC Readiness and Examination Services \$28,991.97



Nicholas A. Toumpas
Commissioner

José Thier Montero
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4546 1-800-852-3345 ExL 4546
Fax: 603-271-4779 TDD Access: 1-800-735-2964



March 10, 2015

4/22/15
#20

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, to amend a contract with CQuest America, Inc., (Vendor # 168898-B001) 500 S. 9th Street, Springfield, IL, 62701, by increasing the Price Limitation by \$54,756 from \$3,546,542 to \$3,601,298 to provide services to make technical enhancements to the software of the WIC StarLINC System and to enhance the WIC client portal, effective upon date of Governor and Council approval with no change to the completion date of June 30, 2022. This agreement was originally approved by Governor and Council on September 3, 2014, Item # 23. 100% Federal 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, SFY 2020 and SFY 2021, upon the availability and continued appropriation of funds in future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office, with authority to adjust amounts within the price limitation and amend the related terms of the contract without further approval from Governor and Executive Council, if needed and justified.

05-95-90-902010-5260 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY
SERVICES, WIC SUPPLEMENTAL NUTRITION PROGRAM

Fiscal Year	Class/Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Total Amount
SFY 15	102-500731	Contracts for Prog Svc	90006015	\$436,680	\$54,756	\$491,436
SFY 16	102-500731	Contracts for Prog Svc	90006015	\$436,680	\$0.00	\$436,680
SFY 17	102-500731	Contracts for Prog Svc	90006015	\$436,680	\$0.00	\$436,680
SFY 18	102-500731	Contracts for Prog Svc	90006015	\$436,680	\$0.00	\$436,680

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council

March 10, 2015

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SFY 19	102-500731	Contracts for Prog Svc	90006015	\$436,680	\$0.00	\$436,680
SFY 20	102-500731	Contracts for Prog Svc	90006015	\$445,413	\$0.00	\$445,413
SFY 21	102-500731	Contracts for Prog Svc	90006015	\$454,322	\$0.00	\$454,322
SFY 22	102-500731	Contracts for Prog Svc	90006015	\$463,407	\$0.00	\$463,407
			Total	\$3,546,542	\$54,756	\$3,601,298

EXPLANATION

Funds in this agreement will provide technical enhancements to be made to the software of the Women, Infants, and Children Programs, StarLINC System to automate client nutritional risk assessments and to enhance the Women, Infants, and Children client portal with real-time communication features.

The Healthy Eating and Physical Activity Section administers the USDA Special Supplemental Nutrition Program for Women, Infants and Children serving more than 15,000 consumers. The Program uses an integrated benefits management system called StarLINC. This automated system is used to determine client financial eligibility and nutritional needs both for nutrition education and supplemental foods. The system issues paper food vouchers that participants redeem at the grocery store. StarLINC interfaces directly with the State's accounting system, enabling online payments to grocery stores. The StarLINC system allows the program to quickly identify duplicate clients, suspended clients, and identify fraudulent requests for payment for grocery stores, while maximizing the efficiency of the processing of food vouchers for payment.

Should Governor and Council determine to not authorize this request, a participant's nutrition risk factors would continue to be calculated manually subjecting it to human error which could result in the wrong food benefit package being assigned. The Vendor and Client Portals could not be modified to allow state staff to create and manage timely and critical announcements such as clinic closures, newly approved foods and when necessary, product recalls for participants and vendors.

The State of Kansas released a Request for Proposal for the *"Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium: State of Kansas Department of Health and Environment, New Hampshire Department of Health and Human Services and the Inter Tribal Council of Arizona"* in accordance with their procurement rules and regulations on December 23, 2013. A link to the RFP was posted on the State of NH Department of Health and Human Services website on January 7, 2014.

One proposal was received in response to the Request for Proposals. The proposal review committee was representative of the three states and had Women, Infants, and Children Program and Department of Information Technology staff. A summary of this review process is attached.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
March 10, 2015
Page 3

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

- Timeliness in modification of federally regulated and food industry mandated changes.
- Assurance of appropriate daily maintenance of StarLINC system.

Area served: statewide.

Source of Funds: 100% Federal Funds from the United States Department of Agriculture, CFDA # 10.557, and Federal Award Identification Number (FAIN) 15154NH703W1003.

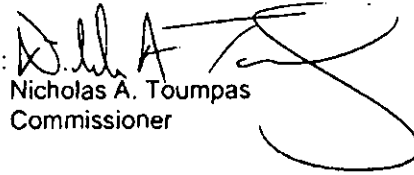
In the event that the Federal funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



José Thier Montero, MD, MHCDS
Director

Approved by:



Nicholas A. Toumpas
Commissioner

Contract 2014-017 – Operation and Maintenance Services of the NH Women, Infants and Children Management Information System

The State of Kansas released a Request for Proposal for the "Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium: State of Kansas Department of Health and Environment, New Hampshire Department of Health and Human Services and the Inter Tribal Council of Arizona" in accordance with their procurement rules and regulations on December 23, 2013. A link to the RFP was posted on the State of NH Department of Health and Human Services website on January 7, 2014.

In accordance with the State of Kansas Consortium based Procurement Procedures, Representatives from the State of Kansas, the State of New Hampshire and ITCA evaluated the proposal for compliance with the RFP and ability to provide the services requested.

Members of the review panel were:

State of NH

Margaret Murphy, Administrator, Healthy Eating & Physical Activity Section
Leslie Mason, DOIT Contracts Manager
Martha Wells, Business Systems Analyst I
Gerald Bardsley, Business System Analyst I

Inter Tribal Council of Arizona

Mindy Jossefides, Director, WIC Program

State of Kansas

David Thomason, Director, Nutrition and WIC Services
Kelly Williams, Deputy Chief Information Officer
Sandi Fry, IT Project Manager
Randy Volz, Program Analyst

KDHE Fiscal Management

Kelly Chilson, Director, Fiscal Management

The MSC received one response to the RFP.

The panel held several meetings and a conference call with the vendor. After receiving clarification from the vendor on some of their responses the review committee concluded that the vendor met the requirements of the RFP and could provide all requested services.

The unanimous approval of this vendor by the review panel was sent to the Kansas Procurement Negotiation Committee (PNC) and they awarded the bid to CQuest America, Inc.



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

March 18, 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 amendment with CQuest America, Inc. as described below and referenced as DoIT No. 2014-017A.

The purpose of this contract amendment is to provide technical services for software enhancements to the WIC StarLINC System, currently used by the State of New Hampshire DHHS Women, Infants, and Children (WIC) Program, to automate client nutritional risk assessments and to enhance the WIC client portal with real-time communication features. The funding amount is increased by \$54,756, from \$3,546,542 to \$3,601,298. There is no change to the current contract expiration date of June 30, 2022.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Steven J. Kelleher".

Steven J. Kelleher

PCH/lrm
Contract #2014-017A

cc: Elizabeth Biron, DHHS
Margaret Murphy, DHHS
Leslie Mason, DoIT

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CQUEST AMERICA, INC
CONTRACT 2014-017
CONTRACT AMENDMENT I

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #17300-EVT0002842 (Kansas), on September 3, 2014, Item # 23, (herein after referred to as the "Agreement"), CQuest America, Inc. (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 and Human Services (hereinafter referred to as the "Department") acting for the benefit of the Agency, certain sums as specified therein;

WHEREAS, pursuant to the Agreement Section 9: 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 make technical enhancements to the software of the WIC StarLINC System to automate client nutritional risk assessments and to enhance the WIC client portal with real-time communication features set forth in Contract Amendment 1, Attachments 2 and 3.

WHEREAS, the Vendor agrees to provide services to make technical enhancements to the software of the WIC StarLINC System to automate client nutritional risk assessments and to enhance the WIC client portal with real-time communication features.

WHEREAS, the Department and the Vendor wish to increase the Contract price by \$54,756 to bring the total contract price to \$3,601,298.

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 1.8 of the Agreement (Page 1) by increasing the Price Limitation by \$54,756 from \$3,546,542 to \$3,601,298.
2. The Agreement is further amended as described in Table 1:

Table 1

Contract Number 2014-017 Agreement Part 2 Introduction Section Number	AMENDED TEXT
1. Contract Documents, 1.1 Contract Documents, C, Part 3, Exhibit O	is deleted and replaced with the following language: Exhibit O- Special Exhibits, Attachments, Certifications, Contract Amendment 1, Contract Amendment Attachments 1, 2, 3

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CQUEST AMERICA, INC.
CONTRACT 2014-017
CONTRACT AMENDMENT 1

Contract Number 2014-017 Agreement - Part 3 Exhibit A Contract Deliverables Section Number	<p style="text-align: center;">AMENDED TEXT</p>
2. Deliverables, Milestones, and Activities Schedule	<p>is amended by adding the following subparagraphs:</p> <p>2.2 CQuest Task Order Request 2015 - 02 for MSC WIC System Automated Risk Factor is incorporated as Contract 2014-017, Contract Amendment 1, Attachment 2 – Task Order 2015 - 02: Automated Risk Factor Implementation.</p> <p>2.3 CQuest Task Order Request 2015 - 03 for MSC WIC System Portal Announcements is incorporated as Contract 2014-017 Contract Amendment 1, Attachment 3 – Task Order 2015 - 03: Portal Announcements.</p>
Contract Number 2014-017 Agreement - Part 3 Exhibit B Price and Payment Schedule Section Number	<p style="text-align: center;">AMENDED TEXT</p>
1. Deliverable Payment Schedule	<p>is amended by adding the following subparagraphs:</p> <p>1.2 Task Order payment Schedules are incorporated as (Deliverables #1 & #2) Contract Amendment 1, Attachment 2 – Task Order 2015 - 02 Deliverables to be completed.</p> <p>1.3 Task Order payment Schedules are incorporated as (Deliverable #1) Contract Amendment 1, Attachment 3 – Task Order 2015 - 03 Deliverables to be completed.</p>
2. Total Contract Price	<p>is deleted and replaced as follows:</p> <p>2. TOTAL CONTRACT PRICE</p> <p>Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed \$3,601,298 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to CQuest for all fees and expenses, of whatever nature, incurred by CQuest in the performance hereof.</p>
Contract Number 2014-017 Agreement - Part 3 Exhibit C Special Exhibits Attachments and Certificates	<p style="text-align: center;">AMENDED TEXT</p>

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CQUEST AMERICA, INC.
CONTRACT 2014-017
CONTRACT AMENDMENT 1

Attachments are:	is amended by adding the following: G. Contract Amendment 1 H. Contract Amendment 1, Attachment 1 – Service Level Agreement I. Contract Amendment 1, Attachment 2 – Task Order 2015 - 02 J. Contract Amendment 1, Attachment 3 – Task Order 2015 - 03
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For reference only:

Table 2 CONTRACT 2014-017 –WIC StarLINC System

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	C&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2014-017	Original Contract	09/03/2014 Item #23	06/30/2022	\$3,546,542
2014-017 Amendment 1	1 st Amendment	Pending	06/30/2022	\$ 54,756
	CONTRACT TOTAL			\$3,601,298

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CQUEST AMERICA, INC.
CONTRACT 2014-017
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 set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

3/23/15
Date


Brook Dupee
Bureau Chief

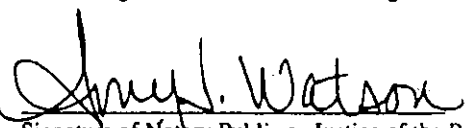
CQuest America, Inc.

03/13/2015
Date

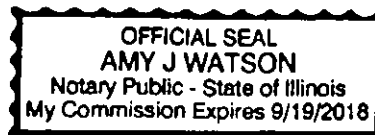

Name: H Kevin Davis
Title: President and CEO

Acknowledgement:

State of Illinois, County of Sangamon on 3/13/15, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.


Signature of Notary Public or Justice of the Peace

Amy J. Watson
Name and Title of Notary or Justice of the Peace




STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CQUEST AMERICA, INC.
CONTRACT 2014-017
CONTRACT AMENDMENT 1

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

OFFICE OF THE ATTORNEY GENERAL

3/27/15
Date


Name: Megan A. Lapin
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



**Service Level Agreement for the
Operations and Maintenance of WIC MIS
for the Multi-State WIC Consortium:
State of Kansas Department of Health and Environment
New Hampshire Department of Health and Human Services
Inter Tribal Council of Arizona, Inc.**

January 14, 2015

CQuest's Initials: [Signature]
Date: 03/13/2015



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Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Changes to SLA History

Listed below are changes made to the Service Level Agreement (SLA) for the Operations and Maintenance Contract between CQuest and the Multi-State Consortium (MSC).

As stated on page 4 of the Service Level Agreement (SLA), "As services and technologies change, this SLA may also change to reflect the improvements and/or changes necessary. This SLA will be reviewed at least annually and updated as necessary. When updates are deemed necessary, the MSC will be asked to review and approve the changes."

This table identifies and describes changes to the SLA as agreed to by CQuest and the MSC for contract year #1 SFY 2015.

Section Page	Section Title	Description of Suggested Change	Change Accepted



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Overview and Purpose

CQuest and the Multi-State Consortium: Kansas, New Hampshire, and the Inter Tribal Council of Arizona are committed to providing high quality, responsive support for the MSC WIC System. The purpose of this Service Level Agreement (SLA) is to define the relationship between CQuest and the MSC and to identify the responsibilities and levels of service of each party as they relate to the MSC Operations and Maintenance Contract.

This SLA is an important piece of the Contract between CQuest and the MSC. If used properly it will:

- Clearly identify and define the MSC needs as they relate to the operations of the MSC WIC System
- Provide a framework for understanding the MSC needs and the ability of CQuest to meet those needs
- Simplify complex issues
- Reduce areas of risk and of conflict
- Provide a framework that will encourage dialog in the event of disputes

As services and technologies change, this SLA may also change to reflect the improvements and/or changes necessary. This SLA will be reviewed at least annually and updated as necessary. When updates are deemed necessary, the MSC will be asked to review and approve the changes.



Assigned Staff in Support of Service Level Agreement

William Roth - Senior Director of System Development and Software Support
Danielle Heckmeck - Associate Director of System Development and Software Support
James Kim - Senior .Net Developer
Craig Trombly - Senior .Net Developer
Beth Munn - Senior Database Administrator
Satos Mason - Senior Database Administrator
Dyan Boling - Systems Operations Analyst
Sonthana Thongsithavong - Manager of Helpdesk
Chandi Mahinda - Helpdesk Analyst
Olivia Haynes - Helpdesk Analyst
Becky Trinkle - Senior QA Analyst
Becky Williams - Senior QA Analyst
Don Finch - Senior Business Analyst
Erik Fenstermaker - Senior Network Engineer
Nick Friederich - Network Engineer

Services to be Delivered

This section describes the services provided by CQuest and the manner in which those services are delivered.

Operations Services

CQuest will provide day-to-day operations of the MSC WIC System. The term "Operations" implies tasks associated with monitoring the MSC WIC System that include event and performance management, system and individual application monitoring, system maintenance and administrative functions, and reporting features. Providing high-quality Operations services for the MSC WIC System will ensure the availability, performance, and security of the system to the State Agency and local agency end-users.

Data Synchronization Management

Data from the WIC clinics is updated initially in the associated multisite database and the two local distributed databases at Lyon County in Kansas, and Tohono O'odham Nation at ITCA. A synchronization process (replication) then updates the state consolidated database located at the respective Central Processing Site (CPS). The New Hampshire CPS site is located in the hosting environment at CQuest headquarters in Springfield, Illinois. The Kansas CPS site is located in the Kansas state offices. The ITCA CPS site is located in the offices of the Inter Tribal Council of Arizona in Phoenix, Arizona. The technical process that synchronizes databases is called replication. Data synchronization is a customizable, two-way process that maintains synchronization of individual record updates between the multisite and distributed clinic databases and the CPS site consolidated database.

Operations' staff monitors the automated replication process. This process ensures that the consolidated database is in sync with the multisite and distributed databases with the most up-to-date information. In the event that any distributed or multisite database needs to be restored, current data can be re-extracted from the consolidated database with minimal disruption or downtime for the clinic.



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Data is synchronized between the clinic, multisite and distributed databases and the consolidated database at least once daily and in most cases every 15 minutes.

For those clinics that can't connect directly to their Multisite server, data gathered on a "checked-out" Mobile WIC Server while local agency staff are providing services at a remote location is not replicated until the Mobile WIC Server is "Checked In" at the local agency. Data gathered at mobile WIC clinics are uploaded to the local agency's server using the "Check-In" process. This data is then replicated to the CPS consolidated database with the next scheduled replication.

In the event that a clinic server is unable to automatically replicate with the CPS, Operations staff will remotely determine and address the cause, and manually initiate the replication process. Presently, only Tohono O'odham Nation utilizes the Check-In functionality.

Remote Database Administration

CQuest will administer the following servers to ensure operation at peak performance of WIC application software:

- Consolidated database at the CPS
- Multisite Database
- Distributed database at permanent pilot clinic at Lyon County, KS

CQuest DBA staff will adjust indexes, make changes to the database appropriate for the software requirements, and manage log files.

CQuest DBA staff may schedule maintenance of these databases in order to improve performance and maintain the integrity of the data. CQuest will schedule this activity beforehand with the appropriate WIC staff and their information technology staff, if needed.

In the event of a database problem on any of the aforementioned WIC databases, the CQuest DBA will connect to the database to troubleshoot and repair the problem.

Disaster Recovery Services

Disaster recovery and system reliability are of critical importance to ensure that business continuity services to clients are not interrupted or delayed for periods of time, and thus resulting in a State Agency and local agencies not being able to issue benefits to clients being served by the MSC.

CQuest Operations staff play a major role in restoring the WIC system to full operations should an event happen that causes any State or clinic data to be lost. A Disaster Recovery Plan addresses in detail all aspects of planning for, preventing, and recovering from a loss of data in the multisite, consolidated or distributed databases supporting the WIC programs of the MSC. The purpose of this section in the SLA is to outline the role CQuest Operations staff plays in restoring WIC data to full operations.

In the event of a failure, disruption or other negative IT event related to WIC systems hosted on application or database servers supported by CQuest for the MSC, CQuest Operations staff will ascertain whether it is physically possible to restore acceptable level of system delivery performance with existing hardware. If this is the case, CQuest Operations staff will identify the reason for the abnormality and follow a carefully prescribed restoration plan that elevates the restore process, as appropriate. Acceptable level of performance is defined as being the same level of performance as before the failure occurred, or an agreed upon level of performance between CQuest and the State agency that can be provided as an interim until full performance operations can be restored.



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

If WIC system functionality is unable to be restored to its current configuration, or relevant equipment is destroyed or missing, CQuest Operations staff will work with State Agency staff to secure alternate equipment at a temporary location designated by the State Agency. CQuest Operations staff will restore and redeploy the most recently available data and current releases of deployed applications using the most recent database extracts from the consolidated database, if available. Once normal operating conditions are restored, CQuest Operations staff will work with the State Agency to ensure that permanent equipment is in place. The DBA will migrate data from the temporary equipment to the permanent equipment and will ensure that replication is occurring properly.

Operations staff will implement a controlled restore activity designed to test the disaster recovery procedures in June of each year. A central component of the disaster recovery procedure is database extraction from the CPS consolidated database. A production operational situation that requires database extraction serves as an adequate test of the disaster recovery procedures and will substitute for the annual controlled restore activity.

Replication, Automated Jobs, and Extracts

Data replication from the multisite database to the consolidated database is an automated job that runs at least once daily, and in most cases every 15 minutes. Operations staff will monitor replication activities daily and address any problems that prevent replication from occurring as scheduled.

The MSC staff regularly performs an automated extract (NH only) of paid invoices and their associated vouchers that is then sent to the MSC to pay NH retailers for vouchers redeemed. CQuest Operations staff will respond to issues encountered by State Agency staff in performing this extraction process as a Priority 1.

Certain automated processes run at the end of every month, quarter, and year and serve to summarize data for reporting purposes. Operations staff ensures that these processes run as required. Operations staff will extract and summarize month-end, quarter-end, and year-end caseload and financial data by the 10th calendar day of the following month. Summary reports will be available to State WIC staff following the extraction and summarization process. To meet the summarization processing commitments, the mobile WIC server in ITCA (Tohono O'odham Nation WIC Clinic) must be "Checked In" no later than the 5th calendar day of the following month and the agency must have replicated at the close of business on the last day of the month or later. Operations staff will monitor the Check In process at month-end and will notify ITCA if the Tohono O'odham Nation server is not Checked In. The State Agency staff will notify the local agency and remind staff to perform the Check In process.

The State Agency staff periodically needs to extract data to share with other federal and State agencies. Operations staff will provide data extracts under the direction of the State Agency. It is important to note that the State Agency retains control of what data is extracted, the intervals at which the data is extracted, and who receives the data. CQuest's role is to extract process and deliver the data as directed. Operations staff will provide ad hoc extracts and/or access to data required by the State Agency upon receiving an appropriate work order.



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Application and Data Security

Access to the clinic application and applications used at WIC State Agency offices and clinics is controlled by a user account and password. The State Agency submits a user request form to CQuest Helpdesk staff when a new user account is needed. CQuest Operations staff creates a new user account using the Operations Management application and assign the appropriate clinic affiliation(s) and role-based security level(s) as instructed on the user request form.

Upon the setup of the accounts, an e-mail confirmation notice with the following information is sent to the State Agency requestor and to the new user if their email address has been provided:

Name: XXX
 Client Services
 Username: XXX
 Password: Please contact the WIC Help Desk for default password.

The new user will then contact the WIC Help Desk to obtain the initial password and receive assistance logging in the first time. The new user will be required to change the default password upon initially logging in.

Data Archiving

CQuest will perform data archiving procedures on each of the MSC databases once per quarter on the 3rd weekend of January, April, July and October. Data will be chosen based upon the Master Policy Table developed by CQuest and the MSC. (See below)

The archive process frees space in the consolidated database by copying data to an archive database and deleting data from the consolidated database. These deletions are then replicated to all associated multisite and distributed databases for the location. The archive process uses a combination of archive and deletion rules that are grouped into policies. Most policies simply delete outdated records, while others (the policies for clients and food instruments) copy the data to an archive database before deleting the records from the consolidated database.

Archived records can be retrieved from the archive database and restored to the consolidated database through a request made to the help desk. Client data is restored through the Restore Client from Archive screen, and food instrument data is restored through the Restore Policy by Client screen in Operations Management.

Master Policy Table

Business Area	Archive/Delete Rule	Logic
Deletion		
Caseload Driver	Delete after 1 year	Delete all records where ReportPeriodLastDay is more than 1 year old.
Financial Driver	Delete after 1 year	Delete all records where First_Use_Date is more than 1 year old.
Client Reminders	Delete all records marked complete, and delete records not marked complete, but more than 120 days old.	Delete all records where CompletedInd is not null. Delete all records where CreatedDT is more than 120 days old.



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Business Area	Archive/Delete Rule	Logic
Staff Reminders	Delete all records marked complete, and delete records not marked complete, but more than 120 days old.	Delete all records where CompletedInd is not null. Delete all records where CreatedT is more than 120 days old.
Flowsheet	Delete after 2 years	Delete all records where PlanYearMonth is more than 2 years old.
Address History	Delete after 5 years	Delete all records where ChangedT is more than 5 years old.
Caregiver History	Delete old records after 5 years	Delete records where JoinDT is more than 5 years old and the record is not the most recent for the client.
Survey Questions, Answers & Client Answers	Delete after 3 years	Delete all PH_ClientSurvey records where SurveyQuestionAskedDT is more than 3 years old. Delete all SURVEY records where COLLECTION_END_DATE is more than 3 years old. Delete all SURVEY_ANSWER records associated with the deleted SURVEY records.
Appointment Book	Delete after 4 years	Delete all ph_clientappointment records where appointmentdt is more than 4 years old. Delete all la_staff_available_time records where startdt is more than 4 years old. Delete all ph_nutredclass records where classstartdt is more than 4 years old.
Error Tracking	Delete after 2 years	Delete all records from program_error where error_datetime is more than 2 years old.
Logon Tracking	Delete after 2 years	Delete all records from la_staff_person_logon where logon_timestamp is more than 2 years old.
Applicants	Delete after 6 months based on initial application date if no follow up	Delete all records in the listed tables for an applicant where the client does not have any prior WIC_Certification or CSFP_Certification records and the most recent WIC_Application record or the most recent CSFP_Application record exists with an CreatedT more than 6 months old, and the most recent PH_ClientContact record has a ContactDT more than 6 months old.



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Business Area	Archive/Delete Rule	Logic
		If the applicant is the only member of a family, delete all the records in the associated family tables.
Shelf Item Price Data	<u>KS & ITCA</u> Delete after 3 years <u>NH</u> Delete after 3 years as long as it is not the most recent entry.	<u>KS & ITCA</u> Delete all records in vendor_price_survey where survey_start_datetime is more than 3 years old. <u>NH</u> Delete all records in vendor_price_survey where survey_start_datetime is more than 3 years old as long as it is not the most recent entry.
Simple Archive		
Checks/Vouchers	Archive two years after first use date	Archive all WICFI_FoodInstrument records where FirstUseDT is more than 2 in the past.
Redemption records	Archive two years after banking service process date (KS, ITCA) or resolution date (NH)	Delete all records where RedeemedDT is more than 2 years old
Complex Archive		
Client Data	Archive based on the associated client category specific rules: Archive Infants and Children when they turn 7 years old Archive Pregnant, Breastfeeding and Postpartum when they turn 55 years old Archive Seniors when they turn 121 years old Archive Clients who are deceased	Archive all records where the client's date of birth makes them at least 7 years old. Archive all records where the client's date of birth makes them at least 55 years old. Archive all records where the client's date of birth makes them at least 121 years old. Archive all records for client who has become deceased
Family Group data		When last client in the group is archived, then archive the family as well.

Central Processing Site Hosting Services

CQuest currently provides managed hosting services for the Central Processing Site (CPS) for the New Hampshire WIC Program at our Springfield Data Center.

The Springfield Data Center infrastructure includes:

- Secure, State-of-the-Art Facilities.

The computer room was designed with state-of-the-art systems to ensure an appropriate environment. The room is secure at all times; only authorized personnel are given access,



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and all access activity is recorded within the security system. Water detection devices in the room's subfloor notify the facility manager if water or condensation is present. A 100 amp feed of power ensures enough electricity to run the infrastructure without overload. The environment is protected by a Cisco ASA 5520 firewall. The firewall uses stateful packet inspection to keep track of the state of network connections traveling across it. The firewall is programmed to distinguish legitimate packets for different types of connections. Only packets matching a known connection state are allowed by the firewall; others are rejected. And finally, a sophisticated automatic control system allows staff to monitor everything from the air conditioner units to the generator, and to receive alarm notifications for various events.

- **Power Redundancy.**
A 1,600 amp generator supplies backup power to the entire facility, including the computer room. When primary power is lost, the system automatically switches over to the generator, which can provide power for up to 36 hours. As a result, the infrastructure that houses the hosted CPS servers will remain operational, even during a power outage. The servers are further protected from power outages by UPS units, which provide battery backup power while the generator takes over. This also ensures no "hiccups" in service.
- **Gas Fire Suppression System.**
An environmentally safe, non-toxic gas fire suppression system is installed in the computer room to suppress fires while protecting high-value assets and business continuity. The "clean agent" system will not damage equipment or electronics, is safe for people, leaves no residue and requires no cleanup, greatly reduces the amount of smoke and soot damage caused by fire, and provides three dimensional suppression, extinguishing fires in hard-to-reach spaces.
- **Cooling Redundancy.**
Given the heat output of electronics, one concern of any computer room is high temperatures. The computer room utilizes a separate cooling system from the building's HVAC system to ensure targeted control over the computer room's temperatures. This system includes two air conditioning units; the primary and secondary units rotate responsibility for cooling the room, with the secondary unit providing support when temperatures increase past a set threshold. If one unit should fail, the other unit automatically takes over. The cool air is routed through the room's subfloor, and is vented out at strategic locations throughout the room.
- **Communications Redundancy.**
With the hosted CPS servers relying on connections with the internet it is imperative that downed lines don't interfere with business. Therefore, CQuest has implemented redundancy with communications by installing both a DS3 line with AT&T, as well as a fiber line through Springfield's City, Water, Light and Power (CWLP). The lines enter the facilities at different sides of the building, and should one connection be lost, the other connection automatically activates.

CPS Hosting Services to be delivered to New Hampshire by CQuest:

- Manage the databases on all CPS servers.
- Manage services on all CPS servers.
- Export and import data.
- Manage synchronization services between the consolidated and multisite databases.
- Install and update the WIC system applications, patches, and other utilities
- Monitor system, security and application logs on all CPS servers.



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- Review backup operations.
- Provide firewall security requirements for the MSC WIC System with the State Agency input.
- Perform data extracts and ad-hoc queries.
- Manage the sharing of data resources within the MSC WIC System.
- Create and update folders and files anywhere in the MSC WIC System.
- Manage network user accounts on the MSC WIC System CPS domain.
- Manage daily backups, daily off-site data storage in a secure location, and restore operations.
- Monitor CPS physical hardware.
- Upgrade or replace CPS physical hardware components in coordination with the State Agency.
- Configure the network, including assigning IP addresses for CPS servers.
- Configure and manage firewalls for the MSC WIC System CPS.

MSC WIC System Maintenance

CQuest will perform routine maintenance on the MSC servers on weekends or after the following times:

State Agency	After hour maintenance
New Hampshire	5:00 pm (EDT/EST)
Kansas	6:00 pm (CDT/CST)
ITCA	6:00 pm (PDT/PST)

CQuest will let the State Agency staff know in advance of any scheduled maintenance that will occur during the evenings or weekends.

Outage Notification Process

There are two (2) types of outages that can be experienced by users of the MSC WIC System: unplanned and planned. In both cases, communication between CQuest and the State Agency is critical to ensure that operations of the MSC WIC System are impacted as minimally as possible.

Unplanned Outages – an unplanned outage typically results from malfunction of hardware, software, or data communication lines. Notification of an unplanned outage is automatically sent to key CQuest staff and State Agency designees. Notifications are generated when the outage occurs, when status updates are available, and when the outage is resolved.

In many cases, CQuest may not be aware of an unplanned outage until the State Agency or local agency staff communicate that they are impacted. Unplanned outages that impact production and mission critical functions (i.e. printing food instruments) are assigned Priority 1.

CQuest staff will immediately be assigned to resolve unplanned outages. CQuest will use the CustomerWise on-line customer support software package to capture information on unplanned outages and will log the detail of activity taken to resolve the outage. CQuest's technical staff will periodically provide updated information to the State Agency of the outage situation.

Planned Outages – CQuest will attempt to follow a fixed maintenance schedule whenever possible, if an outage is required to perform maintenance and hardware or system updates. However, on occasion, infrastructure-related maintenance will be required that cannot follow a fixed maintenance window. In such cases, CQuest's Senior Director of System Development and Software Support will work with the State Agency to schedule a planned outage and ensure that no conflicts exist with the timing of the scheduled maintenance windows. CQuest's Senior Director of



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System Development and Software Support will communicate the progression of the scheduled maintenance to the MSC Project Manager, or his/her designee, from initial request until the scheduled maintenance is completed.

Help Desk

CQuest uses an integrated three-tier approach to providing Help Desk Support Services to the MSC State Offices and Local Agency users. These support services include incident logging and reporting; end-user support of state office and local agency applications; desktop, laptop, printer, print servers, Jetpacks, and network support, including mobile wireless networks; dispatching of subcontracted service technicians for on-site support (New Hampshire only); data, database and data synchronization support; and ad hoc reporting services. Additionally, Help Desk Support Services staff may receive system modification requests from the MSC which are logged into CustomerWise to be evaluated by the MSC.

The work described in this section comes to CQuest primarily through the Help Desk toll free number but may also be received via the Help Desk email account. This work is logged in the customer support software and is triaged for appropriate follow up.

The CQuest Help Desk provides the MSC WIC System and end-users with:

- A single point of contact when users have MSC system questions or are experiencing technical problems including application issues, workstation or printer installation issues, and network connectivity issues.
- Coverage that ensures help is available to users during normal business hours.
- Courteous and knowledgeable personnel who will provide answers and resolutions to a variety of basic to advanced-level questions and issues regarding the MSC WIC System.

Levels of Support

The three levels of Help Desk Support Services are as follows:

Tier-1 Support – Tier-1 support is provided by the CQuest Help Desk. Help Desk staff are responsible for:

- Logging incidents into the call and issue tracking software,
- Answering basic questions and/or resolving quick issues related to State Agency and local agency application(s),
- Answering basic questions and/or resolving quick issues related to desktop, laptop and printer operations,
- Closing incidents resolved by Tier-1 support, and
- Escalating issues and questions to Tier-2 support when appropriate.

Tier-2 Support – Tier-2 support is an intermediate level of support and is provided by Software Support Specialists. Software Support Specialists are responsible for:

- Logging incidents from Tier-1 overflow into the call and issue tracking software,
- Answering in-depth questions and/or resolving associated software issues related to State Agency and local agency application(s).
- Answering basic to upper mid-level questions and/or resolving associated issues related to desktop, laptop, and printer operations.
- Creating the MSC WIC System user accounts and/or granting application security clearances for State Agency and local agency users.



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- Running the daily banking process.
- Providing remote setup and configuration of local desktop workstations, laptop workstations, printers, and wireless routers in support of MSC WIC System applications.
- Closing incidents resolved by Tier-2 support, and
- Escalating advanced issues and questions to Tier-3 support unit as appropriate.

CQuest's Manager of Help Desk Services has primary responsibility for management of Help Desk staff and their activities.

Tier-3 Support – Tier-3 support is an advanced level of Help Desk Support Services and is provided by technical experts from the Software, Database Administration and Network Services units.

Software Application Analysts are responsible for:

- Resolving basic to advanced level issues related to the WIC applications,
- Creating CustomerWise tickets for software defects,
- Escalating potential MSC software bugs to the development group,
- Communicating with the MSC and CQuest management about Tier-3 activities.

CQuest's Associate Director of System Development and Software Support has primary responsibility for management of Software Support Specialists and activities related to helpdesk support and problem resolutions.

CQuest's Senior Director of System Development and Software Support functions as a central point of coordination and communication across support levels and operational units while overseeing Help Desk Support Services.

Network Services Technicians are responsible for:

- Resolving advanced level issues related to desktop, laptop and printer operations,
- Resolving advanced level issues related to servers, networks and wireless networks,
- Performing WIC server setup and configuration including installation of Sybase ASA and Arcana Scheduler software,
- Troubleshooting telecommunications issues and working with Local IT to resolve issues,
- Identifying the need for and dispatching designated subcontractor to provide on-site technical support as required,
- Respond to MSC WIC System hardware and network performance issues,
- Communicating with the MSC and CQuest management about Tier-3 activities.

CQuest's Senior Network Engineer has primary responsibility for management of Network Services Technicians and their activities.

Database Administrators are responsible for:

- Resolving basic to advanced level issues related to database operations,
- Resolving basic to advanced level issues related to data, database schema, and data synchronization,
- Configuring Sybase ASA and Arcana Scheduler software,
- Resolving mobile check-out/in issues (Mobile Sync),
- Escalating potential MSC software bugs to CQuest Quality Assurance staff,
- Responding to database performance issues,
- Communicating with the MSC and CQuest management about Tier-3 activities.



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CQuest's Senior Director of System Development and Software Support has primary responsibility for management of Database Administrators and their activities, and acts as a central point of coordination and communication within Help Desk Support Services for managing issues that cross support levels and operational units.

Staff Hiring, Training, and Supervision

CQuest will operate an effective and efficient Help Desk with well-trained staff. Help Desk Support Services staff will have the required skills, training and experience necessary to provide the level of support indicated by their associated tier level. A CQuest manager will oversee the staff and activity of a particular tier level and have responsibility for the training, and supervision of staff within that tier level. The Senior Director of System Development and Software Support will have the primary responsibility for hiring.

Staffing Levels and Schedule

The weekly schedule for Help Desk Support Services staff will be based on the required MSC service hours. Help Desk Support Services staff will be available during these service hours. Staffing will be based on call loads and the nature of the calls being received, and will be adjusted and/or services expanded as indicated by these factors. During peak times, more staff will be scheduled to handle service calls. CQuest will work with the MSC staff to adjust service levels if necessary.

During service hours as described below, Help Desk Support Services staffing levels will be adequate to provide coverage at each level of support: Tier-1, and Tier-2.

Help Desk Service Hours

CQuest will provide telephone Help Desk support to members of the MSC as follows:

Monday through Friday - 7:00 am to 7:00 pm (CST) and 7:00 am to 8:00 pm (CDT). The MSC and CQuest may agree to adjust these hours based on actual call volumes.

CQuest's Help Desk Support Services staff will provide normal services with normal staffing levels on all MSC business days except for days that are designated as holidays in the following list:

CQuest Holidays	MSC Exceptions
New Year's Day	
Martin Luther King Day/Civil Rights Day	Not observed by all MSC local agencies
President's Day	Not observed by all MSC local agencies
Memorial Day	
July 4 th	
Labor Day	
Veterans Day	Not observed by all MSC local agencies
Thanksgiving Day	
The day after Thanksgiving Day	Not observed by all MSC local agencies
Christmas Day	

If the MSC believes it important and necessary to have Help Desk staff available on any of the above specified holidays, CQuest will provide the agreed upon resources at the rates provided in our cost proposal.



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Callers to the Help Desk on the agreed holidays will receive a message stating that the Help Desk is closed followed by the opportunity to leave a voice mail message. Voice mail messages left on these holidays will be returned by 10:30 a.m. CST/CDT on the next business day. Toll free numbers for each MSC state will be published and distributed to all State and local agency staff.

Preparing to Contact the Help Desk

All callers to the Help Desk are expected to be prepared to work with Help Desk staff when they place a call. This would include having the relevant information to allow the Help Desk staff to triage the issue.

When reporting an incident, the Help Desk staff will ask the caller to provide the following information as required:

- Caller's name
- Clinic/Agency site name (required)
- Verification of location
- Verification of telephone number
- Call reference number (if following up on a prior call)
- Exact error message, if one exists
- Hardware manufacturer's name
- Description of the incident, including what steps they were performing when the issue was noticed

An incident will not officially be opened until all necessary information is collected.

Prioritization of Calls and Service Requests

Help Desk staff will answer all calls received through the main Help Desk toll-free number and requests submitted via e-mail. Calls to the Help Desk (Tier 1) will receive priority over requests submitted via e-mail. Staff will perform triage, solving easier problems quickly, and escalate more complex or time consuming issues to Tier 2 support staff as appropriate. Second level support staff will perform triage, solving intermediate issues, and escalate more complex or time consuming issues to Tier 3 support. Tier 3 support may work with Local Agency IT support and/or dispatch the designated on-site technical support subcontractor (New Hampshire only) to address some kinds of hardware/software, network maintenance and repair, and telecommunications issues.

In order to facilitate responsive service in times of high call volume, incoming Help Desk calls are assigned a priority based on the severity of the problem. These priorities are:

Priority 1

The clinic is not functioning in at least one of the major application areas (client services, printing checks/vouchers, entering certifications, client in the clinic needing services, etc.)

Local agency staff should not use e-mail to submit a Priority 1 issue. Problems that prevent services from being provided to clients should be reported by calling the toll free number and speaking directly to a Help Desk staff or by leaving a voice-mail message.

RFP 5.2.8.1a - Priority 1 calls are categorized as a Class A Deficiency - (i) The Contractor shall have available on-call telephone assistance, with issue tracking available, during system operations with an email / telephone response within two (2) hours of request; or the Contractor shall provide



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support on-site or with remote diagnostic Services, within four (4) business hours of a request.

Priority 2

One of the workstations is not functioning in at least one of the major application areas (client services, printing checks/vouchers, entering certifications, client in the clinic needing services, etc.)

RFP 5.2.8.1b – Priority 2 calls are categorized as a Class B Deficiency - MSC system users (local clinics or State Agency staff) shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.

Priority 3

All stations are functioning, but the application is not functioning per specifications. Priority 3 is assigned if the user is unsure how to complete a task or has a question regarding a process or task.

Users who have comments on the application(s) or business process or want to make recommendations to improve the process or application(s) should be directed to call the State Agency. Comments and recommendations submitted to the MSC Help Desk are logged into CustomerWise to be evaluated by the MSC.

Local agency staff should use e-mail only when submitting a low priority issue. Problems that prevent services from being provided to clients should be reported by calling the toll free number and speaking directly to a Help Desk staff or by leaving a voice-mail message.

RFP 5.2.8.1b – Priority 3 calls are categorized as a Class B Deficiency - MSC system users (local clinics or State Agency staff) shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.

Priority 4

An issue with a non-critical application is not functioning per specifications. Priority 4 is also assigned if the user is unsure how to complete a task or has a question regarding a process or task in a non-critical application.

RFP 5.2.8.1b – Priority 4 calls are categorized as a Class C Deficiency - MSC system users (local clinics or State Agency staff) shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.

Response Times

The goal of the Help Desk is to answer a minimum of 95% of all support calls within 15 seconds (4 rings). If all Help Desk staff are busy, calls will automatically rollover to Software Support Specialists (Tier-2 support). If all Software Support Technicians are busy, calls will be forwarded to voice-mail and callers will be instructed to provide their name, the nature of the problem, and a callback number. The voice-mail message instructs callers to stay on the line if they are experiencing an outage or problem preventing them from providing services to clients who are waiting.



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Messages are retrieved from the voice-mail box as soon as call volume permits. These calls are prioritized, responded to accordingly, assigned an incident number, and recorded in an on-line customer support software package.

All e-mails submitted to the Help Desk will be acknowledged via an e-mail reply on a same day basis. All e-mails submitted to the Help Desk will be assigned an incident number. The Help Desk will respond to the sender, officially acknowledging receipt of the e-mail, and provide the sender with the assigned incident number. The State Agency will instruct local agency staff to use e-mail only when submitting a low priority issue. Problems that prevent services from being provided to clients should be reported by calling the toll free number and speaking directly to a Help Desk staff or by leaving a voice-mail message.

It is the responsibility of the Help Desk staff to monitor the voice mail system and ensure calls are returned. If calls are not returned the same day, Help Desk staff or other appropriate Help Desk Support Services staff will note this in the customer support software, indicate a reason the call was not returned, if known, triage the call, and expedite a response.

It is the responsibility of the Help Desk staff to monitor the number of items submitted by e-mail to ensure they are given an incident number and that a response is sent to the sender within the agreed upon time. If a response is not sent the same day, Help Desk staff or other appropriate Help Desk Support Services staff will note this in the customer support software, indicate a reason the e-mail was not formally acknowledged, if known, triage the problem, and expedite a response.

If it becomes necessary to place a caller on hold, the caller may not be put on hold for more than 3 minutes.

Resolution Timeframes

When responding to problems reported to the CQuest Help Desk, the following timeframes have been established for acknowledgement, response, and resolution for the Client Services application, Local Vendor Management (ITCA and Kansas Only), the Voucher Management application (NH Only), and Voucher Processing/Entry System (NH only) and the MSC Training Databases. For purposes of this Service Level Agreement the definition of "resolution" is that the clinic is up and running with a temporary or permanent solution. It is recognized by CQuest and the State Agency that mitigating situations may arise where there are exceptions that must be made. In these cases, the exception will be documented and the caller informed. Resolution timeframes by priority are as follows:

Priority 1 – Respond with resolution within 2 hours.

Priority 2 – Respond with resolution within 4 hours.

Priority 3 – Respond with resolution within 4 hours.

Priority 4 – CQuest and the MSC will prioritize non-mission critical applications within 90 days after execution of the Contract.



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Escalation Procedures

Should a call or e-mail submitted to the Help Desk not be resolved within the Resolution Timeframes listed above, the State Agency may escalate the resolution of the issue to the next higher level by contacting the Manager of Help Desk Services or the Senior Director of System Development and Software Support.

Should resolution of the issue not occur satisfactorily at the first level of escalation, the State Agency will escalate the issue to the CQuest President/CEO.

Emergency Procedures

CQuest's Help Desk staff will take the actions necessary to ensure that emergency situations reported to the Help Desk are immediately escalated to the appropriate staff needed to assist the MSC in providing business continuity (i.e. issuing benefits to clients) and/or implementing disaster recovery procedures.

Automated Call Distribution

All calls made to the CQuest Help Desk are answered by the Cisco United Intelligence Center system which routes the call through automated call distribution to a Help Desk staff. Help Desk staff answer calls in the order in which the calls are received. The Cisco United Intelligence Center system keeps track of which staff was routed the last call and routes the next incoming call to the Help Desk staff that is next in the ordered list. Statistics are kept by the phone system and serve as a resource for managing staffing levels in response to call volumes. The phone system provides call volume reports that include:

- Date of calls
- Number of calls received
- Statistics report
- Number of calls abandoned
- Average call duration
- Average Speed of Answer

CQuest will include these statistics in the Monthly Status Report.

Call Tracking Software

Help Desk Support Services staff are trained in using the designated call and issue tracking software. The call and issue tracking software serves as a means for Help Desk Support Services staff to create an incident in response to a call or email. First, second and third tier support are able to record further information about an incident and/or its resolution. The call and issue tracking software provides a means of transitioning ownership of an incident from one support unit to another and/or from one staff person to another. The issue tracking software also serves as a tool for communicating with the MSC and non-Help Desk staff.

Hardware Requirements

Help Desk Support Services staff use sufficient equipment that efficiently and accurately provide support for users of the MSC WIC System. All Help Desk staff use workstations with essentially the same capacity and configuration as those used by local agency staff. Tier-2 Software Support Specialists and Tier-3 technicians use workstations with similar or additional capacity. Help Desk Support Services staff have access to non-production versions of the MSC WIC System environments which provide a means of reproducing and diagnosing problems.



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Reporting

CQuest will prepare and submit a Monthly Status Report to the MSC Project Manager or his/her designee that provides a description of Operation Services activities. The report also includes two sections that relate to Help Desk Support Services activities.

Help Desk Monthly Statistics – This section includes the following information:

- Number of calls in
- Average wait time
- Average call time
- Number of cases opened
- Number of cases closed

Summary of subcontractor on-site support (Applicable to NH Only)

- Service date
- Service Location
- Description of Services

Standard Coverage

CQuest will provide Help Desk coverage during the standard business hours except for days that are designated as Federal and/or State holidays (listed above in section titled *Help Desk Service Hours*).

Department	Description	Coverage Times
Operations	System operations, database administrators, infrastructure include file/print servers, and e-mail servers. During period of 8:00-9:00 a.m. EDT/EST for New Hampshire and 4:00 – 5:00pm for MST for ITCA, Operations staff are on immediate on-call from Helpdesk.	New Hampshire Monday – Friday 9:00 am – 6:00 pm EDT/EST or on an as negotiated basis Kansas Monday – Friday 8:00 am – 5:00 pm CDT/CST or on an as negotiated basis ITCA Monday – Friday 7:00 am – 4:00 pm MST or on an as negotiated basis



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Department	Description	Coverage Times
MSC application experts	Coverage by MSC WIC System application experts will be provided during the hours listed in the Coverage Times column for questions about application(s) functionality that Help Desk are unable to answer.	New Hampshire Monday – Friday 9:00 am – 5:30 pm EDT/EST or on an as negotiated basis Kansas Monday – Friday 8:00 am – 5:30 pm CDT/CST or on an as negotiated basis ITCA Monday – Friday 8:00 am – 5:30 pm MST or on an as negotiated basis
Remote technical support services. (NH Only)	Coverage will be provided during the MSC core business hours.	New Hampshire Monday – Friday 8:00 am – 5:00 pm EDT/EST
On-site technical support services (NH Only)	Coverage will be provided during the MSC core business hours.	New Hampshire Monday – Friday 8:00 am – 5:00 pm EDT/EST
Help Desk services	Coverage will be provided to answer phone calls, provide basic level support, triage problems, and route calls.	New Hampshire Monday – Friday 8:00 am – 8:00 pm EDT/EST Kansas Monday – Friday 7:00 am – 7:00 pm CDT/CST ITCA Monday – Friday 6:00 am – 6:00 pm MST



Performance Tracking and Reporting

CQuest agrees to maintain a level of service to the State Agency and WIC local agencies at the standards set forth below. Performance measurements set a target bar that CQuest will strive to attain. This bar is set with the expectation that the performance measurement target will not be met for every incident or request for service by the State Agency, but that CQuest staff will meet the expectation a certain percentage of the time for a given category measured as set forth in the following tables.

CQuest will include the performance tracking results in the Monthly Operation Reports as described in the tables below. CQuest and the State Agency will work cooperatively to create, update, and evaluate new and existing performance measures.

Statistical Reporting

Reports	Frequency Reported	Report Description
Help Desk (calls)	Monthly	Report provided to the State Agency on the following: <ul style="list-style-type: none"> • Coverage Hours • Number of Calls In • Average Speed of Answer • Number of Incidents Opened • Number of Incidents Closed • Number of calls by priority
Outages	Monthly	Report provided to a State Agency on critical outages.
Specialty Report	Monthly	Reports (ad hoc or data sets) specifically requested by a State Agency for the capture of data when a minimum two-week lead time is needed to provide the data.
Help Desk Annual Survey	Annually	Survey sent to the all WIC employees to help determine the quality of help desk support and the health of the MSC WIC System.
Help Desk Feedback Survey	Ongoing – results compiled quarterly	Surveys completed by Local or State Agency personnel upon CQuest closing of a Help Desk incident. CQuest will strive to meet a benchmark of 80% or greater approval rating.



Responsibilities

This section of the Service Level Agreement defines the responsibilities for defined tasks and categories of service covered by this Service Level Agreement. Both parties understand and agree that their performance related to the responsibilities listed below is critical to achieving and maintaining high quality operations and maintenance support of the MSC WIC System.

Application Support

CQuest Responsibilities:

- Perform software development
- Perform technical project management and coordination
- Manage day-to-day technical application activity
- Manage any changes or modifications to the MSC WIC System software on production systems
- Document all changes made to the software in Release Notes
- Document and test any changes or modifications on a test server prior to placing the changes in a production environment
- Provide hosting tasks mutually agreed upon by CQuest and the MSC on the MSC WIC System
- MSC WIC System business and systems analysis
- MSC WIC System maintenance
- Maintain MSC WIC Training databases at current production release levels within one month of new release.

The MSC Responsibilities:

- Provide knowledgeable resources with whom developers and analysts may collaborate to obtain business information, rules, and goals
- Provide resources to support the Contract, including a Point of Contact (POC), stakeholders, and subject matter experts from a business perspective
- Approve and sign off on business requirements
- Provide resources to review and sign off on Contract deliverables
- Provide appropriate applications and testing staff during User Acceptance Testing process to complete tests within the scheduled window
- Prioritize Contract IT tasks by the allocation of resources provided in the budget
- Authorize invoices for payment upon approval for production, or when other agreed-upon acceptance criteria are met, if applicable



Infrastructure Software Support

CQuest Responsibilities:

- Document infrastructure software used by CQuest and at the CPS that relates to the MSC WIC System
- Apply patches as required per the manufacturer or as needed to meet the needs of the business
- Perform backups on data and restore on WIC systems hosted by CQuest.
- Notify the MSC's Project Manager of scheduled and unscheduled system outages and operational problems
- Provide support for all of CQuest's standard infrastructure software utilized for file and print server access, backup and recovery, anti-virus and SPAM control, software patch updates, remote access mechanisms, and appropriate Operating System setup, configuration, and file transfer services supporting WIC systems hosted by CQuest.
- Define specific needs based on MSC requirements such as:
 - File/print
 - Security
 - Messaging
 - Backup/recovery
 - Anti-virus
 - SPAM control
 - Patch management
 - Remote access
 - Operating System setup and configuration
 - FTP services

The MSC Responsibilities:

- Work with CQuest to approve scheduled down time and communicate to other Department and local agency staff
- Act as Point of Contact (MSC Project Manager) for CQuest during unscheduled outages
- Communicate unscheduled outages to appropriate State Agency and local agency staff
- Maintain and secure original versions of COTS-based system and application software (examples: MS Word or Excel) if any are used

Infrastructure Hardware Support (NH Only)

CQuest Responsibilities:

- Set up server hardware peripherals per CQuest standards
- Perform scheduled maintenance on server, peripheral, and network equipment – at least one a year
- Communicate critical outages to the MSC Project Manager or his/her designee.

The MSC Responsibilities:

- Approve scheduled outages and communicate to other State Agency departments and local agency staff
- Provide a Point of Contact (the MSC Project Manager or his/her designee) for CQuest during unscheduled outages



Help Desk Support

CQuest Responsibilities:

- Log the State and Local Agency calls within the proper timeframe and follow escalation and resolution procedures to resolve the reported issues
- Maintain an Issue Log that records all incidents, including date received, to whom the issue was assigned, whether the issue was resolved, any interim activity, and the final disposition
- Provide designated State Agency and IT staff with access to the Help Desk Log and the Issue Log
- Provide an opportunity for the State Agency staff to complete the Customer Satisfaction Surveys and participate in the Benchmark Surveys

The MSC Responsibilities:

- Perform quarterly or as-needed review of Help Desk functions including response times, documented resolutions, and follow-up/communications regarding actions planned or taken
- Review the Help Desk log on a regular basis to ensure that the proper response time is being followed

Desktop/Laptop/Router/Printer/Other Hardware NH Only)

CQuest Responsibilities:

- Perform installation, upgrade, and configuration of standard desktop hardware, software, and standard peripherals and accessories required for the operation of the MSC WIC System. If/when non-standard equipment is used; make reasonable efforts to achieve acceptable system performance. CQuest Help Desk or Operations staff cannot guarantee support of non-MSC WIC System hardware, software, peripherals, and accessories.

The MSC Responsibilities:

- Work with CQuest to ensure that standard equipment and software is purchased wherever possible and financially feasible

Monitoring

CQuest Responsibilities:

- Monitor server and network logs to ensure the MSC WIC System infrastructure is functioning properly
- Notify MSC Point of Contact (MSC Project Manager) and follow defined communication procedures if monitoring provides evidence of potential performance issues with system logs, LAN/WAN, database performance and disk space

The MSC Responsibilities:

- Provide resources to work with CQuest if issues are experienced that require the MSC participation



Reporting

CQuest Responsibilities:

- Provide standard metric and statistical reports for activity summarization and decision making in the following areas:
 - Help Desk incidents
 - Help Desk satisfaction metrics
 - Service requests
 - System changes
 - Outages
 - Special report requests (ad hoc reports)
 - Satisfaction survey

The MSC Responsibilities:

- Provide the resources responsible for review of required metric reporting
- Review and provide feedback on metrics provided

Database Management

CQuest Responsibilities:

- Install, create, modify, and maintain database structures and software as required by CQuest's development team
- Provide resources for database management, support, and services for specified applications that require this service

The MSC Responsibilities:

- Work with CQuest staff to provide information on the MSC WIC System data needed

Security Services

CQuest Responsibilities:

- Provide a secure network environment for the MSC WIC System software, hardware, and data including:
 - > Network intrusion
 - > Physical security of equipment located in CQuest offices
 - > User password
 - > Application level security
- Provide safety and security solutions for data, such as encryption and masking of identifying information as recommended by the MSC

The MSC Responsibilities:

- Immediately report any suspicious IT activity to CQuest for joint follow-up
- When staff are terminated and/or reassigned, notify CQuest promptly so that access to the MSC WIC System, applications, user names and passwords can be disabled or deleted.
- The MSC reserves the right to request the reassignment of CQuest staff for security purposes.



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Training/Instruction

CQuest Responsibilities:

- Provide instructions and assistance to end users related to the MSC WIC System as needed through the Help Desk
- Provide MSC WIC System training to promote successful user acceptance of new features or modifications made to the MSC WIC System; the format of, and compensation for, such training will be negotiated on a case-by-case basis and defined in a Task Order.
- Revise the MSC WIC System Help and System Release Documentation as modifications are made
- Upgrade MSC Training environments as needed

The MSC Responsibilities:

- Provide appropriate personnel resources to attend or provide training
- Training of other State Agency or local agencies' staff not participating in user acceptance of new MSC WIC System features or modifications is the responsibility of the MSC

Planning

CQuest Responsibilities:

- Manage long-term capacity for storage of historical data and planned growth for CPS hardware and software (NH Only)
- Work with the State Agency and local agencies to restore database functionality in the event of a disaster

The MSC Responsibilities:

- Manage long-term and planned growth for hardware and non-MSC WIC System software at the State Office and local agencies, and when appropriate, develop and implement a plan for lifecycle upgrades and/or purchase of new and upgraded products
- Evaluate opportunities for statewide efficiencies, standardization, and collaboration

Joint CQuest/ MSC Responsibilities:

- CQuest and the MSC shall collaborate on the feasibility and assignment of generating Project Schedules for system enhancements of mid-to-large size or complexity. Project Schedules shall be formal, written, and of sufficient detail to indicate milestone target dates, resources, and the critical path of tasks, including IT and key milestone tasks

Resource Allocation

CQuest Responsibilities:

- CQuest will provide fully qualified Help Desk, Operations, and Development staff to adequately staff Help Desk, Operations, Maintenance, and Enhancement requirements of the MSC WIC System

Joint CQuest/ MSC Responsibilities:

- CQuest and the MSC shall estimate and plan IT resources desired for a particular biennium to meet the primary business objectives of the MSC



Service Level Agreement
Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium
Contract Period: July 1, 2014 – June 30, 2015

Standards

CQuest Responsibilities:

- CQuest shall manage projects within cost constraints.

Joint CQuest/MS C Responsibilities:

- CQuest and the MSC management shall collaborate and ensure that IT systems are created and maintained in a manner that adheres to the MSC, State and federal statutes, and administrative rules and standards
- System documentation shall be updated and uploaded to the MSC SharePoint site as needed and made available for use by CQuest and the MSC
- When providing maintenance services, CQuest shall ensure that the software originally installed is operational when maintenance is completed, unless expressly directed otherwise by the MSC
- When providing upgrades, CQuest shall ensure that the proper version of software products not being updated are still operational, unless expressly directed otherwise by the MSC

Operations

CQuest Responsibilities:

- Review and/or make recommendations regarding system hardware and software upgrades
- Participate in developing implementation schedule for installation of hardware or system software releases, upgrades, and patches for both test and production servers
- Work with the MSC's Project Manager (POC) to determine scheduling, production control, output management, and Disaster Recovery needs
- Participate in MSC hardware/software upgrades by testing the MSC WIC System software prior to the upgrade being implemented to ensure proper System operation
- Proactively communicate modifications to systems impacting CQuest infrastructure
- Document and schedule changes or modifications to systems and applications

The MSC Responsibilities:

- Review recommendations and approve system hardware and software upgrades
- Participate in developing implementation schedules for installation of hardware or system software releases, upgrades, and patches for both test and production servers
- Participate in system hardware/software upgrades by testing the MSC WIC System applications prior to the completion of the upgrade to ensure proper System/application operation
- Review the schedule of maintenance outages and planned activities for each maintenance event and inform CQuest of any conflicts with production or usage schedules
- Notify the users of the MSC WIC System of scheduled and unscheduled outages, operational problems, and software/hardware upgrades
- Collaborate with CQuest's Senior Director of System Development and Software Support to determine job scheduling production control, output management, and Disaster Recovery needs.



**Task Order Management
Request & Initial Analysis**

General Information

MSC WIC System

Task Order Title: Automated Risk Factor Analysis Implementation
Task Order Number: 2015 - 02
Date Request Submitted: 12/14/2015
Task Order Originator: The Multi-State Consortium (MSC)

Reason for Task Order: ☐ New Regulation ☒ Enhancement Requested
☐ Change In Business Practice ☐ New Service Requested
☐ Other:

Priority Level: ☐ Urgent ☐ High ☒ Medium ☐ Low

Risk and Impact Assessment requested/required by MSC? ☐ Yes ☒ No

Section I

Task Order Request

Scope of Work

In follow up to the analysis and documentation work done under Task Order 2014 03, implement, test and deploy the automated high risk functionality defined by the MSC.

Deliverables

Deliverables for the **Automated Risk Factor Implementation** project are as follows:

1. Initial Implementation and Guided Review
2. Completed Internal testing and Guided Review
3. UAT Support
4. Production Deployment

Assumptions

None

Customer assets available to assist in completion of this Task Order

Requirements: MSC Experts will serve as Unit Testers on the new functionality
Deliverable Acceptance: Sandi Fry

CQuest's Initials: MO
Date: 03/13/2015



Task Order Management Request & Initial Analysis

Section II

Initial Analysis/Estimated List of Tasks to be completed

Task Order	Net Developer	Testing	PM	DBA	Total
153 Large for Gestational Age	18	6	4	1	\$3,502.00
211 Elevated Blood Levels	18	5	4	1	\$3,410.00
311 History of Preterm delivery (PG)	18	12	4	1	\$4,054.00
311 History of Preterm delivery (BF & PP)	18	8	4	1	\$3,686.00
312 History of low Birth Weight (PG)	18	16	4	1	\$4,422.00
312 History of low Birth Weight (BF PP)	10	10	4	1	\$2,846.00
321 History of Fetal or Neonatal Loss (PG)	8	12	4	1	\$2,774.00
321 History of Fetal or Neonatal Loss (BF PP) Cancelled	0	0	0	0	\$0.00
334 Inadequate Prenatal Care (PG)	18	16	4	1	\$4,422.00
337 History of Large for Gestational Age Infant Birth (PG BF PP)	18	30	7	2	\$6,224.00
359 Recent Major Surgery Trauma, Burns (assign W C-section is indicated) (BF PP)	18	12	4	2	\$4,172.00
601 Breastfeeding Mother Of Infant at Nutritional Risk (BF)	18	12	4	2	\$4,172.00
701 Infant Up to 6 Month Old of WIC Mother or Woman Who Would Have Been Eligible During Pregnancy (I)	16	6	3	1	\$3,114.00
702 BF Infant of a Woman at Nutritional risk (I)	16	8	4	1	\$3,430.00
902 Woman or Primary Caregiver with Limited Ability to Make Feeding Decisions and / or Prepare Food (I C)	16	20	5	2	\$4,784.00
902 Woman or Primary Caregiver with Limited Ability to Make Feeding Decisions and / or Prepare Food (PG PP BF)	8	25	5	2	\$4,220.00
904 Environmental Tobacco Smoke Exposure (I C)	8	6	2	1	\$1,958.00
904 Environmental Tobacco Smoke Exposure (PG BF PP)	8	6	2	1	\$1,958.00
Project total	252	210	68	21	\$63,148.00

CQuest's Initials: JSDate: 03/13/2015


**Task Order Management
Request & Initial Analysis**
Tasks/Schedule

Task #	Tasks	Projected Schedule	Staff
	Development		
1	Implement auto risk factor functionality for 153, 211, 311(PG), 311(BF/PP), 312(PG), 312(BF PP), 321(PG), 334(PG), 337(PG BF PP), 359(BF PP), 601(BF), 701, 702, 902(I C), 902(PG PP BF), 904(I C), 904(PG BF PP) From the table above. Said functionality will be implemented in accordance with the design and functional documentation from TO 2014-03. Development will occur using a SQL Server database.	April 1 - 15	Ken, Russ, and Dev X
2	Unit test auto risk factor functionality.	April 1 - 15	Ken, Russ, and Dev X
3	Guided presentation of new risk factor functionality	April 15	Ken
	Internal Testing		
4	Internal testing of new risk factor functionality.	April 6 - 29	Richelle, Steve
5	Update test cases.	April 29	Richelle, Steve
6	Guided presentation of new risk factor functionality with no known errors.	April 29	Richelle, Steve
	UAT		
7	Support UAT of new features during the UAT that will cover both SQL Server and the new risk factor features.	Oct 5 - Oct 15	Ken
	Production Deployment		
8	Deploy new features to production in all states.	Oct 16 - Oct 31	Ken

 CQuest's Initials: KQ
 Date: 07/13/2015



**Task Order Management
Request & Initial Analysis**

Deliverables to be completed

CQuest will submit four (4) invoices to the Payment Source indicated below. Any MSC program that is not listed in the Payment Source are not obligated, financially or otherwise, for this work if the designated program defaults on the following payment schedule:

Del #	Deliverable Description	Task #s	Invoice Amount	Due Date	Payment source
1	Initial Development Complete	1,2,3	\$32,256	4/20/2015	New Hampshire WIC Program
2	Internal Testing Complete	4,5,6	\$19,320	5/10/2015	New Hampshire WIC Program
3	UAT Support	7	\$8,976	10/20/2015	ITCA WIC Program
4	Production Deployment	8	\$2,596	11/10/2015	ITCA WIC Program
	Total		\$63,148.00		

See Deliverable List above in Section I.

Acceptance Criteria

Deliverable	Acceptance Criteria
1. Initial Development Complete	CQuest will submit a memo describing that Implementation is complete. The guided review of the Initial Implementation is complete.
2. Test Case Update Complete	CQuest will submit a memo describing that all known defects have been addressed. The guided review of the tested functionality is complete.
3. UAT Support	UAT is completed. Software is approved for production deployment.
4. Production Deployment	Deployment in all three MSC programs is complete.

Risk and Impact Assessment Start Date: N/A

Risk and Impact Assessment Finish Date: N/A


Staffing resources required to complete Risk and Impact Assessment: N/A

Estimated Hours needed to complete Risk and Impact Assessment: N/A

Estimate of MSC resources and hours required to complete Risk and Impact Assessment: N/A

Impact of completing Risk and Impact Assessment on other activities currently being addressed: N/A

Cost to MSC for CQuest to perform Risk and Impact Assessment: N/A

CQuest's Initials: 
Date: 03/13/2015



**Task Order Management
Request & Initial Analysis**

Section III

MSC Review of the Initial Analysis

This section is completed by MSC Single Point of Contact.

- ☒ Proceed with the Task Order as described
- ☐ Proceed with and Invoice for a Risk and Impact Assessment
- ☐ Request withdrawn

ITCA Approval

Authorized signature of ITCA to proceed as indicated in ITCA Review of the Initial Analysis.

Murphy Josselyn
Authorized ITCA Signature

Date: 115115

Kansas Approval

Authorized signature of Kansas to proceed as indicated in Kansas Review of the Initial Analysis.

Daine Thomas
Authorized Kansas Signature

Date: 116115

New Hampshire Approval

Authorized signature of New Hampshire to proceed as indicated in New Hampshire Review of the Initial Analysis.

Margaret Murphy
Authorized New Hampshire Signature

Date: 117115

Approved by CQuest

Authorized signature of CQuest to proceed as indicated in the MSC Review of the Initial Analysis.

AK Duv
Authorized CQuest Signature

Date: 11512015

CQuest's Initials: AK

Date: 03/13/2015



**Task Order Management
Request & Initial Analysis**

General Information

MSC WIC System

Task Order Title: Portal Announcements
Task Order Number: 2015 - 03
Date Request Submitted: 12/14/2015
Task Order Originator: The Multi-State Consortium (MSC)

Reason for Task Order: ☐ New Regulation ☒ Enhancement Requested
☐ Change in Business Practice ☐ New Service Requested
☐ Other:

Priority Level: ☐ Urgent ☐ High ☒ Medium ☐ Low

Risk and Impact Assessment requested/required by MSC? ☐ Yes ☒ No

Section I

Task Order Request

Scope of Work

Modify the Vendor and Client Portals to include an announcement area. The announcement functionality will allow state staff to create and manage announcements that post to the WEB Portals. Utility screens will be created to allow state staff to add, update, and delete announcements that display on the portals. Vendor Portal announcements will be managed using a new utility in the Vendor Management application. Client Portal announcements will be managed using a new utility in the Central Office Utilities application.

Deliverables

Deliverables for the Portal Announcements project are as follows:

1. Analysis and Design
2. Initial Development and Unit Testing
3. Internal Testing
4. UAT Support
5. Production Deployment of modified portals
6. Production Deployment of new utilities

Assumptions

None



Task Order Management Request & Initial Analysis

Customer assets available to assist in completion of this Task Order

Requirements: Select MSC Experts will serve as a design team and contribute to the functional definition and look and feel of the announcements sections.

Deliverable Acceptance: Sandi Fry

Section II

Task List and proposes schedule and resources

Task	Task / Task Description	Schedule / Staff
Analysis and Design		
1	<p>High Level Description</p> <p>A business analyst will work with Sandi Fry to create a user expert team to participate in the web portal announcement design and design acceptance processes.</p> <p>The business analyst will meet with MSC WIC System experts; review requirements; and, with the help of the experts, create, model, and describe a high level design on how the portal announcement pages will look, function, and operate.</p>	<p>April 1th - 7th</p> <p>Business Analyst: Richelle/Steve</p>
2	<p>Guided Walk through</p> <p>The business analysts will convene a meeting for the user expert team and conduct a guided review of the High Level design document for the web portal announcement pages. The business analyst will also serve as meeting scribe, recording decisions, concerns, and suggestions for improvements.</p>	<p>April 8th</p> <p>Business Analyst: Richelle/Steve</p>
3	<p>Detail Level Description with paper prototypes</p> <p>The business analyst will meet with Sandi Fry to review the notes from the meeting. Sandi Fry will direct which design suggestions are to be incorporated into the final design. The business analyst will create a detailed functional design documents with accompanying paper prototypes to aid the user group in visualizing the new portal announcement functionality.</p>	<p>April 9nd - April 24th</p> <p>Business Analyst: Richelle/Steve</p>
4	<p>Portal Fun-Specs</p> <p>The business analyst will create functional specifications for the new portal announcement functionality</p>	<p>April 24th - May 1st</p> <p>Business Analyst: Richelle/Steve</p>



**Task Order Management
Request & Initial Analysis**

5	Test Cases The business analyst will create/update test cases and scripts for the new portal announcement functionality.	May 4th - May 8th Business Analyst: Richelle/Steve
Initial Development		
6	The existing portals will be modified to include the new announcement sections.	May 11th - May 20th Developer: Russ
7	The Vendor Management application will be modified to include a new utility for managing the announcements on the Vendor Portal.	May 20th - May 22nd Developer: Russ
8	The Central Office Utilities application will be modified to include a new utility for managing the announcements on the Client Portal.	May 20th - May 22nd Developer: Russ
UAT Support		
9	Portal announcement and utility testing	May 14th - May 25th Tester: New Tester
Production Deployment of Portals		
10	Guided UAT of announcements and utilities.	May 27th Business Analyst: Richelle/Steve
Production Deployment of Utilities		
11	Deploy portals to production	May 28th - May 29th Developer: Russ
12	Guided UAT of announcements and utilities. The utilities will be deployed with the SQL Server ready releases of the Vendor Management and Central Office Utilities applications.	Oct 16th - Oct 31st Developer: Russ



Task Order Management Request & Initial Analysis

Deliverables to be completed

CQuest will submit six (6) invoices to the Payment Source indicated below. Any MSC program that is not listed in the Payment Source are not obligated, financially or otherwise, for this work if the designated program defaults on the following payment schedule:

Del #	Deliverable Description	Task #s	Invoice Amount	Due Date	Payment source
1	Analysis and Design	1,2,3, 4, 5	\$3,180	5/15/2015	New Hampshire WIC Program
1	Analysis and Design	1,2,3, 4, 5	\$29,558	5/15/2015	Kansas WIC Program
2	Initial Development	6, 7, 8	\$10,240	6/10/2015	Kansas WIC Program
3	Testing	9	\$7,360	6/12/2015	Kansas WIC Program
4	Guided UAT of announcements and utilities.	10	\$1,408	6/15/2015	Kansas WIC Program
5	Production Deployment of portals	11	\$1,408	7/31/2015	Kansas WIC Program
6	Production Deployment of Utilities	12	\$1,408	11/10/2015	Kansas WIC Program
	Total		\$54,562		

Acceptance Criteria

Deliverable	Acceptance Criteria
1. Analysis and Design	Design is complete. Analysis documents have been accepted. Design walk through is complete. Functional specifications have been created and updated.
2. Initial Development	Initial Development has been completed and demonstrated to Sandi Fry.
3. Testing.	Testing has removed all known defects. The guided UAT encounters no defects.
4. UAT	Guided UAT has been completed. Software is approved for production deployment.
5. Production Deployment of portals	Portals are in production. A QA pass shows that there are no defects.
6. Production Deployment of Utilities	Portal utilities are in production. A QA pass shows that there are no defects.

Risk and Impact Assessment Start Date: N/A

Risk and Impact Assessment Finish Date: N/A

Staffing resources required to complete Risk and Impact Assessment: N/A

Estimated Hours needed to complete Risk and Impact Assessment: N/A

CQuest's Initials: M
Date: 03/13/2015



**Task Order Management
Request & Initial Analysis**

Estimate of MSC resources and hours required to complete Risk and Impact Assessment: N/A

Impact of completing Risk and Impact Assessment on other activities currently being addressed: N/A

Cost to MSC for CQuest to perform Risk and Impact Assessment: N/A

Section III

MSC Review of the Initial Analysis

This section is completed by MSC Single Point of Contact.

- ☒ Proceed with the Task Order as described
☐ Proceed with and Invoice for a Risk and Impact Assessment
☐ Request withdrawn

ITCA Approval

Authorized signature of ITCA to proceed as Indicated In ITCA Review of the Initial Analysis.

Marilyn Joseph
Authorized ITCA Signature

Date: 11/5/15

Kansas Approval

Authorized signature of Kansas to proceed as Indicated In Kansas Review of the Initial Analysis.

David Thomas
Authorized Kansas Signature

Date: 11/6/15

New Hampshire Approval

Authorized signature of New Hampshire to proceed as Indicated In New Hampshire Review of the Initial Analysis.

Margaret Murphy
Authorized New Hampshire Signature

Date: 11/7/15

Approved by CQuest

Authorized signature of CQuest to proceed as Indicated In the MSC Review of the Initial Analysis.

[Signature]
Authorized CQuest Signature

Date: 11/5/2015



Nicholas A. Toumpas
Commissioner

José Thier Montero
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4546 1-800-852-3345 Ext. 4546
Fax: 603-271-4779 TDD Access: 1-800-735-2964



August 8, 2014

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, to enter into an agreement with CQuest America, Inc., (Vendor # 168898-B001) 500 S. 9th Street, Springfield, IL, 62701 in an amount not to exceed \$3,546,542, to provide Operations and Maintenance Services for the New Hampshire Women, Infants, and Children Program's Management Information System to be effective **retroactive** to August 1, 2014 through June 30, 2022.

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, SFY 2020, SFY 2021, and SFY 2022 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 Governor and Executive Council, if needed and justified.

05-95-90-902010-52600000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, WIC SUPPLEMENTAL NUTRITION PROGRAM

9/3/14
#23

Retroactive
100% federal funds

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	102-500731	Contracts for Prog Svc	90006015	\$436,680
SFY 16	102-500731	Contracts for Prog Svc	90006015	\$436,680
SFY 17	102-500731	Contracts for Prog Svc	90006015	\$436,680
SFY 18	102-500731	Contracts for Prog Svc	90006015	\$436,680
SFY 19	102-500731	Contracts for Prog Svc	90006015	\$436,680
SFY 20	102-500731	Contracts for Prog Svc	90006015	\$445,413
SFY 21	102-500731	Contracts for Prog Svc	90006015	\$454,322
SFY 22	102-500731	Contracts for Prog Svc	90006015	\$463,407
			Total	\$3,546,542

EXPLANATION

Retroactive approval is requested in order for NH to meet the United State Department of Agriculture's approved start date of August 1, 2014. This is a multi-state initiative for the Women, Infants, and Children Programs of New Hampshire, Kansas and the Inter Tribal Council of Arizona. The three states use the same integrated management information and therefore collaborated on a single solicitation for one contractor to provide Operations, Maintenance and Hosting Services for the system. Working through three different procurement and contracting units was a complex process with unforeseen delays.

Funds in this agreement will be used for the operations, maintenance and hosting of the New Hampshire Women, Infants, and Children StarLINC Management Information System. Having an automated benefits management system is a Federal requirement.

The Healthy Eating and Physical Activity Section administers the USDA Special Supplemental Nutrition Program for Women, Infants and Children serving more than 15,000 consumers. The Program uses an integrated benefits management system called StarLINC. This automated system is used to determine client financial eligibility and nutritional needs both for nutrition education and supplemental foods. The system issues paper food vouchers that participants redeem at the grocery store. StarLINC interfaces directly with the State's accounting system, enabling online payments to grocery stores. The StarLINC system allows the program to quickly identify duplicate clients, suspended clients, and identify fraudulent requests for payment for grocery stores, while maximizing the efficiency of the processing of food vouchers for payment.

Should Governor and Council determine to not authorize this retroactive request as of August 1, 2014, the State would not be in compliance with Federal regulations and could not operate the Special Supplemental Nutrition Program for Women, Infants and Children Program.

The State of Kansas released a Request for Proposal for the *"Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium: State of Kansas Department of Health and Environment, New Hampshire Department of Health and Human Services and the Inter Tribal Council of Arizona"* in accordance with their procurement rules and regulations on December 23, 2013. A link to the RFP was posted on the State of NH Department of Health and Human Services website on January 7, 2014.

One proposal was received in response to the Request for Proposals. The proposal review committee was representative of the three states and had Women, Infants, and Children Program and Department of Information Technology staff. A summary of this review process is attached

As referenced in the Request for Proposals, Renewals Section, this competitively procured Agreement has the option to extend for seven (7) 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:

- Timeliness in modification of federally regulated and food industry mandated changes.
- Assurance of appropriate daily maintenance of StarLINC system.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
August 8, 2014
Page 3

Area served: Statewide.

Source of Funds: 100% Federal Funds from the United States Department of Agriculture,
CFDA # 10.557, and Federal Award Identification Number (FAIN) 14144NH703W1003.

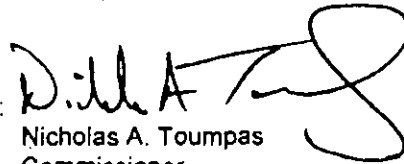
In the event that the Federal Funds become no longer available, General Funds will not be
requested to support this program.

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
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www.nh.gov/doit

Peter C. Hastings
Commissioner

July 28, 2014

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 CQuest America, Inc. as described below and referenced as DoIT No. 2014-017.

The purpose of this contract is to provide technical services for hosting, operations, software maintenance, technical support services, and software enhancements to the StarLINC System, currently used by the State of New Hampshire DHHS Women, Infants, and Children (WIC) Program. The funding amount is \$3,546,542, and the contract term is from August 1, 2014 through June 30, 2022, with Governor and Executive Council Approval.

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

Sincerely,

A handwritten signature in black ink that reads "Peter C. Hastings".

Peter C. Hastings

PCH/lrm
RFP 2014-017

cc: Margaret Murphy, DHHS
Leslie Mason, DoIT

Contract 2014-017 – Operation and Maintenance Services of the NH Women, Infants and Children Management Information System

The State of Kansas released a Request for Proposal for the "Operations and Maintenance of WIC MIS for the Multi-State WIC Consortium: State of Kansas Department of Health and Environment, New Hampshire Department of Health and Human Services and the Inter Tribal Council of Arizona" in accordance with their procurement rules and regulations on December 23, 2013. A link to the RFP was posted on the State of NH Department of Health and Human Services website on January 7, 2014.

In accordance with the State of Kansas Consortium based Procurement Procedures, Representatives from the State of Kansas, the State of New Hampshire and ITCA evaluated the proposal for compliance with the RFP and ability to provide the services requested.

Members of the review panel were:

State of NH

Margaret Murphy, Administrator, Healthy Eating & Physical Activity Section
Leslie Mason, DOIT Contracts Manager
Martha Wells, Business Systems Analyst I
Gerald Bardsley, Business System Analyst I

Inter Tribal Council of Arizona

Mindy Jossefides, Director, WIC Program

State of Kansas

David Thomason, Director, Nutrition and WIC Services
Kelly Williams, Deputy Chief Information Officer
Sandi Fry, IT Project Manager
Randy Volz, Program Analyst

KDHE Fiscal Management

Kelly Chilson, Director, Fiscal Management

The MSC received one response to the RFP.

The panel held several meetings and a conference call with the vendor. After receiving clarification from the vendor on some of their responses the review committee concluded that the vendor met the requirements of the RFP and could provide all requested services.

The unanimous approval of this vendor by the review panel was sent to the Kansas Procurement Negotiation Committee (PNC) and they awarded the bid to CQuest America, Inc.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND CHILDREN MANAGEMENT
INFORMATION SYSTEM
CONTRACT 2014-017
AGREEMENT- PART I

Subject: Operations and Maintenance Services of the NH Women, Infants, and Children Management Information System

AGREEMENT

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

GENERAL PROVISIONS

I. IDENTIFICATION.

1.1 State Agency Name Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name CQuest America, Inc.		1.4 Contractor Address 500 South 9 th Street Springfield, Illinois, 62701	
1.5 Contractor Phone 217-541-7387	1.6 Account Number 05-95-90-902010-5260-102-500731	1.7 Completion Date June 30, 2022	1.8 Price Limitation \$3,546,542
1.9 Contracting Officer for State Agency Brook Dupee, Bureau Chief <i>Brook Dupee</i>		1.10 State Agency Telephone Number 603-271-4483	
1.11 Contractor Signature <i>[Signature]</i>		1.12 Name and Title of Contractor Signatory H. Kevin Davis, President & CEO	
1.13 Acknowledgement: State of Illinois, County of <u>SANGAMON</u> On <u>8/5/2014</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 <i>Karen Hardy</i> <div style="border: 1px solid black; padding: 5px; display: inline-block; text-align: center;"> OFFICIAL SEAL KAREN HARDY NOTARY PUBLIC - STATE OF ILLINOIS </div>			
1.13.2 Name and Title of Notary or Justice of the Peace <div style="border: 1px solid black; padding: 5px; display: inline-block; text-align: center;"> NOTARY COMMISSION EXPIRES 12/31/14 </div>			
1.14 State Agency Signature <i>[Signature]</i>		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: <i>[Signature]</i> <u>Megan A. Yapple</u> On: <u>8/20/14</u>			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			

[Signature]
08/05/2014

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.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND CHILDREN
MANAGEMENT INFORMATION SYSTEM
CONTRACT NUMBER 2014-017
AGREEMENT – PART 2

TERMS AND DEFINITIONS

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

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Reviews.
Acceptance Period	The timeframe during which the Acceptance Test is performed.
Acceptance Plan	The Acceptance Plan provided by CQuest and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software, the System, or Contract Deliverables.
Access Control	Supports the management of permissions for logging onto a computer or network.
Agreement	A contract duly executed and legally binding.
Applied Hours	An hour of direct labor capable of exact quantitative measurement performed by IT personnel engaged in creating and/or regulating the technical activities of the contract.
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system.
Bidder	Any person, corporation, or partnership who chooses to submit a proposal.
Bug	An error, flaw, mistake, failure, or fault in a computer program that prevents it from behaving as intended (e.g., producing an incorrect result).
CCP	Change Control Procedures.
Costs	Shall mean those direct and indirect items of expense determined by the Department to be allowable and reimbursable in accordance with cost and accounting principles established in accordance with state and federal laws, regulations, rules and orders.
CR	Change Request.

2014-017- Part 2
Initial and Date All Pages:
CQuest's initials: NO
Date: 08/05/2014

**STATE OF NEW HAMPSHIRE
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Certification	CQuest's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that CQuest has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Control	Formal process for initiating changes to the proposed solution or process once development has begun.
Committee Report	A report prepared by the Procurement Manager and the Procurement Negotiating Committee for submission to the Director of Purchases for contract award that contains all written determinations resulting from the conduct of a procurement requiring the evaluation of competitive sealed proposals.
Committee	The Procurement Negotiating Committee.
Confidential Information	Information required to be kept confidential from unauthorized disclosure.
Contract	This Agreement between the State of New Hampshire and CQuest, which creates binding obligations for each party to perform as specified in the Contract Documents.
CQuest	CQuest America, Inc.
Data	State's records, files, forms, data and other documents or information, in either electronic or paper form, that will be used /converted by CQuest 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 materially conforming to its Specifications.</p> <p>Class A Deficiency –</p> <ul style="list-style-type: none">(i) Software - Critical, does not allow the System to operate, no work around, demands immediate action;(ii) Written Documentation - missing significant portions of information or unintelligible to the State;(i) Non Software - Services were inadequate and require re-performance of the Service. <p>Class B Deficiency –</p> <ul style="list-style-type: none">(ii) Software - important, does not stop operation and/or there is a work around and user can perform tasks;(iii) Written Documentation - portions of information are missing but not enough to make the document unintelligible;(iii) Non Software - Services were deficient, require reworking, but do not require re-performance of the Service.

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Initial and Date All Pages:
CQuest's initials: AK
Date: 08/05/2014

STATE OF NEW HAMPSHIRE
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Class C Deficiency –

- (i) Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System;
- (ii) Written Documentation - minimal changes required and of minor editing nature;
- (iii) Non Software - 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 CQuest to the State or under the terms of a Contract requirement.
Department	An agency of the State.
Desirable	The terms "may", "can", "should", "preferably", or "prefers" identify a desirable or discretionary item or factor.
Determination	Means the written documentation of a decision of a Procurement Manager including findings of fact required to support a decision. A determination becomes part of the procurement file to which it pertains.
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 August 1, 2014.
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.
Federal/State Law	Wherever federal or state laws, regulations, rules, orders, and policies, etc. are referred to in the Contract, the said reference shall be deemed to mean all such laws, regulations, etc. as they may be amended or revised from the time to time.
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 CQuest's cost experience in performing the Contract.
Finalist	A bidder who meets all the mandatory specifications of the Request for Proposals (RFP) and whose score on evaluation factors is sufficiently high to qualify that bidder for further consideration by the Procurement Negotiating Committee.

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Initial and Date All Pages:

CQuest's initials: AO
Date: 08/05/2014

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FNS	The Food and Nutrition Services, part of the US Department of Agriculture.
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.
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization.
Integration	Defined as a seamless sharing of client data (from the system user's perspective), through a common user interface.
Intrusion Detection	Supports the detection of illegal entrance into a computer system.
Key Project Staff	Personnel identified by the State and by CQuest as essential to work on the Project.
Maintenance	Defined as the normal day-to-day system processing operations. Maintenance includes; but, is not limited to, operating the StarLINC software within the hosted environment and correcting system errors to meet specifications.
MIS	Management Information System.
Modification	Defined as a request for a change to an existing specification in the system based upon USDA recommendations, requirements and regulations, guidelines and mandates. Once a modification has been completed and approved by the MSC, its' continued monitoring falls under the auspices of maintenance.
MSC	Multi-State WIC Consortium which includes New Hampshire (NH), Kansas (KS), and the Inter Tribal Council of Arizona (ITCA).
Normal Business Hours	As mutually agreed upon and documented in the Service Level Agreement (SLA).
Open Data Formats	A data format based on an underlying Open Standard.

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Initial and Date All Pages:

CQuest's initials: MM
Date: 08/05/2014

STATE OF NEW HAMPSHIRE
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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.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted CQuest'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 CQuest to ensure a successful Project.
Project Managers	The persons identified who shall function as the State's and CQuest'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).
Procurement Negotiating Committee	(PNC) means a body appointed by Kansas Department of Health & Environment management to perform the evaluation of offer or proposals and negotiate the contract pursuant to 17300-EVT0002842.
Proposal	The submission from a vendor in response to the Request for a Proposal or Statement of Work.
Purchase Order	The document which directs CQuest to deliver items of tangible personal property or services pursuant to an existing contract.
Review	The process of reviewing Deliverables for Acceptance.

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Initial and Date All Pages:
CQuest's initials: ABJ
Date: 08/05/2014

**STATE OF NEW HAMPSHIRE
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Review Period	The period set for review of a Deliverable as mutually agreed upon and documented in the Acceptance Plan.
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.
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 CQuest and the State specifying the level of Service that is expected of, and provided by, CQuest during the term of the Contract.
Services	The work or labor to be performed by CQuest on the Project as described in the Contract.
Software	All custom Software and COTS Software provided by CQuest under the Contract.
Software Deliverables	COTS Software and Enhancements.
Software License	Licenses provided to the State under this Contract.
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 129 Pleasant Street Concord, NH 03301 Reference to the term "State" shall include applicable agencies.
State Confidential Information	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A. http://www.gencourt.state.nh.us/rsa/html/V1/91-A/91-A-mrg.htm

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State Data	Any information contained within State systems in electronic or paper format.
State Project Leader	State's representative with regard to Project oversight.
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, CQuest, which is performing Services under this Contract under a separate Contract with or on behalf of CQuest.
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
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 CQuest is supporting System changes.
UAT	User Acceptance Test.
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.
CQuest/ Contracted CQuest	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.
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.

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Verification	Supports the confirmation of authority to enter a computer system, application, or network.
Warranty Period	A period of coverage during which CQuest 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 CQuest during the Warranty Period.
Work Hours	CQuest personnel assigned to this Contract shall work the business hours as mutually agreed upon and documented in the Service Level Agreement.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by CQuest either in paper or electronic format.

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INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through Department of Health and Human Services ("DHHS" or "NH"), and CQuest America, Inc. ("CQuest"), having its principal place of business at 500 S. 9th Street, Springfield, IL 62701.

The contractor shall provide hosting, operations, software maintenance, technical support services, and software enhancements for StarLINC, the Management Information System ("MIS") operated by the Women, Infants and Children (WIC) program.

RECITALS

The State desires to have CQuest provide hosting, operations and maintenance services for New Hampshire DHHS, Women, Infants and Children Program's MIS as a member of the Multi-State WIC Consortium.

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 of New Hampshire Contract 2014-017 Agreement, General Provisions as contained in the Form P-37
- B. Part 2 – State of New Hampshire Contract 2014-017 Agreement
- C. Part 3 – State of New Hampshire Contract 2014-017 Consolidated Exhibits
 - Exhibit A- Contract Deliverables
 - Exhibit B- Price and Payment Schedule
 - Exhibit C- Special Provisions
 - Exhibit D- Administrative Services
 - Exhibit E- Implementation Services (Not Used)
 - Exhibit E-I Security and Infrastructure
 - Exhibit F- Testing Services
 - Exhibit G- Hosting, Maintenance and Support Services
 - Exhibit H- Requirements Response
 - Exhibit I- Service Level Agreement by Reference
 - Exhibit J- Software License
 - Exhibit K- Warranties and Warranty Services
 - Exhibit L- Training Services (Not Used)
 - Exhibit M- The Multi-State WIC Consortium RFP with Amendments, by Reference
 - Exhibit N- Vendor Proposal, by Reference
 - Exhibit O- Special Exhibits, Attachments, and Certifications

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Initial and Date All Parties:

CQuest's initials: CP

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D. RFP 17300-EVT0002842 (Kansas) Operations and Maintenance of WIC MIS for the Multi-State Consortium (MSC), dated December 23, 2013 including the following documents:

1. State of Kansas Event Details
2. NH P-37
3. Section 5 - Specifications
4. Attachment E – Response Requirements
5. Attachment F – Federal Clauses
6. Amendment 1 – KDHE Response to Questions
7. Amendment 2 – KDHE Extension of Due Date

E. CQuest's Proposal, dated February 4, 2014 including the following documents:

1. CQuest's Cost Proposal dated February 4, 2014
2. CQuest's Response to the MSC's Attachment E – Response Requirements
3. Appendix A – Operations Reports
4. Appendix B – Test Cases
5. Appendix C – Acceptance Plans
6. Appendix D – Draft MSC Service Level Agreement

F. CQuest's Best and Final Offer Documents including:

1. CQuest's Cost Proposal Dated April 16, 2014
2. CQuest's Response to Questions dated April 16, 2014
3. CQuest's Response to OWASP Question dated April 24, 2014

1.2 Order of Precedence

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

- a. The State of New Hampshire Terms and Conditions, Form P-37 Contract Agreement - Part 1
- b. State of New Hampshire, Department of Health and Human Services Contract Agreement - Part 2
- c. State of New Hampshire, Department of Health and Human Services Contract Agreement - Part 3
- d. RFP 17300-EVT0002842 (Kansas) Operations and Maintenance of WIC MIS for the Multi-State Consortium (MSC), dated December 23, 2013; then
- e. CQuest's Best and Final document, dated April 24, 2014
- f. CQuest's Best and Final Cost Proposal and Response to Questions document, dated April 16, 2014
- g. CQuest's Proposal, dated February 4, 2014.

1.3 Contract Term

The Contract and all obligations of the parties hereunder shall become effective after full execution by the parties, and the receipt of required governmental approvals, including, but not limited to, August 1, 2014 ("Effective Date").

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The Contract shall begin on August 1, 2014 and extend through June 30, 2022.

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

Time is of the essence in the performance of CQuest'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.

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

3. CONTRACT MANAGEMENT

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

3.1 CQuest's Contract Manager

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

Kevin Davis
President & CEO
500 S. 9th Street
Springfield, IL 62701
Tel: (217) 528-8264
Fax: (217) 541-7461
Email: KDavis@CQuest.us

3.2 CQuest's Project Manager

3.2.1 Contract Project Manager

CQuest shall assign a Project Manager who meets the requirements of the Contract, including but not limited to, the requirements set forth in the RFP. CQuest's selection of the CQuest Project Manager shall be subject to the prior written approval of the State. The State's

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approval process may include, without limitation, at the State's discretion, review of the proposed CQuest Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of CQuest'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 CQuest'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 CQuest's representative for all administrative and management matters. CQuest's Project Manager shall perform the duties required under the Contract, including, but not limited to, those set forth in the Contract. CQuest's Project Manager or his/her designee must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State. CQuest's Project Manager must work diligently and use his/ her best efforts on the Project.

3.2.3 CQuest shall not change its assignment of CQuest's Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of CQuest's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than CQuest's Project Manager being replaced; meet the requirements of the Contract, (including but not limited to, the requirements set forth in 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. CQuest shall assign an acting CQuest Project Manager within ten (10) business days of the departure of the prior CQuest Project Manager to provide competent Project Management Services until a qualified replacement can be secured.

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

3.2.5 The Contracted CQuest Project Manager is:

William Roth
Project Manager
500 S. 9th Street
Springfield, IL 62701
(217) 528-8264
(217) 541-7461
Email: wroth@cquest.us

3.3 CQuest Key Project Staff

3.3.1 CQuest shall assign Key Project Staff who meet the requirements of the Contract, meeting the requirements set forth in Exhibit H. The State may conduct reference and background checks on CQuest Key Project Staff. The State reserves the right to require removal or reassignment of CQuest's Key Project Staff who are found unacceptable to the State. Any background

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checks shall be performed in accordance with the Contract Agreement Section 4.10:
Background Checks.

3.3.2 CQuest shall not change any Contracted CQuest Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of CQuest Key Project Staff will not be unreasonably withheld. The replacement CQuest Key Project Staff shall have comparable or greater skills than CQuest Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in Exhibit H 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 CQuest in default and to pursue its remedies at law and in equity, if CQuest fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with CQuest's replacement Project staff.

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

CQuest's Key Project Staff:

Name	Key Staff	Function/Job Title	Full or Part Time
William Roth	✓	Project Manager	Full Time
Erik Fenstermaker	✓	Senior Network Analyst	Part Time
Beth Munn	✓	DBA/DA	Full Time
Becky Trinkle	✓	Quality Assurance Specialist	Full Time
Don Finch	✓	Technical Writer	Full Time
Sonthana Thongsithavong	✓	Help Desk Lead	Part Time

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:

Margaret Murphy, WIC State Director
DHHS, Division of Public Health Services
29 Hazen Drive
Concord, NH 03301
Tel: (603) 271-4545
Fax: (603) 271-4779
Email: mmurphy@dhhs.state.nh.us

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3.5 State Project Manager

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

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

The State Project Manager is:
Margaret Murphy, WIC State Director
DHHS, Division of Public Health Services
29 Hazen Drive
Concord, NH 03301
Tel: (603) 271-4545
Fax: (603) 271-4779
Email: mmurphy@dhhs.state.nh.us

3.6 Background Checks

The State may, at its sole expense, conduct reference and background screening of the CQuest Project Manager and CQuest 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*.

4. DELIVERABLES

4.1 CQuest Responsibilities

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

CQuest may subcontract Services subject to the provisions of the Contract. 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. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

4.2 Deliverables and Services

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

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

4.3 Non-Software and Written Deliverables Review and Acceptance

After receiving written Certification from CQuest that a Non-Software or Written Deliverable is final, complete, and ready for Review, the State will Review the Deliverable to determine whether it meets the specifications outlined in the contract. The State will notify CQuest in writing of its Acceptance or rejection of the Deliverable within five (5) business days or as mutually agreed upon in the Acceptance Plan. If the State rejects the Deliverable, the State shall notify CQuest of the nature and class of the Deficiency and CQuest shall correct the Deficiency within the period identified in the final Service Level Agreement and any subsequent modifications. If no period for CQuest's correction of the Deliverable is identified, CQuest shall correct the Deficiency in the Deliverable within five (5) business days. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify CQuest of its Acceptance or rejection thereof, with the option to extend the Review Period up to five (5) additional business days. If CQuest fails to correct the Deficiency within the allotted period of time, the State may, at its option, continue reviewing the Deliverable and require CQuest to continue until the Deficiency is corrected, or immediately terminate the Contract, declare CQuest in default, and pursue its remedies at law and in equity. Upon mutual agreement this timeframe may be modified.

4.4 System/Software Testing and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Part 3, Exhibit F: *Testing Services*

4.5 Security

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

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

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

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5. SOFTWARE

As applicable, all original software and software code and related intellectual property developed or created by CQuest in the performance of its obligations under this Contract or any Task Order issued under this Contract, shall become the sole property of the Multi-State WIC Consortium and its members. CQuest will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer-based training modules, electronically or magnetically recorded material, used to develop this software or software code and related intellectual property to the state entity for which it was developed.

6. WARRANTY

CQuest shall provide the Warranty and Warranty Services set forth in the Contract, and particularly described in Part 3, Exhibit K: *Warranty and Warranty Services*.

7. SERVICES

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

7.1 Administrative Services

CQuest shall provide the State with the administrative Services set forth in the Contract, and particularly described in Part 3, Exhibit D: *Administrative Services*.

7.2 Testing Services

CQuest shall perform testing Services for the State set forth in the Contract, and particularly described in Part 3, Exhibit F: *Testing Services*.

7.3 Maintenance and Support Services

CQuest shall provide the State with Hosting, Maintenance, and Support Services for the Software set forth in the Contract, and particularly described in Part 3, Exhibit G: *Hosting, Maintenance, and Support Services*.

8. SERVICE LEVEL AGREEMENT (SLA)

CQuest will work with the State to draft a Service Level Agreement ("SLA") that shall include, without limitation, a detailed description of the services, priorities, roles, and responsibilities. The SLA will document the level of service for each area of service scope such as: Operations Services, Maintenance Services, Help Desk Services, Disaster Recovery procedures, reporting, and the responsibilities of CQuest and the State.

The initial SLA shall be developed and mutually agreed upon. CQuest shall review and update the SLA annually, as necessary. Any such updates to the SLA must be approved by the State and Contractor in writing, prior to final incorporation into Contract Exhibit I: *Service Level Agreement*.

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The updated Contract Exhibit I: Service Level Agreement, as approved by the State, is incorporated herein by reference.

9. TASK ORDERS

The State may make changes or revisions at any time by written Task Order using the process described in the Multi-State WIC Consortium (MSC) RFP Attachment E Sections 5.4.1, 5.4.2, 5.4.3. The State originated changes or revisions shall be approved by the Department of Information Technology. CQuest shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the SLA.

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

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

10. INTELLECTUAL PROPERTY

As applicable, all original software and software code and related intellectual property developed or created by CQuest in the performance of its obligations under this Contract or any Task Order issued under this Contract, shall become the sole property of the Multi-State WIC Consortium and its members. CQuest will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer-based training modules, electronically or magnetically recorded material, used to develop this software or software code and related intellectual property to the state entity for which it was developed.

10.1 State's Data

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

10.2 CQuest's Materials

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

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10.3 Without limiting the foregoing, the parties agree that the general knowledge referred to herein cannot include information or records excluded from public disclosure under New Hampshire RSA Chapter 91-A.

10.4 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.

10.5 Software Source Code

CQuest shall provide the State with a copy of the source code on a quarterly basis for archival.

10.6 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, CQuest 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*). CQuest 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 CQuest's performance under the Contract.

11.2 State Confidential Information

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

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disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

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

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

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 CQuest shall not exceed the total Contract price set forth in Contract Agreement, Section 1.8 of the Contract Agreement –Part 1- General Provisions.

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CQuest's initials: AV

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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 CQuest

Subject to applicable laws and regulations, in no event shall CQuest be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and CQuest's liability to the State shall not exceed two times (2X) the total annual cost as set forth in Part 3, Exhibit C, Section 1 Deliverable Payment Schedule. Contract price set forth in Contract Agreement, Section 1.8 of the Contract Agreement -Part 1-General Provisions.

Notwithstanding the foregoing, the limitation of liability in this Contract Section 12.2 shall not apply to CQuest'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 shall survive termination or Contract Conclusion.

13.1 Termination for Default

Section 8 of the State of New Hampshire standard Contract form P-37 shall govern termination by default.

In the event of termination by default, the State shall have the right to procure Services that are the subject of the Contract from another source and the Vendor shall be liable for reimbursing the State for 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 the Event of Default by the State, the Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

13.2 Termination for Convenience

The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to the Vendor. In the event of such termination for

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convenience, the State shall pay the Vendor the agreed upon price, if separately stated, 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 will be paid, in whole or in part, generally in accordance with the pricing worksheet submitted with the Vendor's RFP.

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

13.3 Termination for Conflict Of Interest

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

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

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

13.4 Termination Procedure

13.4.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the Vendor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

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

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts; with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;

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- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Vendor and in which State has an interest;
- d. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State; and
- e. Provide written certification to the State that Vendor has surrendered to the State all said property.

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14. CHANGE OF OWNERSHIP

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

15. ASSIGNMENT, DELEGATION AND SUBCONTRACTS

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

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

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

16. DISPUTE RESOLUTION

In the event of any dispute, claim, question, or disagreement arising out of or relating to this contract ("dispute"), the parties shall act immediately and will use their best efforts to settle such dispute. To this effect, they shall consult and negotiate with each other, in good faith, and

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recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to the Vendor and NH DHHS. The parties agree that the existence of a dispute notwithstanding, each party shall continue, without delay, to carry out all their respective responsibilities under the contract on all non-disputed work.

A party may escalate efforts to resolve any dispute by initiating a written notice to the following representatives of the parties within 10 (ten) business days of failing to reach agreement under this subsection of the Contract:

LEVEL	CQUEST	STATE OF NH	TIME
Primary	Kevin Davis (or successor) CEO	Margaret Murphy (or successor) Director, NH WIC Services	As agreed upon in the final SLA and any modifications.
First	Kevin Davis (or successor) CEO	Patricia Tilley (or successor) Bureau Chief, BPHCS	As agreed upon in the final SLA and any modifications.
Second	Kevin Davis (or successor) CEO	José Thier Montero, MD, MHCDS (or successor) Director, NH DPHS	As agreed upon in the final SLA and any modifications.
Third	Kevin Davis (or successor) CEO	Nicholas Toumpas (or successor) Commissioner, DHHS	As agreed upon in the final SLA and any modifications.

If the dispute cannot be resolved according to the process above, any party may submit a written appeal to the Director of NH Division of Public Health Services within ten (10) business days of the conclusion of the above process. The decision of the Commissioner shall be final and conclusive as to the position of NH DHHS under the contract, and thereafter the Contractor or NH DHHS may seek additional remedies as provided for in this contract or under the law.

17. GENERAL PROVISIONS

17.1 Travel Expenses

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

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

17.2 Shipping and Delivery Fee Exemption

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

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17.3 Project Workspace and Office Equipment

N/A

17.4 Access/Cooperation

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

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

17.5 Computer Use

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), CQuest 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 CQuest access or attempt to access any information without having the express authority to do so.
- c. That at no time shall CQuest 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 CQuest 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 CQuest. Personal software shall not be installed on any equipment.
- e. That if CQuest 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.

17.6 Email Use

N/A

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17.7 Internet/Intranet Use

N/A

17.8 Regulatory Government Approvals

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

17.9 Force Majeure

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

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

17.10 Insurance

17.10.1 CQuest Insurance Requirement

See Contract Agreement Part 1-Form P-37 Section 14 as modified in Part 3, Exhibit C Special Provisions, Section 2.1.

17.10.2 The ACORD Insurance Certificate should note the Certificate Holder in the lower left hand block as the State of New Hampshire, DHHS.

17.11 Exhibits

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

17.12 Venue and Jurisdiction

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

17.13 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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EXHIBIT A
CONTRACT DELIVERABLES

1. DELIVERABLES, MILESTONES AND ACTIVITIES

CQuest shall host and operate the StarLINC System, which will meet and perform in accordance with the System Documentation in addition to the Specifications and Deliverables that are defined in the Contract, including, but not limited to the final Service Level Agreement and any subsequent modifications.

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

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

2. DELIVERABLES, MILESTONES, AND ACTIVITIES SCHEDULE

2.1 Operations & Maintenance – Activities / Deliverables / Milestones

Reference Number	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
1	CQuest shall provide ongoing operation and maintenance of the StarLINC system.	Non-Software	Ongoing
2	CQuest shall maintain a secure hosting environment.	Non-Software	Ongoing
3	CQuest shall provide a secure Class A Data Center.	Non-Software	Ongoing
4	CQuest shall provide ongoing operations, technical support, system maintenance as described in the Contract, including the final Service Level Agreement.	Non-Software	Ongoing
5	CQuest shall provide extensive disaster recovery procedures meeting system availability requirements as described in the Contract, including the final Service Level Agreement.	Non-Software	Ongoing
6	CQuest must adhere to all MSC requirements for Task Orders as described in the Contract, including the final Service Level Agreement.	Written	Ongoing


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CONTRACT DELIVERABLES

7	CQuest shall provide help desk services as described in the Contract, including the final Service Level Agreement.	Non-Software	Ongoing
8	CQuest shall provide Local Clinics support and technical assistance to analyze, identify, and resolve problems.	Non-Software	Ongoing
9	CQuest must adhere to the MSC Communication Plan	Written	Ongoing
10	CQuest shall work with each State to mutually agree upon and update a Service Level Agreement (SLA) as described in the Contract.	Written	Ongoing
11	CQuest shall maintain, update and keep current complete documentation of the system as described in the Contract, including the final Service Level Agreement and Attachment B – Response Requirements.	Written	Ongoing
12	CQuest shall provide appropriate staffing levels as described in the Contract, including the final Service Level Agreement.	Non-Software	Ongoing

2014-017 - Exhibit A Contract Deliverables

Initial and Date All Pages:

CQuest's Initials 

Date 08/08/2014

Exhibit A

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EXHIBIT B
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Time and Materials Not to Exceed Price (NEP) Contract.

Costs for Year one (1) through five (5) shall not exceed as follows:

Year 1 - \$412,050 for Operation and Maintenance per year and \$24,630 for Hosting per year.
Year 2 - \$412,050 for Operation and Maintenance per year and \$24,630 for Hosting per year.
Year 3 - \$412,050 for Operation and Maintenance per year and \$24,630 for Hosting per year.
Year 4 - \$412,050 for Operation and Maintenance per year and \$24,630 for Hosting per year.
Year 5 - \$412,050 for Operation and Maintenance per year and \$24,630 for Hosting per year.

Costs for Year six (6) through (8) shall not exceed as follows:

Year 6 - \$420,291 for Operation and Maintenance per year and \$25,122 for Hosting per year.
Year 7 - \$428,697 for Operation and Maintenance per year and \$25,625 for Hosting per year.
Year 8 - \$437,270 for Operation and Maintenance per year and \$26,137 for Hosting per year.

CQuest shall be responsible for performing its obligations in accordance with the Contract.

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 \$3,546,542 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to CQuest for all fees and expenses, of whatever nature, incurred by CQuest 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

CQuest shall prepare one monthly invoice that details the hours worked for base operations and maintenance services applicable to all three members of the consortium. The invoice shall also list separately amount billed for individual state services (e.g. New Hampshire Hosting). The one monthly invoice shall be sent to all three states. Each state will individually pay for their portion of the invoice. The Monthly Status Report must accompany the invoice. Timesheets for the invoice time-period are to be provided to each Program upon request.

Task Orders will be invoiced separately.

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EXHIBIT B
PRICE AND PAYMENT SCHEDULE

Invoices shall be sent to:
Division of Public Health Services
WIC Program
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:
CQuest America, Inc.
500 S. 9th Street
Springfield, IL, 62701

5. OVERPAYMENTS TO CQUEST

CQuest 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 CQuest's invoices with appropriate information attached.

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EXHIBIT C
SPECIAL PROVISIONS

I. REVISIONS TO GENERAL PROVISIONS

- 1.1 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.

- 1.2 SUBPARAGRAPH 8 of the General Provisions of the contract. Event of Default/Remedies is amended by adding the following language:

Notwithstanding any provision in this Agreement to the contrary, any written notice of default provided by the State to Contractor shall specify the Event of Default, and may result in the suspension of payment only as to the Event of Default for which written notice has been provided. Payment for all other Services provided or to be provided by Contractor under the Agreement shall continue unaffected on the terms set forth herein. The State shall resume payments to Contractor that relate to the Event of Default once the State has verified that Contractor has cured the Event of Default

- 1.3 SUBPARAGRAPH 14.1.1 of the General Provisions of this contract is deleted and the following subparagraph is added:

14.1.1 comprehensive general liability against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$1,000,000 per occurrence and umbrella liability coverage in the amount of \$5,000,000 per occurrence.

- 1.4 Notwithstanding paragraph 18 of the P-37, an amendment limited to the adjustment of amounts between State Fiscal Years, related items, and amendment of related budget exhibits, can be made by written agreement of both parties and does not require additional approval of the Governor and Executive Council.

2014-017 - Exhibit C - Special Provisions

Initial and Date All Parties:

CQuest's Initials

Date: 08/05/2014

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SPECIAL PROVISIONS

1.5 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.

2. **NOTICE**- Replace notification to the addressed parties on Contract Agreement Part I- Section 17 at the addresses given in blocks 1.2 and 1.4 of the Form P-37, to notify the parties below:

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 following addresses or upon delivery by overnight mail i.e. FedEx or UPS.

TO CQuest America, Inc.:
CQuest America, Inc.
500 S. 9th Street
Springfield, IL, 62701
Tel: (277) 541-7387

TO STATE:
State of New Hampshire
DHHS/Division of Public Health Services
29 Hazen Drive
Concord, NH 03301
Tel: (603) 271-4545

3. **EXTENSION**

There are no extensions to this agreement after June 30, 2022.

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4. OTHER GENERAL PROVISIONS

4.1 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 Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:

- 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.

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EXHIBIT C
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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.

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

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

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

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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 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

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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 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.

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EXHIBIT D
ADMINISTRATIVE SERVICES

1. STATE MEETINGS AND REPORTS

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

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

- a. **Kickoff Meeting:** Participants will include the State, CQuest, and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.
- b. **Status Meetings:** Participants will include, at the minimum, the CQuest Project Manager and the State Project Manager. These meetings will be conducted at least monthly and address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from CQuest shall serve as the basis for discussion.
- c. **The final Service Level Agreement and any subsequent modifications** must be reviewed at each Status Meeting and updated, at minimum, once a year, in accordance with the Contract.
- d. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
- e. **Exit Meeting:** Participants will include Project leaders from CQuest and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

Drafting of formal presentations, such as a presentation for the kickoff meeting, will be CQuest's responsibility.

The CQuest Project Manager or CQuest Key Project Staff shall submit a monthly status report in accordance with the Schedule and terms of this Contract. All status reports shall be prepared in formats approved by the State. The CQuest's Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. CQuest shall produce Project status reports as defined in the MSC Communication Plan.

As reasonably requested by the State, CQuest shall provide the State with information or reports regarding the Project. CQuest 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.

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EXHIBIT D
ADMINISTRATIVE SERVICES

2. STATE-OWNED DOCUMENTS AND DATA

CQuest 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, CQuest shall turn over all State-owned documents, material, reports, and work in progress relating to the Contract to the State at no additional cost to the State.

3. RECORDS RETENTION AND ACCESS REQUIREMENTS

CQuest 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*.

CQuest 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. CQuest 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 electronically 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. CQuest 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 CQuest's cost structure and profit factors shall be excluded from the State's review.

4. ACCOUNTING REQUIREMENTS

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

5. WORK HOURS

Work hours will be mutually defined and documented in the final Service Level Agreement and any subsequent modifications.

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EXHIBIT E
IMPLEMENTATION SERVICES

Exhibit E, Implementation Services, is not applicable to this Contract.

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EXHIBIT E-1
SECURITY AND INFRASTRUCTURE

1. SECURITY

CQuest shall ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of the State's Information Technology resources, information, and services. Security requirements are defined in the Contract, including but not limited to, Attachment B – Proposal Response Requirements and Best and Final Offer (BAFO), dated April 24, 2014 and Best and Final Offer (BAFO), dated April 16, 2014. CQuest 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 Data.

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EXHIBIT F
TESTING SERVICES

Application Quality Assurance Testing

CQuest shall test the StarLINC system to ensure security and quality.

CQuest shall follow an approach to development and testing that includes extensive internal testing with the goal of a successful user acceptance test. The CQuest testing begins with planning; starting with the creation of a project and/or subproject within CQuest's on-line defect management tool (CustomerWise) that shall contain all new/modified features and functionality for the MSC WIC System. This list shall be reviewed on a routine basis with the MSC Project Manager to determine the set of features and functionality to be included in each release of an application and the timeframes for releasing each build from Development to Test. This process shall allow for the identification of the repairs and modifications before work begins on a new application release. CQuest customers shall have access to the defect management tool to enter new modification requests and/or review pending requests.

CQuest shall control the promotion of new release components through four distinct environments: development, CQuest validation (internal test), MSC acceptance (UAT), and production. A CQuest database administrator maintains valid databases for each environment.

During the initial development process, as errors and needed modifications are identified and approved, the CQuest Project Manager shall work with the CQuest developers to organize the resulting System modifications into planned releases of System applications. The CQuest Quality Manager, in conjunction with the Project Manager, shall schedule these releases with the MSC WIC Project Manager in order to plan resources for MSC acceptance of the releases.

Prior to placing any System change into production, the CQuest team shall undertake and direct the testing activities as described below, and as appropriate, to the nature of the software release.

Test cases shall be created using a combination of System Functional Specifications and Technical Specifications for the specific application.

Unit Test - the CQuest developers shall modify a logical module of code (e.g., screen or report) as specified, and then conduct a unit test to ensure the code meets quality standards. The unit test shall confirm that each module meets functional requirements and technical Specifications, and the development team records and maintains unit test results. When satisfied that work is complete, the Lead Application Developer shall notify the CQuest QA Lead that the component is ready for validation.

Integration Test – upon completion of unit testing for all modified application components, the CQuest QA Lead shall supervise the execution of the test plan for the application. In some cases, especially if there is a database schema modification, the test may include testing one or more components in other applications (such as reports).

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The CQuest integration test includes execution of some or all of the following test components depending on the nature of the software release:

- Standard Behavior, Exceptions, and Validation Rule Test
- Data Dictionary Reference Test
- Banking Test
- Data Conversion Test
- Performance Test

The integration test shall be performed iteratively with development, and it is the first test where results are monitored and reported. Each new build shall be tested first for new functionality, and then regression tested to ensure that no new bugs were introduced to previously working components of the System. The integration test shall continue until each test can be executed with no reported bugs. When development has "caught up" to testing and there are no active bugs, this milestone marks the point when testing transitions into the System test.

System Test – System Test shall ensure that the entire System is performing in accordance with the functional requirements and technical Specifications, including external System interfaces, if appropriate. System documents and user manuals shall be tested for completeness, accuracy, and usability. System test shall include the execution of some or all of the following test components depending on the nature of the software release:

- Data-Synchronization Test
- Database / Application Integration Test
- Data Dictionary / Database Crosswalk Test
- Major Entity Type Lifecycle Reference Test
- Utility / Lookup Reference Test
- Key Function Walk-Through

The System test is complete and the System is certified ready for User Acceptance Test after all tests pass the criteria established in the Acceptance Plan.

Regression Test – upon completion of the System test, CQuest shall implement regression testing for all subsequent System software releases. CQuest shall complete an impact analysis and develop a custom regression test to ensure that there are no negative unforeseen impacts to related System applications. This regression test approach is an internal test.

Test Tracking - for System enhancement projects of mid-to-large size or complexity where multiple screens, reports, and/or applications are affected (e.g. Food Rule project; .NET upgrade project) the CQuest QA Lead shall maintain a Test Tracking spreadsheet to track the status of all test scripts developed and/or modified. Results for each test script shall be entered in the Test Tracking spreadsheet. The spreadsheet shall include the status and percent complete of the Test Case Development and Test Case Execution.

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The Test Case Development statuses are:

- Not Started: Work has not started
- Draft In Progress: Test Case draft is being created
- Draft In Review: Test Case is in peer review
- Final In Progress: Test Case is being updated based on peer review
- Test Case Complete: Final Test Case is updated and completed

The Test Run Statuses are:

- Not Started: Not started
- In Progress: Test is currently being executed
- Passed: Test executed, all results met expectations
- Failed: Test executed at least one result did not meet expectations
- Hold: Run Test Case - too many issues to continue testing
- Bugs Tested: Bugs tested and fixed - did not re-run entire Test Case

Test Case Development Status			Test Case Development Status			Test Case Development Status			Test Case Development Status			Test Case Development Status		
ID	System	Current Test Name	Tester	Status	TC Complete No	IS	Complete	Test Run Status	Test Run Status	Test Run Status	Test Run Status	Test Run Status	Test Run Status	Test Run Status
1000	1	Health Interview - Interview Question	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1001	1	Health Interview - Health Interview Title	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1002	1	Health Interview - AFOS	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1003	1	Health Interview - Health Interview	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1004	1	Child Care Case	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1005	1	Change Location	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1006	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1007	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1008	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1009	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1010	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1011	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1012	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1013	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1014	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1015	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1016	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1017	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1018	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1019	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100
1020	1	Record of Pregnancy	Timothy	TC Complete	14,128	100	100	100	100	100	100	100	100	100

Sample Test Tracking Spreadsheet

User Acceptance Test Support -

A CQuest QA staff person shall be available to MSC WIC testers during active UAT testing. This person shall facilitate the description of UAT findings, communicate with CQuest's Lead Application Developer, and provide other additional support to facilitate the effectiveness and timeliness of the UAT. CQuest staff shall address UAT findings in a timely manner, classifying each finding as an error, a training issue, or a change request. CQuest staff shall assist with this classification and facilitate negotiations when necessary.

The CQuest application developer shall repair and unit test UAT findings as a top priority using CQuest formal configuration management protocols. CQuest testers shall test the repairs and record findings and repairs. When the first round of UAT is completed and all errors have been repaired and unit tested, we shall conduct a full integration test before installing a refined release of the System for the second round.

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Impact of "Changes" on Testing

Throughout the term of the Contract, changes to the MSC WIC System approved through a Change Control process shall be incorporated into the MSC WIC System. These changes may require the test cases to be changed or new test cases written as per the nature of the change. CQuest's Project Manager shall work closely with the MSC Project Manager to ensure features are not changed or added without review and approval by the MSC Project Manager. All change requests are analyzed by both the MSC and CQuest for business impact, feasibility, and priority and are estimated for cost and schedule impact. This analysis shall involve customer business experts and CQuest technical experts working together with the guidance of MSC and CQuest leadership. Approved change requests shall be added to the MSC O&M project schedule or are handled as Task Order changes. Functional and technical specifications, System documentation, and test cases shall be reviewed and updated to reflect the feature change.

CQuest shall utilize a standard project change request form and a defined process for change requests. These forms and process shall be reviewed with the MSC Project Manager upon contract award. CQuest shall use CustomerWise as an issue-tracking tool in order to easily integrate tracking issues, project change requests, defects, and Help Desk support.

Application Security Testing

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

- CQuest 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.
- 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.
- Test for Access Control; supports the management of permissions for logging onto a computer or network.
- Test for encryption; supports the encoding of data for security purposes.
- Test the Intrusion Detection; supports the detection of illegal entrance into a computer system.
- Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network.
- Test the Digital Signature; guarantees the unaltered state of a file.
- Test the User Management feature; supports the administration of computer, application and network accounts within an organization.
- Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network.
- Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system.

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- 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.
- Prior to the System being moved into production, the CQuest shall provide results of all security testing to each program for review and acceptance.

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EXHIBIT G
HOSTING, MAINTENANCE AND SUPPORT SERVICES

1. SYSTEM MAINTENANCE

CQuest shall maintain and support the System in all material respects as described in the applicable program Documentation for the term of the Contract and any extensions.

1.1 CQuest's Responsibility

CQuest shall maintain the Application System in accordance with the Contract. CQuest will not be responsible for maintenance or support for Software developed or modified by the State.

1.1.1 Maintenance Releases

CQuest 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 relating to this Contract.

2. SYSTEM SUPPORT

2.1 CQuest's Responsibility

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

Levels of Support

The three levels of Help Desk Support Services are as follows:

Tier-1 Support – Tier-1 support is provided by the Call Center, located in the Springfield office. Call Center agents are responsible for:

- Logging incidents into the call and issue tracking software.
- Answering basic questions and/or resolving quick issues related to StarLINC state office and local agency application(s).
- Answering basic questions and/or resolving quick issues related to desktop, laptop and printer operations,
- Closing incidents resolved by Tier-1 support, and
- Escalating issues and questions to Tier-2 support when appropriate.

Tier-2 Support – Tier-2 support is an intermediate level of support provided by CQuest software support specialists. Software Support Specialists are responsible for:

- Logging incidents from Tier-1 overflow into the call and issue tracking software,
- Answering in-depth questions and/or resolving associated software issues related to StarLINC state office and local agency application(s).
- Answering basic to upper mid-level questions and/or resolving associated issues related to desktop, laptop, and printer operations.

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- Creating StarLINC System user accounts and/or granting application security clearances for State Office and Local Agency users.
- Providing remote setup and configuration of local desktop workstations, laptop workstations, printers, and wireless routers in support of StarLINC System applications.
- Closing incidents resolved by Tier-2 support, and
- Escalating advanced issues and questions to Tier-3 support unit as appropriate.

Tier-3 Support – Tier-3 support is an advanced level of Help Desk Support Services and is provided by technical experts from the database administration, network services, and software development units.

Network Services Technicians are responsible for:

- Resolving advanced level issues related to desktop, laptop and printer operations,
- Resolving advanced level issues related to servers, networks and wireless networks,
- Performing WIC server setup and configuration including software installation.
- Troubleshooting telecommunications issues and working with Local IT to resolve issues,
- Identifying the need for and dispatching on-site technical support as required.
- Respond to StarLINC System hardware and network performance issues,
- Communicating with NH DHHS and CQuest management about Tier-3 activities.

Database Administrators are responsible for:

- Resolving basic to advanced level issues related to StarLINC database operations,
- Resolving basic to advanced level issues related to data, database schema, and data synchronization,
- Resolving mobile check-out/in issues (Mobile Sync),
- Escalating potential StarLINC software bugs to CQuest software development staff,
- Respond to StarLINC System database performance issues,
- Communicating with NH DHHS and CQuest management about Tier-3 activities.

Software development staff are responsible for:

- Resolving advanced level application issues related to the WIC system.
- Determining possible work-around for application issues.
- Logging defect entry into defect tracking system.
- Performing defect analysis and defect repair.
- Communicating with State office and CQuest management about Tier-3 activities.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND
CHILDREN MANAGEMENT INFORMATION SYSTEM
CONTRACT NUMBER 2014-017
AGREEMENT – PART 3

EXHIBIT G
HOSTING, MAINTENANCE AND SUPPORT SERVICES

3. SUPPORT OBLIGATIONS AND TERM

In addition to the provision within Exhibit I, Service Level Agreement, CQuest shall provide the following support:

- 3.1 CQuest shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract;
- 3.2 CQuest 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, CQuest 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 CQuest 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 CQuest fails to correct a Deficiency in accordance with the priorities set by the MSC within the allotted period. CQuest 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: Termination.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND
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EXHIBIT H
REQUIREMENTS RESPONSE

Contract Requirements described in Contract document Attachment B – Proposal Response Requirements and Attachment C – Best and Final Offer, dated April 24, 2014 and Best and Final Offer, dated April 16, 2014, are hereby incorporated into this contract.

2014-017- Exhibit H-Requirement Responses

Initial and Date All Pages:

CQuest's Initials RN
Date: 08/05/2014

Exhibit H

Page 23 of 31

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND
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EXHIBIT I
SERVICE LEVEL AGREEMENT

The DRAFT Service Level Agreement (SLA) as provided in CQuest's Response to the RFP is contained herein as an example of the type of information that may be included in the SLA that is mutually developed by CQuest and the State. The final approved Service Level Agreement and any subsequent modifications between CQuest and the State of New Hampshire shall be incorporated into this Contract, by reference.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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AGREEMENT - PART 3

EXHIBIT J
SOFTWARE LICENSE

As applicable, all original software and software code and related intellectual property developed or created by CQuest in the performance of its obligations under this Contract or any Task Order issued under this Contract, shall become the sole property of the Multi-State WIC Consortium and its members. CQuest will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer-based training modules, electronically or magnetically recorded material, used to develop this software or software code and related intellectual property to the state entity for which it was developed.

2014-017 - Exhibit J Software License

Initial and Date All Pages:

CQuest's initials: *KS*
Date: 08/05/2019

Exhibit J

Page 25 of 31

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND
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EXHIBIT K
WARRANTIES AND WARRANTY SERVICES

1. WARRANTIES

1.1 Systems

CQuest warrants that the StarLINC System must operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

CQuest 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.

1.3 Non-Infringement

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

CQuest warrants that the hosting environment (hardware and software), as well as the StarLINC 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 Professional Services

CQuest warrants that all Services to be provided under the Contract will be provided in a professional manner, in accordance with industry standards and that the StarLINC Services will comply with performance standards.

1.6 Personnel

CQuest warrants that all personnel engaged in the Services shall be qualified to perform the Services, and authorized to do so under all applicable laws.

1.7 Breach of Data

The CQuest 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.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND
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AGREEMENT - PART 3

EXHIBIT K
WARRANTIES AND WARRANTY SERVICES

1.8 Warranty Services – State's Rights

CQuest acknowledges that if in the Event of Default, CQuest fails to correct the Deficiency, the State shall have the right, at its option: 1) declare CQuest in default, terminate the Contract, in whole or in part, without penalty or liability to the State; 2) cease using CQuest's product and receive a pro-rated refund for all amounts paid to CQuest, including but not limited to, applicable StarLINC fees within ninety (90) days of notification to CQuest of the State's intent to request a refund; 3) and to pursue its remedies available at law or in equity.

2. WARRANTY SERVICES

Not Applicable for this contract.

3. WARRANTY PERIOD

The Warranty Period shall extend for the duration of the Contract and any extension, however, the warranty for non-infringement shall survive termination or conclusion of the Contract.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE SERVICES OF THE NH WOMEN, INFANTS, AND CHILDREN
MANAGEMENT INFORMATION SYSTEM
CONTRACT NUMBER 2014-017
AGREEMENT - PART 3

EXHIBIT L
TRAINING SERVICES

Exhibit L, Training Services is not applicable to this Contract

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE OF SERVICES OF THE NH WOMEN, INFANTS,
AND CHILDREN MANAGEMENT INFORMATION SYSTEM
CONTRACT NUMBER 2014-017 -
AGREEMENT - PART 3

EXHIBIT M
MULTI STATE WIC CONSORTIUM RFP BY REFERENCE

The State of Kansas Department of Health and Environment, State of New Hampshire Department of Health and Human Services, and Inter-Tribal Council of Arizona RFP for procurement of the Operations and Maintenance of the Women, Infant and Children (WIC) Management Information System (MIS) for the Multi-State WIC Consortium (MSC), Bid Event Number: 17300 - EVT0002842 with the following attachments and amendments are incorporated herein by reference:

Section 5 - Specifications
RFP Attachment E - Response Requirements
RFP Attachment F - Federal Clauses
RFP Amendment 1 - KDHE Response to Questions
RFP Amendment 2 - KDHE Extension of Due Date

The Multi-State WIC Consortium Cooperative Agreement executed in 2009 and any future agreements are incorporated herein by reference.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE OF SERVICES OF THE NH WOMEN, INFANTS,
AND CHILDREN MANAGEMENT INFORMATION SYSTEM
CONTRACT NUMBER 2014-017
AGREEMENT – PART 3

EXHIBIT N
VENDOR PROPOSAL BY REFERENCE

CQuest America, Inc. Proposal to the Multi-State WIC Consortium (MSC) along with the following attachments, appendix, and Best and Final documents are incorporated herein by reference:

- Proposal Appendix A – Operations Reports
- Proposal Appendix B – Test Cases
- Proposal Appendix C – Acceptance Plans
- Proposal Appendix D – Draft MSC Service Level Agreement
- Proposal Attachment E – Proposal Response Requirements
- Proposal Attachment C – CQuest's BAFO Cost Proposal dated April 24, 2014

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OPERATIONS AND MAINTENANCE OF SERVICES OF THE NH WOMEN, INFANTS,
AND CHILDREN MANAGEMENT INFORMATION SYSTEM
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EXHIBIT O
SPECIAL EXHIBITS, ATTACHMENTS, AND CERTIFICATES

Attached are:

- A. Contract Attachment A – Department of Health and Human Services Exhibits D through J
- B. Contract Attachment B – Proposal Response Requirements-Attachment E
- C. Contract Attachment C – Best and Final Offer (BAFO) dated April 24, 2014 and Best and Final Offer (BAFO) dated April 16, 2014
- D. Contractor's Certificate of Vote/Authority
- E. Contractor's Certificate of Good Standing
- F. Contractor's Certificate of Insurance

2014-017 - Exhibit O-Certificates and Attachments

Initial and Date All Pages:

CQuest's Initials AS
Date: 08/05/2014

Exhibit O

Page 31 of 31

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 GRANTEEES 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

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)

SEE BELOW

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

Contractor Name: CQuest America, Inc.

08/05/2014
Date

[Signature]
Name: A. KEVIN DAVES
Title: PRESIDENT & CEO

① 500 SOUTH 9TH STREET
SPRINGFIELD
SANGAMON COUNTY
ILLINOIS
62711

② 711 CAPITOL WAY SOUTH
SUITE 301
OLYMPIA
THURSTON COUNTY
WASHINGTON
98501

New Hampshire Department of Health and Human Services
Exhibit E



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name: CQuest America, Inc.

08/05/2014
Date

H. Kevin Davis
Name: H. KEVIN DAVIS
Title: PRESIDENT & CEO

Exhibit E - Certification Regarding Lobbying

Contractor Initials

MD

Date 08/05/2014

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

Exhibit F - Certification Regarding Debarment, Suspension
And Other Responsibility Matters

Page 1 of 2
4 of 16

Contractor Initials

Date

150
04/05/2014

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 (1)(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: CQuest America, Inc.

08/05/2014
Date

H. Keren Daves
Name: H. KEREN DAVES
Title: PRESIDENT & CEO

Contractor Initials

RD
Date 08/05/2014



**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.

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

AD
05/05/2014

Attachment A

New Hampshire Department of Health and Human Services
Exhibit G



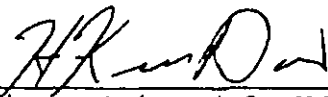
against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

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: CQuest America, Inc.

08/05/2014
Date


Name: H. KEVIN DAVES
Title: PRESIDENT & CEO



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: CQuest America, Inc.

08/05/2014
Date



Name: H. KEVIN DAVIES
Title: PRESIDENT & CEO



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

- a. **"Breach"** shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. **"Business Associate"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. **"Covered Entity"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. **"Designated Record Set"** shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. **"Data Aggregation"** shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. **"Health Care Operations"** shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. **"HITECH Act"** means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. **"HIPAA"** means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. **"Individual"** shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. **"Privacy Rule"** shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. **"Protected Health Information"** shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

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Exhibit I

- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, 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.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
- I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (f). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.

3/2014

Contractor Initials

Date 05/05/2014

Attachment A

New Hampshire Department of Health and Human Services



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) l, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

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

Department of Health and Human Services

The State

Signature of Authorized Representative

Brook Dupee

Name of Authorized Representative

Bureau Chief

Title of Authorized Representative

8/15/14

Date

CQuest America, Inc.

Name of the Contractor

Signature of Authorized Representative

H. KEVIN DAVIS

Name of Authorized Representative

PRESIDENT & CEO

Title of Authorized Representative

08/05/2014

Date

08/05/2014



**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.

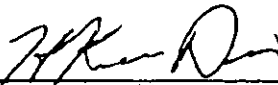
Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

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: CQuest America, Inc.

08/05/2014
Date


Name: H. KEVIN DAVIS
Title: PRESIDENT & CEO

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: 103804667
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?

X 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: _____

[Signature]
01/05/2014

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.1.1 (a)	Operations and Maintenance	New Hampshire	Contractor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	Yes	Standard	
5.2.1.1 (b)	Operations and Maintenance	New Hampshire	State access will be via VPN or Internet Browser	Yes	Standard	
5.2.1.1 (c)	Operations and Maintenance	New Hampshire	At the State's option, authorized third parties may be given limited access by the Contractor to certain levels of the New Hampshire system through the VPN or through a separate network connection that meets the Contractor's specifications.	Yes	Standard	
5.2.1.1 (d)	Operations and Maintenance	New Hampshire	New Hampshire 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.	Yes	Standard	
5.2.1.1 (e)	Operations and Maintenance	New Hampshire	The Contractor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Contractor, ex: bandwidth, network outages and /or any other conditions arising on New Hampshire's internal network or, more generally, outside the Contractor's firewall or any issues that are the responsibility of the New Hampshire State Internet Service Provider. The hosting server for New Hampshire shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	Yes	Standard	
5.2.1.1 (f)	Operations and Maintenance	New Hampshire	The Contractor will be responsible for resolving issues to maintain a fully functioning, hosted system.	Yes	Standard	
5.2.1.1 (g)	Operations and Maintenance	New Hampshire	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	Yes	Standard	
5.2.1.1 (h)	Operations and Maintenance	New Hampshire	The Contractor must monitor the application and all servers.	Yes	Standard	
5.2.1.1 (i)	Operations and Maintenance	New Hampshire	The Contractor shall manage the databases and services on all servers located at the Contractor's facility.	Yes	Standard	
5.2.1.1 (j)	Operations and Maintenance	New Hampshire	The Contractor shall install and update all server patches, updates and other utilities as long as they don't interfere with the function or performance of the applications.	Yes	Standard	

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Attachment B - Proposal Response Requirements

5.2.1.1 (k)	Operations and Maintenance	New Hampshire	The Contractor shall monitor System, security, and application logs.	Yes	Standard	
5.2.1.1 (l)	Operations and Maintenance	New Hampshire	The Contractor shall manage the sharing of data resources.	Yes	Standard	
5.2.1.1 (m)	Operations and Maintenance	New Hampshire	The Contractor shall manage daily backups, off-site data storage, and restore operations.	Yes	Standard	
5.2.1.1 (n)	Operations and Maintenance	New Hampshire	The Contractor shall monitor physical hardware.	Yes	Standard	
5.2.1.1 (o)	Operations and Maintenance	New Hampshire	The Contractor shall immediately report any breach in security to the State of New Hampshire.	Yes	Standard	
5.2.1.1 (p)	Operations and Maintenance	New Hampshire	The Contractor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	Yes	Standard	
5.2.1.1 (q)	Operations and Maintenance	New Hampshire	All hardware and software components of the Contractor 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.	Yes	Standard	
5.2.1.1 (r)	Operations and Maintenance	New Hampshire	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for New Hampshire 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.	Yes	Standard	
5.2.1.1 (s)	Operations and Maintenance	New Hampshire	The Contractor 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.	Yes	Standard	
5.2.1.1 (t)	Operations and Maintenance	New Hampshire	The Contractor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State. The logs shall be provided upon request.	Yes	Standard	

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Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirements	Response	Delivery Method	Comments
5.2.1.1 (u)	Operations and Maintenance	New Hampshire	For all maintenance Services calls, The Contractor 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	Yes	Standard	
5.2.1.1 (v)	Operations and Maintenance	New Hampshire	The Contractor 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.	Yes	Standard	
5.2.1.2 (a)	Data Center	New Hampshire	The Contractor shall provide a secure Class A Data Center providing equipment (including dedicated servers), managed firewall services, and managed backup Services.	Yes	Standard	
5.2.1.2 (b)	Data Center	New Hampshire	Data Center Air Conditioning – used to control temperature and humidity in the Data Center. Temperature ranges shall be between 68 and 75 °F.	Yes	Standard	
5.2.1.2 (c)	Data Center	New Hampshire	Data Center Humidity shall be non-condensing and be maintained between 40-55% with maximum dew point of 62 °F.	Yes	Standard	
5.2.1.2 (d)	Data Center	New Hampshire	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.	Yes	Standard	
5.2.1.2 (e)	Data Center	New Hampshire	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 % days of operation.	Yes	Standard	
5.2.1.2 (f)	Data Center	New Hampshire	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.	Yes	Standard	

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Attachment B - Proposal Response Requirements

5.2.1.2 (g)	Data Center	New Hampshire	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.	Yes	Standard	
5.2.1.2 (h)	Data Center	New Hampshire	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.	Yes	Standard	
5.2.1.3 (a)	Hosting Security	New Hampshire	The Contractor shall employ security measures ensure that the State's application and data is protected.	Yes	Standard ~	
5.2.1.3 (b)	Hosting Security	New Hampshire	If New Hampshire data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	Yes	Standard	Remote databases synchronize with the consolidated database through the Sybase SQLRemote replicaiton technology and the replication messages are fully encrypted.
5.2.1.3 (c)	Hosting Security	New Hampshire	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.	Yes	Standard	
5.2.1.3 (d)	Hosting Security	New Hampshire	All components of the infrastructure shall be reviewed and tested to ensure they protect New Hampshire'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.	Yes	Standard	
5.2.1.3 (e)	Hosting Security	New Hampshire	In the development or maintenance of any code, the Contractor shall ensure that the Software is Independently verified and validated using a methodology determined appropriate by New Hampshire. All software and hardware shall be free of malicious code.	Yes	Standard	Software is independently verified via the established UAT process

NO
05/05/2014

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirements	Response	Delivery Method	Comments
5.2.1.3 (f)	Hosting Security	New Hampshire	The Contractor shall notify the New Hampshire WIC Director of any security breaches within two (2) hours of the time that the Contractor learns of their occurrence.	Yes	Standard	
5.2.1.3 (g)	Hosting Security	New Hampshire	The Contractor shall ensure its complete cooperation with the New Hampshire Chief Information Officer in the detection of any security vulnerability of the Contractor's hosting infrastructure and/or the application.	Yes	Standard	
5.2.1.3 (h)	Hosting Security	New Hampshire	The Contractor shall be solely liable for costs associated with any breach of New Hampshire data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	Yes	Standard	
5.2.1.3 (i)	Hosting Security	New Hampshire	The Contractor shall authorize New Hampshire to perform scheduled and random security audits, including vulnerability assessments, of the Contractor's hosting infrastructure and/or the application upon request.	Yes	Standard	
5.2.1.3 (j)	Hosting Security	New Hampshire	The Contractor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Contractor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to New Hampshire.	Yes	Standard	
5.2.2.1 (a)	Operations and Maintenance	Kansas and ITCA	The Contractor will perform system support maintenance on the central processor servers after the normal business day and during the weekends, to minimize the impact of down time on MIS users for the State of Kansas and ITCA WIC Programs.	Yes	Standard	
5.2.2.1 (b)	Operations and Maintenance	Kansas and ITCA	The Contractor will monitor on-site IT operations and maintenance of the Central Site Processor on Program supplied equipment	Yes	Standard	
5.2.2.1 (c)	Operations and Maintenance	Kansas and ITCA	The Contractor will provide and monitor the coordination of all data communications between the State Agency, Local Agencies and clinics, and the CSP. This activity includes all uploads, downloads, centralized backup, recovery procedures, etc.	Yes	Standard	
5.2.2.1 (d)	Operations and Maintenance	Kansas and ITCA	The Contractor will make every effort to resolve off-hours maintenance issues without on-site IT personnel support.	Yes	Standard	
5.2.2.1 (e)	Operations and Maintenance	Kansas and ITCA	The Contractor will maintain the Operations Manual reflecting up-to-date processes	Yes	Standard	

Attachment B - Proposal Response Requirements

Section	Category	Location	Description	Response	Delivery Method	Comments
5.2.2.1 (f)	Operations and Maintenance	Kansas and ITCA	The Contractor will communicate with on-site IT staff and the MSC Project Manager (or designee) of any scheduled maintenance that will occur during evenings and/or weekends.	Yes	Standard	
5.2.3.1 (a)	Operations and Maintenance	MSC	All File Maintenance Requirements - This support must ensure backups, archiving of data and maintenance of database synchronization between systems and system modules are performed on a daily basis.	Yes	Standard	
5.2.3.1 (b)	Operations and Maintenance	MSC	System Data Tables - Must provide for the maintenance of all CSP Application, state office and standard clinic system data tables.	Yes	Standard	
5.2.3.1 (c)	Operations and Maintenance	MSC	Software Changes - Programmer/analyst staff must be available to correct software problems in the system as well as to develop system enhancements. These services are to be performed under general maintenance or task order hourly contract provisions as appropriate to the type of change.	Yes	Standard	
5.2.3.1 (d)	Operations and Maintenance	MSC	Data Communications - Assure the coordination of all data communications between the State Office, clinics, CSP, and within clinic networks. This activity must include all uploads, downloads, centralized backup, recovery procedures, synchronization, etc. Support on-line or dial up capability to the Central Site Processor for the generation of <i>ad hoc</i> reports	Yes	Standard	
5.2.4.1 (a)	Operations and Maintenance - Warranty	MSC	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	Yes	Standard	
5.2.4.1 (b)	Operations and Maintenance - Warranty	MSC	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	Yes	Standard	
5.2.4.1 (c)	Operations and Maintenance - Warranty	MSC	Maintain a record of the activities related to warranty repair or maintenance activities performed	Yes	Standard	
5.2.4.1 (d)	Operations and Maintenance - Warranty	MSC	For all Warranty Service calls, the Contractor 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.	Yes	Standard	

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.4.1 (e)	Operations and Maintenance - Warranty	MSC	The Contractor 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	Yes	Standard	
5.2.4.1 (f)	Operations and Maintenance - Warranty	MSC	All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by the Contractor no later than 5 business days, unless specifically extended in writing by the MSC, and at no additional cost.	Yes	Standard	

Attachment B - Proposal Response Requirements

5.2.5.1 (a)	System Maintenance and Network Services	New Hampshire	The Contractor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this RFP, adequate performance is defined as 99.9% uptime, exclusive of the regularly scheduled maintenance window.	Yes	Standard	
5.2.5.1 (b)	System Maintenance and Network Services	New Hampshire	The Contractor 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 application.	Yes	Standard	
5.2.5.1 (c)	System Maintenance and Network Services	New Hampshire	Where redundant connections are not provided, then the Internet Vendor who provides the Internet service to the Contractor 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.	Yes	Standard	
5.2.5.1 (d)	System Maintenance and Network Services	New Hampshire	The Contractor's network architecture must include redundancy of routers and switches in the Data Center.	Yes	Standard	
5.2.5.1 (e)	System Maintenance and Network Services	New Hampshire	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 Contractor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	Yes	Standard	
5.2.5.1 (f)	System Maintenance and Network Services	New Hampshire	The Contractor shall provide the State with a personal secure FTP site to be used the State for uploading and downloading files.	Yes	Standard	
5.2.5.2 (a)	System Maintenance and Network Services	Kansas and ITCA	Remote network administration – assure secure, remote access to the CPS using a broadband, persistent connection, remotely monitor all servers, and using remote application software to troubleshoot and maintain the servers.	Yes	Standard	
5.2.5.2 (b)	System Maintenance and Network Services	Kansas and ITCA	Remote database administration – adjust indexes, make changes to the database appropriate for new software requirements, and manage log files; perform scheduled, annual maintenance of clinic databases to improve performance.	Yes	Standard	
5.2.5.2 (c)	System Maintenance and Network Services	Kansas and ITCA	The Contractor shall work in conjunction with Local Clinic IT support and/or State IT in performing all system troubleshooting activities which include the diagnosis and resolution of problems identified by the Contractor, reported by a State Program, Local clinics, or external entities.	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.5.2 (d)	System Maintenance and Network Services	Kansas and ITCA	The Contractor shall log all problems with the date and time reported, a recommended priority (critical to low), and log the resolution	Yes	Standard	
5.2.5.2 (e)	System Maintenance and Network Services	Kansas and ITCA	The Contractor shall address problem resolution in accordance with their priority as determined by the MSC Project Manager (or designee); e.g. critical problems must be addressed immediately with frequent updates to the MSC WIC Project Manager (or designee) on progress made.	Yes	Standard	
5.2.5.2 (f)	System Maintenance and Network Services	Kansas and ITCA	The Contractor shall provide technical staff for responding to questions and problems which adversely affect the MIS application and/or production operation problems within thirty (30) minutes of notification receipt during normal business hours, or within 4 hours of notification receipt after normal business hours. The response is to include an estimated approach and timeline to resolve the reported issue.	Yes	Standard	
5.2.5.2 (g)	System Maintenance and Network Services	Kansas and ITCA	The Contractor must ensure the application runs reliably with a minimum 99.9% system availability during normal business hours. The Contractor will be required to work with Local Agencies IT and/or Program IT staff in addressing issues outside of the application which has a direct or indirect impact on maintaining system availability.	Yes	Standard	
5.2.5.3 (a)	System Maintenance and Network Services	MSC	Data synchronization management – The Contractor shall monitor replication logs to ensure all MSC clinics are replicating with the Central Processing Site (CPS), diagnose and troubleshoot problems, and execute manual replication if necessary.	Yes	Standard	
5.2.5.3 (b)	System Maintenance and Network Services	MSC	Centralized application security management – The Contractor shall review usage logs and pinpoint abnormal usage patterns such as off-hours use, multiple failed logins, and extended user sessions; tightly control database users and the permissions assigned to those users, assuring network logins are current and that accounts are disabled or removed for staff as appropriate.	Yes	Standard	
5.2.5.3 (c)	System Maintenance and Network Services	MSC	Security management – The Contractor shall plan for and implement multiple levels and types of security to include physical, inventory and configuration control, data, telecommunications, network, operating system, and personnel security.	Yes	Standard	

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				Response	Delivery Method	Comments
5.2.5.3 (d)	System Maintenance and Network Services	MSC	Numerous automated jobs and extractions – The Contractor shall assure daily replication and data summarization on a predetermined basis, typically monthly, quarterly, and annually.	Yes	Standard	
5.2.5.3 (e)	System Maintenance and Network Services	MSC	The Contractor shall set up a process for verifying that all systems were backed up each work day during non-business hours.	Yes	Standard	
5.2.5.3 (f)	System Maintenance and Network Services	MSC	The Contractor will provide and monitor the process of archiving of data and the maintenance of database synchronization between system modules on a daily basis.	Yes	Standard	
5.2.5.3 (g)	System Maintenance and Network Services	MSC	The Contractor shall monitor all system components for the need of version upgrades, including but not limited to: operating systems, third-party components, ASA Sybase database, and all related components.	Yes	Standard	
5.2.5.3 (h)	System Maintenance and Network Services	MSC	The Contractor shall perform system and software upgrades approved by the MSC Project Manager (or designee) ensuring upgrades work properly and do not disrupt the operational status of the system.	Yes	Standard	
5.2.5.3 (i)	System Maintenance and Network Services	MSC	The Contractor shall perform all system upgrades after normal business hours (unless approved otherwise by the MSC in the event the upgrade is required to address a situation which is impeding or preventing the clinic from performing their overall processing).	Yes	Standard	
5.2.5.3 (j)	System Maintenance and Network Services	MSC	There must be a system backup prior to beginning of an upgrade to provide a contingency plan in case a return to a pre-upgrade version is required.	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.6.1 (a)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor will address and perform the daily monitoring activities as identified in the Operations Manual.	Yes	Standard	
5.2.6.1 (b)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall ensure that issues identified by the monitoring activities are addressed daily with issue resolution recorded. The MSC Project Manager (or designee) may request a copy of this documentation at any time in which the Contractor shall provide.	Yes	Standard	
5.2.6.1 (c)	Software Monitoring, Maintenance and Modifications	MSC	Unless otherwise agreed by the MSC Project Manager (or designee) during the course of the contract, the contractor must provide at least (4) four software builds annually, or more as necessary to meet critical business problems.	Yes	Standard	
5.2.6.1 (d)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall ensure that all system changes are tracked by a software version control system. The process must indicate what changes are applicable to each copy of the system.	Yes	Standard	
5.2.6.1 (e)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall be required to detail the IT project methodology used (i.e. ITIL, ISO9000) for change management testing.	Yes	Standard	
5.2.6.1 (f)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor must perform application testing using an industry standard and MSC approved testing methodology.	Yes	Standard	
5.2.6.1 (g)	Software Monitoring, Maintenance and Modifications	MSC	All testing results must be shared with the respective State Program.	Yes	Standard	
5.2.6.1 (h)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor must perform application stress testing and tuning.	Yes	Standard	
5.2.6.1 (i)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall develop and/or modify software based on programmatic errors and/or change requests. The change requests may be considered part of normal maintenance or based on Federal requirements and may require the use of the Task Order process.	Yes	Standard	
5.2.6.1 (j)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall use a change management policy for notification and tracking of change requests as well as critical outages.	Yes	Standard	
5.2.6.1 (k)	Software Monitoring, Maintenance and Modifications	MSC	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.	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.6.1 (l)	Software Monitoring, Maintenance and Modifications	MSC	The Contractor shall update all system documentation to reflect the changes made to the system and maintain documentation to reflect the current production version accurately.	Yes	Standard	
5.2.6.2 (a)	Software Releases	MSC	The Contractor shall coordinate the implementation of approved software.	Yes	Standard	
5.2.6.2 (b)	Software Releases	MSC	Prior to the installation of a new release, the Contractor will provide a list of the changes and a list of activities with proposed timing for implementing the new software in each Program.	Yes	Standard	
5.2.6.2 (c)	Software Releases	MSC	The Contractor shall provide a contingency plan to address any failures.	Yes	Standard	
5.2.6.2 (d)	Software Releases	MSC	The Contractor shall communicate to all MIS users of the pending implementation.	Yes	Standard	
5.2.6.2 (e)	Software Releases	MSC	The Contractor shall install new releases during non-regular business hours and verify the reliable operation of the system following the implementation (with the exception of what would be determined by the MSC Project Manager (or designee) to be an emergency release which could be done during working hours).	Yes	Standard	
5.2.6.2 (f)	Software Releases	MSC	The Contractor shall be available for support at the start of the working day immediately following the implementation to assist MSC Program staff in assisting with Help Desk calls related to the changes.	Yes	Standard	
5.2.6.2 (g)	Software Releases	MSC	The Contractor shall be prepared to uninstall a release and revert to the previous working system state if significant problems are encountered and the MSC Project Manager (or designee) approves the reversion.	Yes	Standard	
5.2.6.3 (a)	Software Security	MSC	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.	Yes	Standard	
5.2.6.3 (b)	Software Security	MSC	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.	Yes	Standard	
5.2.6.3 (c)	Software Security	MSC	Enforce unique user names.	Yes	Standard	
5.2.6.3 (d)	Software Security	MSC	Enforce complex passwords for Administrator Accounts of ten characters or more.	No	Future	The MSC WIC System passwords are currently eight (8) characters; system can be modified to ten (10) characters

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.6.3 (e)	Software Security	MSC	Enforce the use of complex passwords for general users using capital letters, numbers and special characters.	Yes	Standard	
5.2.6.3 (f)	Software Security	MSC	Encrypt passwords in transmission and at rest within the database.	No	Future	The MSC WIC System password is not encrypted in the database but is encrypted when transmittin it via https
5.2.6.3 (g)	Software Security	MSC	Expire passwords after 90 days.	Yes	Standard	
5.2.6.3 (h)	Software Security	MSC	Authorize users and client applications to prevent access to inappropriate or confidential data or services.	Yes	Standard	
5.2.6.3 (i)	Software Security	MSC	Provide ability to limit the number of people that can grant or change authorizations	Yes	Standard	
5.2.6.3 (j)	Software Security	MSC	Establish ability to enforce session timeouts during periods of inactivity.	Yes	Standard	
5.2.6.3 (k)	Software Security	MSC	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	Yes	Standard	
5.2.6.3 (l)	Software Security	MSC	The application shall not store authentication credentials or sensitive Data in its code	Yes	Standard	
5.2.6.3 (m)	Software Security	MSC	Audit all attempted accesses that fail identification, authentication and authorization requirements	Yes	Standard	
5.2.6.3 (n)	Software Security	MSC	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 until back-ups are created.	Yes	Standard	
5.2.6.3 (o)	Software Security	MSC	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	Yes	Standard	
5.2.6.3 (p)	Software Security	MSC	Use only the Software and System Services designed for use	Yes	Standard	
5.2.6.3 (q)	Software Security	MSC	The application Data shall be protected from unauthorized use when at rest	Yes	Standard	
5.2.6.3 (r)	Software Security	MSC	Keep any sensitive Data or communications private from unauthorized individuals and programs.	Yes	Standard	
5.2.6.3 (s)	Software Security	MSC	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	Yes	Standard	
5.2.6.3 (t)	Software Security	MSC	Create change management documentation and procedures	Yes	Standard	
5.2.6.4 (a)	Software Security Testing	MSC	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	Yes	Standard	

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				Response	Delivery Method	Comments
5.2.6.4 (b)	Software Security Testing	MSC	The Contractor 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.	Yes	Standard	
5.2.6.4 (c)	Software Security Testing	MSC	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	Yes	Standard	
5.2.6.4 (d)	Software Security Testing	MSC	Test for Access Control; supports the management of permissions for logging onto a computer or network	No	Not Proposing	Support of LAN and desktop computing is the responsibility of the local agency, however CQuest's network support staff provide support as needed. CQuest's network support staff manages permissions for logging onto CQuest's own internal network.
5.2.6.4 (e)	Software Security Testing	MSC	Test for encryption; supports the encoding of data for security purposes	Yes	Standard	
5.2.6.4 (f)	Software Security Testing	MSC	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system	Yes	Standard	
5.2.6.4 (g)	Software Security Testing	MSC	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network	Yes	Standard	
5.2.6.4 (h)	Software Security Testing	MSC	Test the Digital Signature; guarantees the unaltered state of a file	Yes	Standard	
5.2.6.4 (i)	Software Security Testing	MSC	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	Yes	Standard	
5.2.6.4 (j)	Software Security Testing	MSC	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network	Yes	Standard	
5.2.6.4 (k)	Software Security Testing	MSC	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.6.4 (l)	Software Security Testing	MSC	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.	Yes	Standard	
5.2.6.4 (m)	Software Security Testing	MSC	Prior to the System being moved into production, the Contractor shall provide results of all security testing to each program for review and acceptance.	Yes	Standard	
5.2.7.1 (a)	System Response Time and Availability	MSC	Window Processing in the Applications - seven seconds or less for 80 percent of the transactions submitted and never more than 15 seconds.	Yes	Standard	
5.2.7.1 (b)	System Response Time and Availability	MSC	FI Printing - must be completely printed within 10 seconds of function initiation (keystroke or mouse click that initiates the actual print).	Yes	Standard	
5.2.7.1 (c)	System Response Time and Availability	MSC	File Check Out/In - file synchronization to a portable computer to support a remote clinic must be completed in less than 20 minutes.	Yes	Standard	
5.2.7.1 (d)	System Response Time and Availability	MSC	Synchronization of State Office Files - the state files must be synchronized with all clinics with no interference with any other scheduled batch processes and 60 minutes should be available to deal with any unexpected problems during this period.	Yes	Standard	
5.2.7.1 (e)	System Response Time and Availability	MSC	On Line to State Processor - clinic on line access to the state processor (if used) must be seven seconds or less for 80 percent of the transactions submitted and never more than 15 seconds.	Yes	Standard	
5.2.7.1 (f)	System Response Time and Availability	MSC	The system must be available during normal operating hours 52 weeks per year as well as during nighttime data transmission sessions.	Yes	Standard	
5.2.7.1 (g)	System Response Time and Availability	MSC	The Contractor shall guarantee 99.9% uptime, exclusive of the regularly scheduled maintenance window.	Yes	Standard	
5.2.7.1 (h)	System Response Time and Availability	MSC	If the contractor is unable to meet the 99.9% uptime requirement, the contractor shall credit the affected program'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.	Yes	Standard	

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				Response	Category/Standard	Comments
5.2.8.1 (a)	Support Response Time	MSC	Class A Deficiency - (i) The Contractor shall have available on-call telephone assistance, with issue tracking available, during system operations with an email / telephone response within two (2) hours of request; or the Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request.	Yes	Standard	
5.2.8.1 (b)	Support Response Time	MSC	Class B & C Deficiency - MSC system users (local clinics or State Agency staff) shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.	Yes	Standard	
5.2.9.1 (a)	Security and Confidentiality of Data	MSC	Submit to the MSC Project Manager (or designee) a signed Confidentiality Agreement prior to starting work.	Yes	Standard	
5.2.9.1 (b)	Security and Confidentiality of Data	MSC	Any issue regarding unauthorized intrusion, corruption or attempted corruption of data and/or communications, unauthorized software modifications, etc. (as detailed in the list) shall be reported to the MSC Project Manager (or designee) and the appropriate WIC Program Director within two (2) recognized business working days.	Yes	Standard	
5.2.9.1 (c)	Security and Confidentiality of Data	MSC	Identification/Authentication to ensure that externals to the software are who and what they say they are	Yes	Standard	
5.2.9.1 (d)	Security and Confidentiality of Data	MSC	Authorization to ensure individuals or authenticated externals have access to specific data and system components if, and only if, they have been explicitly authorized to do so by a properly appointed entity; Immunity to ensure that the software is protected from infection by undesirable programs (e.g. computer viruses, worms, Trojans horses, etc.)	Yes	Standard	
5.2.9.1 (e)	Security and Confidentiality of Data	MSC	Intrusion detection that specifies the extent to which an application or software component shall detect and record attempted access or modification by unauthorized individuals	Yes	Standard	
5.2.9.1 (f)	Security and Confidentiality of Data	MSC	No repudiation ensuring adequate tamper-proof records are maintained to prevent dispute of transactions taking place between authorized and authenticated parties	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.2.9.1 (g)	Security and Confidentiality of Data	MSC	Privacy to ensure unauthorized individuals and external parties do not gain access to sensitive data and/or communications	Yes	Standard	
5.2.9.1 (h)	Security and Confidentiality of Data	MSC	System maintenance procedures that prevent authorized software modifications (e.g. defect fixes, enhancements, updates) from accidentally defeating its security mechanisms.	Yes	Standard	
5.2.10.1 (a)	Training	MSC	The Contractor must provide training material for new system enhancements and new State Office and/or Local Clinic staff as requested.	Yes	Standard	
5.2.10.1 (b)	Training	MSC	The Contractor shall assist State Office staff in developing and/or maintaining the Training and User documentation (Help files) to ensure it is current and reflects the current version of the production MIS.	Yes	Standard	
5.2.10.1 (c)	Training	MSC	The training databases, materials and methods are to be kept up-to-date (i.e. updating with new versions of Client Services and reflect current versions of Central Office applications)	Yes	Standard	
5.2.11.1 (a)	External Interfaces	MSC	The Contractor shall transfer data to external entities	Yes	Standard	
5.2.11.1 (b)	External Interfaces	MSC	Ability to access data using open standards access drivers (please specify supported versions in the comments field).	Yes	Standard	
5.2.11.1 (c)	External Interfaces	MSC	The system software adheres to open standards and is not proprietary.	Yes	Standard	
5.2.11.1 (d)	External Interfaces	MSC	The database platform adheres to open standards.	Yes	Standard	
5.2.11.1 (e)	External Interfaces	MSC	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.	Yes	Standard	
5.2.11.1 (f)	External Interfaces	MSC	Web-based compatible and in conformance with the following W3C standards: (i) XHTML 1.0 (ii) CSS 2.1 (iii) XML 1.0 (fourth edition)	Yes	Standard	

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Section	Requirement	State	Description	Response	Delivery Method	Comments
5.3.1 (a)	Disaster Recovery	New Hampshire	The Contractor shall have in place adequate disaster recovery procedures which shall be approved by the State of New Hampshire.	Yes	Standard	
5.3.1 (b)	Disaster Recovery	New Hampshire	The Contractor shall have documented disaster recovery plans that address the recovery of lost New Hampshire data as well as their own. Systems shall be architected to meet the defined recovery needs.	Yes	Standard	
5.3.1 (c)	Disaster Recovery	New Hampshire	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.	Yes	Standard	
5.3.1 (d)	Disaster Recovery	New Hampshire	The Contractor shall adhere to a defined and documented back-up schedule and procedure.	Yes	Standard	
5.3.1 (e)	Disaster Recovery	New Hampshire	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.	Yes	Standard	
5.3.1 (f)	Disaster Recovery	New Hampshire	Scheduled backups of all servers must be completed regularly. At a minimum, servers 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. Provide details in narrative regarding hosting software. New Hampshire standard is Bluehost.	Yes	Standard	
5.3.1 (g)	Disaster Recovery	New Hampshire	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	Yes	Standard	
5.3.1 (h)	Disaster Recovery	New Hampshire	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	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.3.1 (i)	Disaster Recovery	New Hampshire	If State data is personally identifiable, data must be encrypted in the operation environment and on backup tapes.	No	Standard	The database files are not encrypted using an industry-standard encryption technique; however, the database files and log files are binary files and are obfuscated (not human readable). While some random words in the database file may be decipherable using a disk utility, the lack of context and connection with other information makes that database content indecipherable. The only means to get to a readable format of client data is through the Sybase tools and API. These enforce security and require credential validation. Our remote databases synchronize with our consolidated databases through the Sybase SQLRemote replication technology and the replication messages are fully encrypted.
5.3.2 (a)	Disaster Recovery	Kansas and ITCA	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.	Yes	Standard	

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Requirement	Category	Reference	Response	Priority	Method	Comments
5.3.2 (b)	Disaster Recovery	Kansas and ITCA	Data recovery – In the event that recovery back to the last backup is not sufficient to recover program data, the contractor 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.	Yes	Standard	Database files and logs are copied to a backup folder every evening. The database and logs in the backup folder serve three purposes: 1) as the source database and logs for those WIC Programs who routinely backup their database and logs to another medium (e.g. tape); 2) for rapid recovery of production data; and 3) for researching the transaction logs for who performed a particular data modification (the logs can be translated and searched by transaction time, username, and data modification details).
5.3.2 (c)	Disaster Recovery	Kansas and ITCA	The Contractor shall perform testing and verification of disaster recovery procedures as part of the inspection task, validating the functionality of the procedures for the local clinics, State Office, Contractor offices and Help Desk.	Yes	Standard	

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Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.4.1 (a)	Submitting Task Order	MSC	The MSC or a specific MSC Program (or designee), name, mailing address, physical address, telephone number, facsimile number and billing address. Unless explicitly indicated in writing within the Task Order, the party responsible for acceptance of the Services or Deliverables under the Task Order shall be the party responsible for payment.	Yes	Standard	
5.4.1 (b)	Submitting Task Order	MSC	The name of the MSC Project Manager (or designee) requesting the Task Order and the name(s) of any other person(s) who may be contacted during any phase of the performance of work related to the Task Order	Yes	Standard	
5.4.1 (c)	Submitting Task Order	MSC	The Task Order must include a detailed analysis of the desired result, problem, or task	Yes	Standard	
5.4.1 (d)	Submitting Task Order	MSC	The Task Order must include a detailed work plan to be utilized in order to complete the Task Order	Yes	Standard	
5.4.1 (e)	Submitting Task Order	MSC	The Task Order must include a list of possible impact(s) the work plan may have on other Services or Deliverables to be or being provided by the Contractor	Yes	Standard	
5.4.1 (f)	Submitting Task Order	MSC	The Task Order must include starting and completion time frames for start and completion of the work	Yes	Standard	
5.4.1 (g)	Submitting Task Order	MSC	The Task Order must include total person hours to be expended by personnel classification, if applicable	Yes	Standard	
5.4.1 (h)	Submitting Task Order	MSC	The Task Order must include the desired result to be achieved	Yes	Standard	
5.4.1 (i)	Submitting Task Order	MSC	The Task Order must include the name of the MSC individual responsible for acceptance of the specific Deliverables, Services and payment of associated invoices	Yes	Standard	
5.4.1 (j)	Submitting Task Order	MSC	The Task Order must include the precise, mutually agreed "not to exceed" cost to the MSC or the requesting WIC Program.	Yes	Standard	
5.4.1 (k)	Submitting Task Order	MSC	The Task Order must include the work plan or its reference to be followed during the Task Order performance	Yes	Standard	
5.4.1 (l)	Submitting Task Order	MSC	The Task Order must include the payment schedule or its reference applicable to each Deliverable or Service	Yes	Standard	
5.4.1 (m)	Submitting Task Order	MSC	The Task Order must include precise and specific criteria for acceptance of Deliverables and Services	Yes	Standard	

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				Response	Delivery Method	Comments
5.4.1 (n)	Submitting Task Order	MSC	The Task Order must include a line providing for signatures of, and the date signed by the Contractor, the MSC Project Manager (or designee) and/or WIC Program Director, authorizing work under the Task Order (I) The Task Order must include A line provided for each Programs signature to indicate explicit acknowledgment, verifying that no terms regarding acceptance criteria, nor time for performance, nor the cost to the MSC or requesting WIC Program, nor Services, nor Deliverables, nor the work plan may be changed or altered in any way without the agreement of all signatories to the Task Order	Yes	Standard	
5.4.2 (a)	Pricing Task Orders	MSC	Pricing for services and deliverables for a Task Order negotiated by each MSC Director, MSC Project Manager (or designee), and the Contractor in the execution of this Contract shall be considered a "not to exceed" price.	Yes	Standard	
5.4.2 (b)	Pricing Task Orders	MSC	Task order pricing will not include the costs associated with existing personnel identified as a System Maintenance Contractor resource assigned to this Operations and Maintenance Contract.	Yes	Standard	
5.4.3.(a)	Invoicing Task Orders	MSC	The Contractor shall provide the MSC Project Manager (or designee) and originating WIC Program Director with invoices for each respective Task Order and will not include Task Order invoices as part of the monthly Operations and Maintenance Invoice.	Yes	Standard	
5.4.3.(b)	Invoicing Task Orders	MSC	Each Task Order invoice shall include a section detailing amounts billed for completed deliverables supported by timesheets of each individual working on the Task Order showing time used by task.	Yes	Standard	
5.4.3.(c)	Invoicing Task Orders	MSC	The invoice shall identify the Task Order by number and descriptive title.	Yes	Standard	
5.4.3.(d)	Invoicing Task Orders	MSC	Task Order Invoices shall be for progress payments and shall include other appropriate support documentation as necessary.	Yes	Standard	

KD
08/05/2014

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
S.5.1.1 (a)	Help Desk	MSC	Help Desk services must be available at all times during system operation periods to assure same day response to system problems as they occur.	Yes	Standard	
S.5.1.1 (b)	Help Desk	MSC	The Contractor must provide sufficient documentation and reference materials to support Help Desk activities. The Contractor Help Desk assumes all technical support duties and responsibilities.	Yes	Standard	
S.5.1.1 (c)	Help Desk	MSC	The Contractor will be responsible for providing and configuring the necessary equipment and software to allow prompt diagnosis, tracking and resolution of problems.	Yes	Standard	
S.5.1.1 (d)	Help Desk	MSC	Remote access software for diagnosing operating difficulties is required for Help Desk use.	Yes	Standard	
S.5.1.1 (e)	Help Desk	MSC	Provide a resolution of any question or problem associated with the system including hardware, application software, operating system(s) and WIC specific applications.	Yes	Standard	
S.5.1.1 (f)	Help Desk	MSC	Provide immediate responses to system or equipment failures at any MSC State Office and WIC clinic sites (the MSC WIC State Offices or the clinics may prefer to address technical issues by their own IT Support Staff).	Yes	Standard	
S.5.1.1 (g)	Help Desk	MSC	Track and document all calls and provide responses to telephone inquiries from a State Office or clinics when users experience difficulties in operating a MIS application. All Program policy questions will be referred to the appropriate state office.	Yes	Standard	
S.5.1.1 (h)	Help Desk	MSC	Calls involving an applicant or participant for whom the staff is unable to certify or issue food instruments will be given priority handling.	Yes	Standard	
S.5.1.1 (i)	Help Desk	MSC	Calls must be answered within 4 rings.	Yes	Standard	
S.5.1.1 (j)	Help Desk	MSC	Callers may not be put on hold for more than 3 minutes and calls requiring research must be returned within 4 hours.	Yes	Standard	
S.5.1.1 (k)	Help Desk	MSC	Provide reports to each State Agency detailing calls received. Including numbers of calls responded or not responded in a timely manner.	Yes	Standard	
S.6.1 (a)	Local Clinic Network Support	New Hampshire	The Contractor shall be required to provide on-site services via a subcontract with a New Hampshire based company.	Yes	Standard	
S.6.2 (a)	Local Clinic Network Support	MSC	The Contractor may be required to determine needs and work tasks with the Local Clinic IT staff to facilitate the correction of faulty installations	Yes	Standard	

Attachment B - Proposal Response Requirements

5.6.2 (b)	Local Clinic Network Support	MSC	The Contractor must work directly with Local Clinic IT staff, when installing new LANs, or in rare instances, take the responsibility for installing and configuring, (or coordinate the installation and configuration), all third party software on the Local Clinics computers.	Yes	Standard	
5.6.2 (c)	Local Clinic Network Support	MSC	At a minimum, the System should support this client configuration; Pentium 4, 630/3.0GHz PC, Microsoft Windows XP Professional Version 2002, Internet Explorer 6, and 128 bit encryption.	Yes	Standard	

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirement	Response	Delivery Method	Comments
5.7.1 (a)	Communication Plan (Reports and Meetings)	MSC	The Contractor shall adhere to the MSC Communication Plan protocol.	Yes	Standard	
5.7.1 (b)	Communication Plan (Reports and Meetings)	MSC	The Contractor may be required to work with a third party contractor related to the maintenance of FI inventory. This involves communications from the Contractor Help Desk to the third party contractor regarding the disbursement of FI to the Local Clinics.	Yes	Standard	
5.7.1 (c)	Communication Plan (Reports and Meetings)	MSC	The Contractor may be required to attend and participate in biannual meetings at a time and location to be designated by the MSC.	Yes	Standard	
5.8.1.1 (a)	Service Level Agreement	MSC	The contractor shall write and submit a SLA to each State Program annually.	Yes	Standard	
5.8.1.1 (b)	Service Level Agreement	MSC	The SLA will be reviewed annually and updated as necessary.	Yes	Standard	
5.8.1.1 (c)	Service Level Agreement	MSC	The Contractor's system support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	Yes	Standard	
5.8.1.1 (d)	Service Level Agreement	MSC	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	Yes	Standard	
5.8.1.1 (e)	Service Level Agreement	MSC	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.	Yes	Standard	
5.8.1.1 (f)	Service Level Agreement	MSC	The State shall have unlimited access, via phone or Email, to the Contractor technical support staff during normal business hours.	Yes	Standard	

Attachment B - Proposal Response Requirements

Item	System Documentation	MSC	Documentation must be delivered in electronic searchable format, unless otherwise requested. The documentation must be updated based on timeframes determined by the MSC.	Yes	Standard	
5.9.1 (a)	System Documentation	MSC	Documentation must be delivered in electronic searchable format, unless otherwise requested. The documentation must be updated based on timeframes determined by the MSC.	Yes	Standard	
5.9.1 (b)	System Documentation	MSC	The Contractor must version control all documentation which allows readers' to identify the latest version of a document.	Yes	Standard	
5.9.1 (c)	System Documentation	MSC	The Contractor must maintain up to date documentation for each release. The media for these revisions, updates, and modifications shall be in a format easily readable by MSC staff.	Yes	Standard	
5.9.1 (d)	System Documentation	MSC	Source Code: The Contractor must update source code as revisions are made and submit copy of the source code and the standard change control documentation as requested by each State Program. The history is to include the date of the change, author of the change, and a description as to why and where the change was made.	Yes	Standard	
5.9.1 (e)	System Documentation	MSC	Release Notes: The Contractor must provide release notes that include the enhancement or defect tracking number, a short description/title, and a comprehensive description of the issue and its resolution.	Yes	Standard	
5.9.1 (f)	System Documentation	MSC	The Contractor must maintain the data dictionary	Yes	Standard	
5.9.1 (g)	System Documentation	MSC	The Contractor must update training documentation to reflect the changes, modifications and/or enhancements to the application.	Yes	Standard	
5.9.1 (h)	System Documentation	MSC	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation.	Yes	Standard	

KD
08/05/2014

Attachment B - Proposal Response Requirements

Section	Section Title	Program	Requirements	Response	Delivery Method	Comments
5.10.1.1 (a)	Contractor Staffing Levels	MSC	The Contractor shall ensure that key personnel meet the qualifications identified in this RFP. Each person assigned to work on the MSC MIS and related systems is required to submit to the MSC Project Manager (or designee) a signed Confidentiality Agreement prior to starting work.	Yes	Standard	Please refer to our RFP response, Section 2.5 for further description for all rows in this section.
5.10.1.1 (b)	Contractor Staffing Levels	MSC	Any substitution of proposed staff or staffing required must have the same or better qualifications and be approved by the MSC Project Manager (or designee).	Yes	Standard	
5.10.1.1 (c)	Contractor Staffing Levels	MSC	The Contractor shall provide name and resumes for the key personnel.	Yes	Standard	
5.10.1.1 (d)	Contractor Staffing Levels	MSC	The Contractor staff identified may not be assigned to non-MSC MIS related activities without prior approval from the MSC Project Manager (or designee).	Yes	Standard	
5.10.1.1 (e)	Contractor Staffing Levels	MSC	The Contractor shall reduce the Monthly Maintenance and Operations invoice for staff hours spent on work for other Contractor clients and/or projects.	Yes	Standard	
5.10.1.1 (f)	Contractor Staffing Levels	MSC	The Contractor must provide a detailed staffing plan for each State Program including a description of staff level, FTE and a listing of staff competencies and skills for system operations. Proposals submitted for the Contractor operation which do not identify staff with appropriate experience as described above will be rejected as non-responsive and unqualified.	Yes	Standard	
5.11.1.1 (a)	Transition to a New Contractor	MSC	Two-months prior to the cutover date (July 1, 2014), the Contractor should have on staff a Database Administrator (DBA) and Network Administrator. The incumbent contractor is to provide a one month or longer orientation with the Contractor to review the Database Administrator and Network Administrator operations and disaster recovery procedures. The Contractor will have their DBA work side by side with the incumbent Contractor's Database Administrator for up to four weeks prior to cutover. This on-the-job training needs to include a month-end close out process.	Yes	Standard	
5.11.1.1 (b)	Transition to a New Contractor	MSC	Transfer of State hardware used for testing (desktops, laptops, scanners, printers, signature pads, peripherals, etc.)	Yes	Standard	
5.11.1.1 (c)	Transition to a New Contractor	MSC	Preservation and protection of the data prior to and during the physical move of the server(s) with full restoration afterward.	Yes	Standard	
5.11.1.1 (d)	Transition to a New Contractor	MSC	Formal testing of the System following its physical move including full functionality	Yes	Standard	

Transition to a New Contractor

RD
08/05/2014
Response Attachment E

Attachment B - Proposal Response Requirements

5.11.1.2 (a)	Transition to a New Contractor	New Hampshire	By June 30, the Central Host Site hardware shall be transferred to the new site by the new Contractor.	Yes	Standard	
5.11.1.2 (b)	Transition to a New Contractor	New Hampshire	Preparation of the hosting facility including bandwidth capability sufficient to ensure transmission and response times required in this solicitation.	Yes	Standard	
5.11.1.2 (c)	Transition to a New Contractor	New Hampshire	The Contractor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every two weeks.	Yes	Standard	

2014-011 ATTACHMENT C
BEST AND FINAL OFFER (BAFO)

Nutrition & WIC Services
1000 SW Jackson Ste 220
Topeka KS 66612-1274



Phone: 785-296-1320
Fax: 785-298-1326
www.kansaswic.org

Robert Moser, MD, Secretary

Department of Health & Environment

Sam Brownback, Governor

April 25, 2014

To Kelly Chilson, Director

KDHE Division of Management and Budget, Purchasing Section

RE: Bid Event #EVT0002842

The three members of the Multi-State Consortium (MSC), Inter Tribal Council of Arizona, Kansas and New Hampshire, reviewed the Technical proposal submitted by CQuest as a result of Bid Event #EVT0002842 and found that it met all stated specifications and was complete as submitted.

On April 9, 2014 a conference call was held wherein CQuest heard questions posed by members of the MSC. Additional to the questions posed on April 9, 2014 CQuest and the MSC posed follow-up questions. The members of the MSC accept all responses and documents submitted by CQuest. In the opinion of the MSC, CQuest meets the requirements of the RFP.

The members of the MSC reviewed the cost proposal submitted by CQuest and asked follow-up questions regarding the methods used to arrive at the proposed cost and for a best and final offer. The MSC accepts the responses to the questions posed and the proposed cost as submitted by CQuest.

This is the formal notification that all members of the Multi-State Consortium (Kansas, New Hampshire and Inter Tribal Council of Arizona) have accepted CQuest's responses to Bid Event #EVT0002842 and all questions that arose during the conference call on April 9 and subsequent follow-up questions asked of CQuest. The MSC members also accept the cost proposal and recommend that, in the best interest of the States of Kansas, New Hampshire and the Inter Tribal Council of Arizona, that CQuest be awarded the contract.

Thank you for all of your help and support during this procurement process.

David Thomason

Director, KDHE Nutrition and WIC Services

Kansas Secretary of Administration's designated member of the Procurement Negotiating Committee and on behalf of New Hampshire and the Inter Tribal Council of Arizona.

ATTACHMENT C

MA
08/05/2014



RE: EVT0002842 WIC Operations

David Thomason to: 'MMurphy@dhhs.state.nh.us',
Kelly__Chilson\
<kchilson@kdheks.gov/O=, Sandi
Frey,A@kdhepp2.internal.loc>
Mindy Josselides, 'Theresa.Curtis@doit.nh.gov',
'leslie.mason@doit.nh.gov', 'Michael.ONeil@doit.nh.gov',
Cc: 'BDupee@dhhs.state.nh.us', 'JBardsley@dhhs.state.nh.us',
'MWells@dhhs.state.nh.us'

04/25/2014 11:24 AM

History: This message has been replied to.

Thank you all. I appreciate everyone's effort during this procurement. We will submit the formal response of acceptance and recommend awarding the contract to CQuest.

Dave Thomason
David Thomason
KDHE, Bureau of Family Health,
Nutrition and WIC Services
1000 SW Jackson St. Suite 220
Topeka, KS 66612-1274
785-296-1324 (office)
785-296-1326 (fax)
dthomason@kdheks.gov

-----Original Message-----

From: MMurphy@dhhs.state.nh.us [mailto:MMurphy@dhhs.state.nh.us]
Sent: Friday, April 25, 2014 10:21 AM
To: Kelly__Chilson " <kchilson@kdheks.gov<mailto:kchilson@kdheks.gov/O=, Sandi Frey,/"@kdhepp2.internal.loc
Cc: David Thomason; Mindy Josselides; Theresa.Curtis@doit.nh.gov; leslie.mason@doit.nh.gov; Michael.ONeil@doit.nh.gov; BDupee@dhhs.state.nh.us; JBardsley@dhhs.state.nh.us; MWells@dhhs.state.nh.us
Subject: Fw: EVT0002842 WIC Operations

Sandi & Kelly,
I am pleased to tell you that NH accepts CQuest response and finds that they have met the requirements of the RFP.

Margaret S. Murphy, Administrator
Healthy Eating & Physical Activity Section
29 Hazen Drive
Concord, NH 03301
603.271.4545

NH WIC inspires, promotes and supports healthy behaviors.

----- Forwarded by Margaret Murphy/CommPublicHealth/Hazen/DHHS on
04/25/2014 08:55 AM -----

From: "Pare-Curtis, Theresa" <Theresa.Curtis@doit.nh.gov>
To: "MMurphy@dhhs.state.nh.us" <MMurphy@dhhs.state.nh.us>, "Mason, Leslie" <Leslie.Mason@doit.nh.gov>, "O'Neil, Michael" <Michael.ONeil@doit.nh.gov>, Brook Dupee <BDupee@dhhs.state.nh.us>, Jerry Bardsley <JBardsley@dhhs.state.nh.us>

04/25/2014
ATTACHMENT C

2014-011 ATTACHMENT C
BEST AND FINAL OFFER (BAFO)



RE: EVT0002842 WIC Operations

MMurphy@dhhs.state.nh.us, Mason,
Pare-Curtis, Theresa to: Leslie, O'Neil, Michael, Brook Dupee,
Jerry Bardsley

04/24/2014 06:25 PM

History: This message has been replied to and forwarded.

Thank you. I suspected they may do this during code review but it is good to have them verify that fact. I have no issues with this response

From: MMurphy@dhhs.state.nh.us [MMurphy@dhhs.state.nh.us]
Sent: Thursday, April 24, 2014 5:59 PM
To: Mason, Leslie; Pare-Curtis, Theresa; O'Neil, Michael; Brook Dupee; Jerry Bardsley
Subject: Fwd: EVT0002842 WIC Operations

Attached is CQuest response to your question.
Sent from my iPad

Begin forwarded message:

From: "Sandi Fry" <SFry@kdheks.gov<mailto:SFry@kdheks.gov>>
Date: April 24, 2014 at 5:37:38 PM EDT
To: "Margaret Murphy" <MMurphy@dhhs.state.nh.us<
mailto:MMurphy@dhhs.state.nh.us>>, "Mindy Jossefides "
<Mindy.Jossefides@itcaonline.com<mailto:Mindy.Jossefides@itcaonline.com>>
Cc: "David Thomason" <dthomason@kdheks.gov<mailto:dthomason@kdheks.gov
>>, "Kelly Williams " <KLWilliams@kdheks.gov<mailto:KLWilliams@kdheks.gov>>
Subject: Fwd: EVT0002842 WIC Operations

Sandi Fry
IT Project Manager
Kansas WIC Program
Office 785-296-1327
Cell 785-213-6442

Begin forwarded message:

From: "Kelly Chilson" <kchilson@kdheks.gov<mailto:kchilson@kdheks.gov>>
To: "David Thomason" <dthomason@kdheks.gov<mailto:dthomason@kdheks.gov>>, "Sandi Fry" <SFry@kdheks.gov<mailto:SFry@kdheks.gov>>
Subject: FW: EVT0002842 WIC Operations

From: Sherley, Tami [PU] [mailto:Tami.Sherley@da.ks.gov]
Sent: Thursday, April 24, 2014 12:07 PM
To: Kelly Chilson
Subject: FW: EVT0002842 WIC Operations

FYI

Tami Sherley, CPPB
Procurement Officer/Procurement and Contracts
Kansas Department of Administration
800 SW Jackson, Ste. 600/Topeka, KS 66612

100
09/05/2014
ATTACHMENT C

2014-011 ATTACHMENT C
BEST AND FINAL OFFER (BAFO)

(785) 296-3122 / Fax (785) 296-7240
tami.sherley@da.ks.gov<mailto:tami.sherley@da.ks.gov><
mailto:tami.sherley@da.ks.gov> /
http://admin.ks.gov/offices/procurement-and-contracts/
Follow Us: facebook.com/KSDofA<http://facebook.com/KSDofA> /
twitter.com/KSDofA<http://twitter.com/KSDofA>

[cid:image003.jpg@01CF5FA4.E9DF8950]

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From: Diane Decker [mailto:ddecker@cquest.us]
Sent: Thursday, April 24, 2014 12:07 PM
To: Sherley, Tami (PU)
Subject: RE: EVT0002842 WIC Operations

Tami,

Please find CQuest's response to the question below attached as a .PDF document.

Thank you,

Diane

Diane E. P. Decker
Vice President of Business Development
[cid:image002.png@01CF5FA4.E9DF8950]
711 Capitol Way S, Suite 301
Olympia, WA 98501
Phone: (360) 528-8264
Fax: (360) 528-8265
Cell Phone: (360) 701-9624

From: Sherley, Tami (PU) [mailto:Tami.Sherley@da.ks.gov]
Sent: Wednesday, April 23, 2014 8:34 AM
To: Diane Decker
Subject: EVT0002842 WIC Operations

Diane:

We have a follow-up question that we would like a written response to by noon, Thursday, April 24th.

1. After reviewing the outline in Attachment A the State does not see any specific steps taken to ensure the code is written in a secure manner and complies, at a minimum, with the OWASP Top 10. Can CQuest address where in the deployment steps this type of review is done?

Thank you,

Tami

Tami Sherley, CPPB

ATTACHMENT 9

KD
05/05/2014

2014-011 ATTACHMENT C
BEST AND FINAL OFFER (BAFO)

Procurement Officer/Procurement and Contracts
Kansas Department of Administration
800 SW Jackson, Ste. 600/Topeka, KS 66612
(785) 296-3122 / Fax (785) 296-7240
tami.sherley@da.ks.gov<mailto:tami.sherley@da.ks.gov><
mailto:tami.sherley@da.ks.gov> /
<http://admin.ks.gov/offices/procurement-and-contracts/>
Follow Us: [facebook.com/KSDofA](https://www.facebook.com/KSDofA)<<http://facebook.com/KSDofA>> /
twitter.com/KSDofA<<http://twitter.com/KSDofA>>

[cid:image001.jpg@01CF5FA4.E9DF8950]

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ATTACHMENT C

KU
08/05/2014

**CQuest/MSR RFP Negotiations
Code Verification per OWASP**

Submitted: April 24, 2014

Principle Question

After reviewing the outline in Attachment A the State does not see any specific steps taken to ensure the code is written in a secure manner and complies, at a minimum, with the OWASP Top 10. Can CQuest address where in the deployment steps this type of review is done?

Response

CQuest applications are designed and built around the Microsoft Technology stack, utilizing standard practices and trusted technologies (e.g., WCF, WPF, SOAP, XML, etc.) to implement the current system.

The security architecture underpinning the CQuest applications is built into the CQuest application framework on top of the Microsoft .NET Framework. Any enhancements, upgrades, or new development that are implemented beneath this framework inherit the security benefits of the framework. The application code related to any enhancements, upgrades, or new development is reviewed during the Peer Review of Design Specifications for its use and conformity with the CQuest application framework. All application development is audited through automated Code Analysis and reviewed by peers to confirm that it is using the best practices and not introducing known vulnerabilities.

The following is the Top 10 list for the OWASP standards. CQuest has provided an answer to each category of the Top 10 list as follows:

2013 OWASP Top 10 List

A1-Injection

Injection flaws, such as SQL, OS, and LDAP Injection occur when untrusted data is sent to an Interpreter as part of a command or query. unintended commands or accessing data without proper authorization.

**CQuest
Response:**

along with the command query design patterns ensure that SQL Injection attacks are not an issue with our applications. Furthermore, all commands received by the Web Services are validated for data integrity, business rule compliance, data type mismatch, and authorization before execution of the requested command. Finally, code Peer Review of the Design Specification and Implementations ensure the use of the Entity design of all solutions.

**A2-Broken
Authentication
and Session
Management**

Application functions related to authentication and session management are often not implemented correctly, allowing attackers to compromise passwords, keys, or session tokens, or to exploit other implementation

2013 OWASP Top 10 List

CQuest Response: The MSC establishes the priority of modifications made to the MSC WIC System. If the MSC is willing to adjust the priorities already established for Release 43, we can implement stronger password policy enhancements and encryption of passwords being stored in the database management techniques.

A3-Cross-Site Scripting (XSS) XSS flaws occur whenever an application takes untrusted data and sends it to a web browser without proper validation or escaping. XSS allows sessions, deface web sites, or redirect the user to malicious sites.

CQuest Response: Not applicable. The CQuest application is not a browser application:

A4-Insecure Direct Object References A direct object reference occurs when a developer exposes a reference to an internal implementation object, such as a file, directory, or database key. Without an access control check or other protection, attackers can manipulate these references to access unauthorized data.

CQuest Response: Not applicable. The CQuest application is not a browser application, and does not allow for remote access to server resources through resource -tier architecture design ensures a separation of concerns. Each layer of the application framework exposes only objects and members needed for functionality of the preceding layer.

A5-Security Misconfiguration Good security requires having a secure configuration defined and deployed for the *application, frameworks, application server, web server, database server, and platform*. Secure settings should be defined, implemented, and maintained, as defaults are often insecure. Additionally, software should be kept up to date.

CQuest Response: Note that this standard refers to several different areas of consideration, ranging from application through platform. CQuest implements and supports secured servers and application framework using Active Directory security. It maintains database security through specified logins and secured passwords.

While additional layers of security related to application services is an area of consideration for enhanced security, the MSC establishes the priority of modifications made to the MSC WIC System. If the MSC is willing to undertake those stricter measures of security in these areas, we can plan and prioritize this review work and application enhancements after Release 43.

AD
08/05/2014

2013 OWASP Top 10 List

<u>A6-Sensitive Data Exposure</u>	Many web applications do not properly protect sensitive data, such as credit cards, tax IDs, and authentication credentials. Attackers may steal or modify such weakly protected data to conduct credit card fraud, identity theft, or other crimes. Sensitive data deserves extra protection such as encryption at rest or in transit, as well as special precautions when exchanged with the browser.
<u>CQuest Response:</u>	Not applicable. The CQuest application is not a browser application. However, CQuest ensures and insists on the use of SSL/TLS encryption for all data transactions between the client applications and web services; additionally, data is not stored on the client system.
<u>A7-Missing Function Level Access Control</u>	Most web applications verify function level access rights before making that functionality visible in the UI. However, applications need to perform the same access control checks on the server when each function is accessed. If requests are not verified, attackers will be able to forge requests in order to access functionality without proper authorization.
<u>CQuest Response:</u>	Not applicable. The CQuest application is not a browser application. Furthermore, all service commands validate all command parameters for user authorization, authentication, and data validity before processing to database handling. Any additional enhancements regarding security to CQuest application services can be planned and prioritized by the MSC after Release 43.
<u>A8-Cross-Site Request Forgery (CSRF)</u>	A CSRF attack forces a logged-in user to perform an action on a vulnerable web application. This included authentication information, to a vulnerable web application. This vulnerable application thinks are legitimate requests from the victim.
<u>CQuest Response:</u>	Not applicable. The CQuest application is not a browser application. However, later enhancements regarding security to CQuest application services can be planned and prioritized by the MSC after Release 43.
<u>A9-Using Components with Known Vulnerabilities</u>	Components, such as libraries, frameworks, and other software modules, almost always run with full privileges. If a vulnerable component is exploited, such an attack can facilitate serious data loss or server takeover. Applications using components with known vulnerabilities may undermine application defenses and enable a range of possible attacks and impacts.
<u>CQuest Response:</u>	with limited reliance on other 3rd party or open source binaries to ensure that unknown vulnerabilities from attacks are not inherited from untrusted vendors. All software components, services, and applications developed, designed, or used are run using the least privilege access

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08/05/2014

2013 OWASP Top 10 List

level; consequently, no software used or developed by CQuest requires administrative or system access rights to run.

A10-Unvalidated Redirects and Forwards Web applications frequently redirect and forward users to other pages and websites, and use untrusted data to determine the destination pages. Without proper validation, attackers can redirect victims to phishing or malware sites, or use forwards to access unauthorized pages.

CQuest Response: Not applicable. The CQuest application is not a browser application. Therefore, it is not vulnerable to unvalidated redirects and forwards.

CQuest Build Process

CQuest uses industry standard technologies designed to limit exposure to possible vulnerabilities and development issues throughout the build process. Such as the use of Entity Framework and parameterized database procedures to prevent direct SQL access to application, and integration databases that can be compromised.

Except for the current use of Sybase database and Active Reports reporting, the MSC WIC System is based solely on the Microsoft technology stack, consequently, software development is done using manual and automated quality assurance. Moreover, all development follows

us/library/ms182020(v=vs.110).aspx) which parallels the Microsoft development tools and integrates with automated quality assurance.

Through the use of the Microsoft development tools and code repositories, enforcement of automated standard and custom Code Analysis Warnings in each check in of development ensure known issues are not introduced.

The following are the currently used Minimum Code Analysis Warnings which focus on the most critical problems in code, including potential security holes, application crashes, and other important logic and design error including:

Design Warnings Warnings that support correct library design as specified by the .NET Framework Design Guidelines.

Globalization Warnings Warnings that support world-ready libraries and applications.

Interoperability Warnings Warnings that support interaction with COM clients.

Maintainability Warnings Warnings that support library and application maintenance.

Mobility Warnings Warnings that support efficient power usage.

Naming Warnings Warnings that support adherence to the naming conventions of the .NET Framework Design Guidelines.

MS
05/05/2014

<u>Performance Warnings</u>	Warnings that support high-performance libraries and applications.
<u>Portability Warnings</u>	Warnings that support portability across different platforms.
<u>Reliability Warnings</u>	Warnings that support library and application reliability, such as correct memory and thread usage.
<u>Security Warnings</u>	Warnings that support safer libraries and applications.
<u>Usage Warnings</u>	Warnings that support appropriate usage of the .NET Framework.
<u>Code Analysis Policy Errors</u>	Errors that occur if the code analysis policy is not satisfied at check-in.

Reference: "Code Analysis for Managed Code Warnings", [http://msdn.microsoft.com/en-us/library/ee1h7ekz\(v=vs.110\).aspx](http://msdn.microsoft.com/en-us/library/ee1h7ekz(v=vs.110).aspx)

enforced as exceptions in the build and prohibited from introduction into the code repositories:

<u>Rule</u>	<u>Description</u>
<u>CA2100: Review SQL queries for security vulnerabilities</u>	A method sets the System.Data.IDbCommand.CommandText property by using a string that is built from a string argument to the method. This rule assumes that the string argument contains user input. A SQL command string built from user input is vulnerable to SQL Injection attacks.
<u>CA2102: Catch non-CLSCompliant exceptions in general handlers</u>	A member in an assembly that is not marked with the RuntimeCompatibilityAttribute or is marked RuntimeCompatibility(WrapNonExceptionThrows = false) contains a catch block that handles System.Exception and does not contain an immediately following general catch block.
<u>CA2103: Review imperative security</u>	A method uses imperative security and might be constructing the permission by using state information or return values that can change while the demand is active. Use declarative security whenever possible.
<u>CA2104: Do not declare read-only mutable reference types</u>	An externally visible type contains an externally visible read-only field that is a mutable reference

<u>Rule</u>	<u>Description</u>
	type. A mutable type is a type whose instance data can be modified.
<u>CA2105: Array fields should not be read only</u>	When you apply the read-only (ReadOnly in Visual Basic) modifier to a field that contains an array, the field cannot be changed to reference a different array. However, the elements of the array stored in a read-only field can be changed.
<u>CA2106: Secure asserts</u>	A method asserts a permission and no security checks are performed on the caller. Asserting a security permission without performing any security checks can leave an exploitable security weakness in your code.
<u>CA2107: Review deny and permit only usage</u>	Using the PermitOnly method and CodeAccessPermission.Deny security actions should be used only by those with an advanced knowledge of .NET Framework security. Code that uses these security actions should undergo a security review.
<u>CA2108: Review declarative security on value types</u>	A public or protected value type is secured by Data Access or Link Demands.
<u>CA2109: Review visible event handlers</u>	A public or protected event-handling method was detected. Event-handling methods should not be exposed unless absolutely necessary.
<u>CA2111: Pointers should not be visible</u>	A pointer is not private, internal, or read-only. Malicious code can change the value of the pointer, potentially allowing access to arbitrary locations in memory or causing application or system failures.
<u>CA2112: Secured types should not expose fields</u>	A public or protected type contains public fields and is secured by Link Demands. If code has access to an instance of a type that is secured by a link demand, the code does not have to satisfy the link demand to access the type's fields.
<u>CA2114: Method security should be a superset of type</u>	A method should not have both method-level and type-level declarative security for the same action.
<u>CA2115: Call GC.KeepAlive when using native resources</u>	This rule detects errors that might occur because an unmanaged resource is being finalized while it is still being used in unmanaged code.

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<u>Rule</u>	<u>Description</u>
<u>CA2116: APTCA methods should only call APTCA methods</u>	When the APTCA (AllowPartiallyTrustedCallers) attribute is present on a fully trusted assembly, and the assembly executes code in another assembly that does not allow partially trusted callers, a security exploit is possible.
<u>CA2117: APTCA types should only extend APTCA base types</u>	When the APTCA (AllowPartiallyTrustedCallers) attribute is present on a fully trusted assembly, and a type in the assembly inherits from a type that does not allow partially trusted callers, a security exploit is possible.
<u>CA2118: Review SuppressUnmanagedCodeSecurityAttribute usage</u>	SuppressUnmanagedCodeSecurityAttribute changes the default security system behavior for members that execute unmanaged code that uses COM Interop or platform invocation. This attribute is primarily used to increase performance; however, the performance gains come with significant security risks.
<u>CA2119: Seal methods that satisfy private interfaces</u>	An Inheritable public type provides an overridable method implementation of an Internal (Friend in Visual Basic) interface. To fix a violation of this rule, prevent the method from being overridden outside the assembly.
<u>CA2120: Secure serialization constructors</u>	This type has a constructor that takes a System.Runtime.Serialization.SerializationInfo object and a System.Runtime.Serialization.StreamingContext object (the signature of the serialization constructor). This constructor is not secured by a security check, but one or more of the regular constructors in the type are secured.
<u>CA2121: Static constructors should be private</u>	The system calls the static constructor before the first instance of the type is created or any static members are referenced. If a static constructor is not private, it can be called by code other than the system. Depending on the operations that are performed in the constructor, this can cause unexpected behavior.
<u>CA2122: Do not indirectly expose methods with link demands</u>	A public or protected member has Link Demands and is called by a member that does not perform any security checks. A link demand checks the permissions of the immediate caller only.

<u>Rule</u>	<u>Description</u>
<u>CA2123: Override link demands should be identical to base</u>	This rule matches a method to its base method, which is either an interface or a virtual method in another type, and then compares the link demands on each. If this rule is violated, a malicious caller can bypass the link demand just by calling the unsecured method.
<u>CA2124: Wrap vulnerable finally clauses in outer try</u>	A public or protected method contains a try/finally block. The finally block appears to reset the security state and is not itself enclosed in a finally block.
<u>CA2126: Type link demands require inheritance demands</u>	A public unsealed type is protected with a link demand and has an overridable method. Neither the type nor the method is protected with an inheritance demand.
<u>CA2136: Members should not have conflicting transparency annotations</u>	Critical code cannot occur in a 100%-transparent assembly. This rule analyzes 100%-transparent assemblies for any SecurityCritical annotations at the type, field, and method levels.
<u>CA2147: Transparent methods may not use security asserts</u>	This rule analyzes all methods and types in an assembly that is either 100% transparent or mixed transparent/critical, and flags any declarative or imperative use of Assert.
<u>CA2140: Transparent code must not reference security critical items</u>	Methods that are marked with SecurityTransparentAttribute call non-public members that are marked as SecurityCritical. This rule analyzes all methods and types in an assembly that is mixed transparent/critical, and flags any calls from transparent code to non-public critical code that are not marked SecurityTreatAsSafe.
<u>CA2130: Security critical constants should be transparent</u>	Transparency enforcement is not enforced for constant values because compilers inline constant values so that no lookup is required at run time. Constant fields should be security transparent so that code reviewers do not assume that transparent code cannot access the constant.
<u>CA2131: Security critical types may not participate in type equivalence</u>	A type participates in type equivalence and either the type itself, or a member or field of the type, is marked with the SecurityCriticalAttribute attribute. This rule fires on any critical types or types that contain critical methods or fields that are participating in type equivalence. When the CLR detects such a type, it fails to load it with a

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<u>Rule</u>	<u>Description</u>
	TypeLoadException at run time. Typically, this rule fires only when users implement type equivalence manually rather than by relying on tlbimp and the compilers to do the type equivalence.
<u>CA2132: Default constructors must be at least as critical as base type default constructors</u>	Types and members that have the SecurityCriticalAttribute cannot be used by Silverlight application code. Security-critical types and members can be used only by trusted code in the .NET Framework for Silverlight class library. Because a public or protected construction in a derived class must have the same or greater transparency than its base class, a class in an application cannot be derived from a class marked SecurityCritical.
<u>CA2133: Delegates must bind to methods with consistent transparency</u>	This warning fires on a method that binds a delegate that is marked with the SecurityCriticalAttribute to a method that is transparent or that is marked with the SecuritySafeCriticalAttribute. The warning also fires a method that binds a delegate that is transparent or safe-critical to a critical method.
<u>CA2134: Methods must keep consistent transparency when overriding base methods</u>	This rule fires when a method marked with the SecurityCriticalAttribute overrides a method that is transparent or marked with the SecuritySafeCriticalAttribute. The rule also fires when a method that is transparent or marked with the SecuritySafeCriticalAttribute overrides a method that is marked with a SecurityCriticalAttribute. The rule is applied when overriding a virtual method or implementing an interface.
<u>CA2135: Level 2 assemblies should not contain LinkDemands</u>	LinkDemands are deprecated in the level 2 security rule set. Instead of using LinkDemands to enforce security at just-in-time (JIT) compilation time, mark the methods, types, and fields with the SecurityCriticalAttribute attribute.
<u>CA2136: Members should not have conflicting transparency annotations</u>	Transparency attributes are applied from code elements of larger scope to elements of smaller scope. The transparency attributes of code elements with larger scope take precedence over transparency attributes of code elements that are contained in the first element. For example, a class that is marked with the SecurityCriticalAttribute attribute cannot contain a method that is marked

<u>Rule</u>	<u>Description</u>
	with the SecuritySafeCriticalAttribute attribute.
<u>CA2137: Transparent methods must contain only verifiable IL</u>	A method contains unverifiable code or returns a type by reference. This rule fires on attempts by security transparent code to execute unverifiable MSIL (Microsoft Intermediate Language). However, the rule does not contain a full IL verifier, and instead uses heuristics to catch most violations of MSIL verification.
<u>CA2138: Transparent methods must not call methods with the SuppressUnmanagedCodeSecurity attribute</u>	A security transparent method calls a method that is marked with the SuppressUnmanagedCodeSecurityAttribute attribute.
<u>CA2139: Transparent methods may not use the HandleProcessCorruptingExceptions attribute</u>	This rule fires any method which is transparent and attempts to handle a process corrupting exception by using the HandleProcessCorruptedStateExceptionsAttribute attribute. A process corrupting exception is a CLR version 4.0 exception classification of exceptions such AccessViolationException. The HandleProcessCorruptedStateExceptionsAttribute attribute may only be used by security critical methods, and will be ignored if it is applied to a transparent method.
<u>CA2140: Transparent code must not reference security critical items</u>	A code element that is marked with the SecurityCriticalAttribute attribute is security critical. A transparent method cannot use a security critical element. If a transparent type attempts to use a security critical type a TypeAccessException, MethodAccessException, or FieldAccessException is raised.
<u>CA2141: Transparent methods must not satisfy LinkDemands</u>	A security transparent method calls a method in an assembly that is not marked with the AllowPartiallyTrustedCallersAttribute (APTCA) attribute, or a security transparent method satisfies a LinkDemand for a type or a method.
<u>CA2142: Transparent code should not be protected with LinkDemands</u>	This rule fires on transparent methods which require LinkDemands to access them. Security transparent code should not be responsible for verifying the security of an operation, and therefore should not demand permissions.

<u>Rule</u>	<u>Description</u>
<u>CA2143: Transparent methods should not use security demands</u>	Security transparent code should not be responsible for verifying the security of an operation, and therefore should not demand permissions. Security transparent code should use full demands to make security decisions and safe-critical code should not rely on transparent code to have made the full demand.
<u>CA2144: Transparent code should not load assemblies from byte arrays</u>	The security review for transparent code is not as thorough as the security review for critical code, because transparent code cannot perform security sensitive actions. Assemblies loaded from a byte array might not be noticed in transparent code, and that byte array might contain critical, or more importantly safe-critical code, that does need to be audited.
<u>CA2145: Transparent methods should not be decorated with the SuppressUnmanagedCodeSecurityAttribute</u>	Methods decorated with the SuppressUnmanagedCodeSecurityAttribute attribute have an Implicit LinkDemand placed upon any method that calls it. This LinkDemand requires that the calling code be security critical. Marking the method that uses SuppressUnmanagedCodeSecurity with the SecurityCriticalAttribute attribute makes this requirement more obvious for callers of the method.
<u>CA2146: Types must be at least as critical as their base types and interfaces</u>	This rule fires when a derived type has a security transparency attribute that is not as critical as its base type or implemented interface. Only critical types can derive from critical base types or implement critical interfaces, and only critical or safe-critical types can derive from safe-critical base types or implement safe-critical interfaces.
<u>CA2147: Transparent methods may not use security asserts</u>	Code that is marked as SecurityTransparentAttribute is not granted sufficient permissions to assert.
<u>CA2149: Transparent methods must not call into native code</u>	This rule fires on any transparent method which calls directly into native code, for example, through a P/Invoke. Violations of this rule lead to a MethodAccessException in the level 2 transparency model, and a full demand for UnmanagedCode in the level 1 transparency model.



CQuest's Response to Questions/Clarifications from KDHE
Bid Event Number: 17300 - EVT0002842

- 1) KDHE - On the Proposed Work Plan (pgs 137-140) the Month End Summarizations due dates vary. We would like the month end summarizations completed by the eighth calendar day of the following month. For example, the monthly July summarization would be completed and available to all MSC staff by August 8. Can this requirement be met?

KDHE follow-up question: Can CQuest complete month end summarizations by the tenth calendar day of the following month?

CQuest's Response: The due dates vary on the proposed work plan as we planned for the month end summarizations to be completed by the eighth **business day** (which varies month to month) as is the current procedure. Historically, on average we have completed month summarization by eighth calendar day but there have been a few instances where the banking reconciliation process impacted the completion date. Given the request to provide month end summarization to address the business need for an exact day of the month that staff can expect summarized reports CQuest will complete month end summarization by the 10th calendar day of the following month.

- 2) KDHE - There are two full-time DBA's assigned per this response. Please provide specific and compelling rationale for 2 full-time DBA positions.

CQuest's Response: CQuest used actual hours for DBA's supporting the MSC WIC system (all 3 states combined) during calendar year 2013 to arrive at our proposed two full-time DBA's.

Actual DBA hours for FY13 was 3676/1864 = 1.97 FTEs.

Actual DBA hours for FY14 YTD is 2726; Projected DBA hours for FY14 is 3635/1864 = 1.95 FTEs.

There are Task Orders in process that once completed may reduce the number of DBA hours required to support the MSC WIC System. CQuest only invoices the three States for hours used (actual hours). CQuest will reflect the reduced DBA hours on our monthly invoice should their hours decrease as a result of the implemented Task Orders.

- 3) New Hampshire - 5.2.1.3(e) - Please validate that CQuest understands this requirement. The State of NH expects that an independent third party vendor must perform an analysis when new code is introduced to ensure that it conforms to our security standards. This includes maintenance releases. Intrusion detection is not a function included in UAT.

Follow-up question: Please provide a description of CQuest's code verification process, showing the separation of duties and provide the resume and qualifications of their security expert.

https://www.owasp.org/index.php/Top_10_2013-Top_10

5.2.1.3 (e)	Hosting Security	New Hampshire	In the development or maintenance of any code, the Contractor shall ensure that the Software is Independently verified and validated using a methodology determined appropriate by New Hampshire. All software and hardware shall be free of malicious code.	Yes	Standard	Software is Independently verified via the established UAT process
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CQuest's Response: A description of CQuest's code verification process describing the separation of duties is provided as Attachment A.

Please find resumes attached for the following staff responsible for ensuring CQuest's security standards are implemented, maintained, and followed:

- Russell Huebner
- William Roth

- 4) New Hampshire - 5.2.6.3(d) - When can the requirement for 10 character passwords be implemented?

5.2.6.3 (d)	Software Security	MSC	Enforce complex passwords for Administrator Accounts of ten characters or more.	No	Future	The MSC WIC System passwords are currently eight (8) characters; system can be modified to ten (10) characters
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CQuest's Response: The MSC establishes the priority of modifications made to the MSC WIC System. If the MSC is willing to adjust the priorities already established for Release 43 CQuest can modify all passwords from eight (8) characters to ten (10) characters, with strong password encryption, in the Client Services Release 43 scheduled for the September 2014 timeframe.

This explanation is acceptable to Kansas and New Hampshire.

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- 5) New Hampshire – 5.2.6.3(f) – Under this contract the passwords must be encrypted in transmission and at rest. CQuest responded that this is planned for the future. Please provide more information on your plans to implement this practice.

5.2.6.3 (f)	Software Security	MSC	Encrypt passwords in transmission and at rest within the database.	No	Future	The MSC WIC System password is not encrypted in the database but is encrypted when transmitting it via https
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CQuest's Response: Currently, the following two applications satisfy the requirement for being encrypted at rest within the database:

- Vendor Portal – browser based- Password field length = 128, already encrypted in the database
- Client Portal – browser based - Password field length = 128, already encrypted in the database

The MSC establishes the priority of modifications made to the MSC WIC System. If the MSC is willing to adjust the priorities already established for Release 43 CQuest can include the requirement for encrypted passwords at rest as part of Release 43 scheduled for the September 2014 timeframe.

This explanation is acceptable to Kansas and New Hampshire.

- 6) New Hampshire – 5.3.1(i) – The State of NH would like to participate on a call with CQuest to understand their environment relative to this issue.

5.3.1 (i)	Disaster Recovery	New Hampshire	If State data is personally identifiable, data must be encrypted in the operation environment and on backup tapes.	No	Standard	The database files are not encrypted using an industry-standard encryption technique; however, the database files and log files are binary files and are obfuscated (not human readable). While some random words in the database file may be decipherable using a disk utility, the lack of context and connection with other information makes that database content indecipherable. The only means to get to a readable format of client data is through the Sybase tools and API. These enforce security and require credential validation. Our remote databases synchronize with our consolidated databases through the Sybase SQLRemote replication technology and the replication messages are fully encrypted.
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CQuest's Response: The database files and log files are binary files and are obfuscated (not human readable) without the use of Sybase tools and API. While some random words in the database file may be decipherable using a disk utility, the lack of context and connection with other information makes that database content indecipherable.

This explanation is acceptable to Kansas and New Hampshire.

- 7) This statement: "The StarLINC software and any enhancements, maintenance releases, bug fixes, or other custom development shall remain in the public domain." appears in the NH Terms and conditions list. In reviewing the RFP, the USDA has stated "...that the software is not in the public domain. Basically, "public domain" means, Joe in Texas could go to the Internet and get it and use it for free." Therefore the MSC proposes that the RFP be changed to read: "The StarLINC software and any enhancements, maintenance releases, bug fixes, or other custom development shall remain the property of the state." In addition anywhere else in the RFP that the phrase "public domain" appears relating to state ownership rights will be similarly changed to reflect that the states own the software. Please acknowledge in your response that you concur with this change.

CQuest's Response: CQuest acknowledges and accepts the need to change all references to "public domain" to "property of the state" in the RFP and our response.

- 8) Please explain the method(s) used to establish and use 1,864 hours per year in the cost proposal sheet.

CQuest's Response: The calculation CQuest used to determine number of hours for an FTE is as follows:

Hours	Description	Calculation
2,080	Number of weekday hours in a year	52 weeks X 40 hours
-80	Vacation	10 days
-80	Holidays	10 days (Based on Kansas, New Hampshire, and ITCA's holiday schedule)
-24	Personal Days	3 days
-32	Sick Days	4 days (varies depending on staff)
1,864	Total Net Hours	

- 9) Does the Estimated Annual Cost of \$2,693,014 on page A.1 represent 12 calendar months of cost?

CQuest's Response: Yes, the annual cost of \$2,693,014 is for one calendar year.

- 10) Please correct the heading on Cost Proposal Sheet, page A.1 to read: July 1, 2014- June 30, 2019.

CQuest's Response: The heading on the attached BAFO Cost Proposal Sheet, page A.1 has been corrected to read: July 1, 2014 - June 30, 2019.

11) Please explain the method(s) used to determine the cost increase from the Base Period (years 1,2,3,4 and 5) to each Option Years 6, 7 and 8.

CQuest's Response: CQuest's cost proposal is based upon a combination of current FY14 contract costs and actual staffing usage for the current and two prior fiscal years by staff role. The chart on the next page shows the methodology used to determine the cost increase from the Base Period (years 1-5) to each Option Years (years 6-8). CQuest diligently prepared our Cost Proposal with the intent to be as fiscally conservative and responsible as possible while ensuring we maintain the high professional level of service expected by the MSC.

- CQuest added the total amount of MSC Contracts for FY14 (\$2,537,532.00) to determine a base starting point.
- CQuest added a 2% increase to the base starting point. The 2% increase was determined using an average of the past 4 years' Consumer Price Index (CPI).
- The 2% increase was applied to each year in the Base Period (years 1-5).
- For option years 6, 7, and 8 key personnel hourly rates were increased by 2%.

CQuest America, Inc. Multi-State Consortium Pricing Methodology for 2014 RFP			
	Current Monthly Billable Amount (If applicable)	Number of Months in a Year	Annual Amount
FY14 Kansas Contract			1,761,177.00
FY14 New Hampshire Contract	35,656.25	12	427,875.00
FY14 ITCA Contract	29,040.00	12	348,480.00
Total Annual Amount of MSC Contracts			2,537,532.00
	Prior Year Annual Amount	Percentage Increase	Annual Amount
July 1, 2014 - June 30, 2015	2,537,532.00	2%	2,588,282.64
July 1, 2015 - June 30, 2016	2,588,282.64	2%	2,640,048.29
July 1, 2016 - June 30, 2017	2,640,048.29	2%	2,692,849.26
July 1, 2017 - June 30, 2018	2,692,849.26	2%	2,746,706.24
July 1, 2018 - June 30, 2019	2,746,706.24	2%	2,801,640.37
Total Cost for MSC over 5 Year Base Period			13,469,526.80
Number of Years During Base Period			5
Average Annual Cost			2,693,905.36
Average Annual Cost Submitted in RFP Response			2,693,014.00
Difference (see Note 1 below)			891.36

Note 1: Cost amount submitted in bid was less as hourly rates were rounded to the nearest whole dollar.

Table Below: Consumer Price Index - All Urban Consumers (Not Seasonally Adjusted - 12-Month Percent Change)

Year	Annual CPI
2010	1.6
2011	3.2
2012	2.1
2013	1.5
Total	8.4
Number of Years Listed Above	4
Average CPI over prior 4 years	2.1 (see Note 3 below)

Note 3: CQuest used a conservative 2% CPI for calculating its increases.

- 12) The MSC requests that CQuest review their cost proposal and submit any improvements or reductions in costs that can be made in the revised offer.

The MSC expects a lower cost based on at least two contributing factors: (a) upgrading to the .NET platform has resulted in a system that is easier and less work intensive to operate and maintain, and (b) issuing a joint RFP and the resulting contracts should realize cost efficiencies by having the three systems and work processes being identical in most respects.

CQuest's Response: Based on our understanding of the RFP requirements, along with our knowledge and experience operating and maintaining the MSC WIC System, we believe our original cost proposal is sound. We took extreme care and diligence to prepare a cost proposal that was fair and applicable to the work performed.

We have not made any changes to the cost proposal other than correcting the dates as documented in Question #10 above.

We realize that there is an expectation that upgrading to the .NET platform would result in a system that is easier and less work intensive to operate and maintain. It is true that some work required to maintain the previous PowerBuilder version of the system has been eliminated or decreased; however in some instances it has been offset by other work required in the .NET environment that was not required in the PowerBuilder environment. Maintaining the .NET system isn't necessarily less work, it is different work.

Regarding factor (b) above, we realize that the MSC is expecting to realize cost efficiencies by having the three systems and work processes being identical in most respects going forward in a new contract. That may be the case as the three states gain experience in working together under a single contract. However, New Hampshire and ITCA are transitioning into the new contract which is more in line with the current Kansas contract. CQuest will provide a more complete level of support for New Hampshire and ITCA going forward than we have provided to them in their current contracts.

New Hampshire's current contract only provides for operations support. The current New Hampshire contract is not designed to include funds for modifications such as the password modifications described above in Question #4 and #5. In contrast, the current Kansas contract includes discretionary hours dedicated for ongoing maintenance and minor system improvements. General maintenance modifications such as the password modification can be made using these hours. Task Orders are only used when the scope of the requested modification is beyond what is available under the O&M contract.

Recently, ITCA's contract with CQuest was amended for CQuest to provide Level I and Level II Help Desk, network support, and database support. To absorb the additional workload CQuest hired additional staff and assigned additional tasks to existing staff. This amendment provides for a set number of hours each month for services. Several times since the execution of the amendment the actual hours have exceeded the maximum limit. During this early transition period, in an effort to keep costs down for ITCA, and for CQuest staff to work through the transition of the additional work load, we have chosen to absorb the extra hours rather than passing the cost on to ITCA.

Both ITCA and New Hampshire have clinics being served using distributed databases. There may be cost savings realized in the future when these clinics are converted to a multi-site (centrally served) database. Until that time, CQuest must continue to dedicate DBA hours to maintain and monitor system databases; monitor replication; and monitor mobile check-in/check-out for the distributed clinics. Future cost savings cannot be accurately determined until we have actual hours expended under the new paradigm.

As stated above in our response to Question #2 there are Task Orders in process that once completed may reduce the number of DBA hours required to support the MSC WIC System. CQuest only invoices the three States for hours used (actual hours). CQuest will reduce the DBA hours invoiced should their hours decrease as a result of the Implemented Task Orders.

CQuest's Response to Questions/Clarifications from KDHE

Question #3: Code Verification, Deployment, and Separation of Responsibilities

Software Development Life Cycle/ Production Deployment

CQuest follows an Agile methodology in its software development life cycle, strictly delineated as planning, required analysis, designing, building, and testing. While the building process is characterized as being iterative in nature, the planning, required analysis, and designing is a controlled, detailed, documented, peer reviewed process of engagement by multiple levels of peer review and direction.

Planning

Software Release Identification and Priority

CQuest leaders and project managers consolidate, coordinate, and prioritize requested and needed software fixes, upgrades, and enhancements that are scheduled in conjunction with client priorities into software releases during each calendar year. Initial scope is defined by the project management team and placed in the SDLC development process for transition through the cycle into the finished software product.

Project meetings are held with functional and technical resources to relate the initial scope of the work and to familiarize assigned resources with timelines, codes freezes, testing dates in test, UAT, and QA regions. The work is then transferred to the functional designer for the creation of detailed specifications.

Required Analysis/Designing

Functional Designer - Technical Writer

The functional designer/technical writer is responsible for the development of comprehensive specifications gleaned from conversations with client project resources, analysis of the business problem with other functional experts, and developing architects who give technical structure and key support to the documentation of the solution.

Technical Developer

The technical developer is responsible for the development of comprehensive technical specifications, including Visio layouts and technical design specifications, delineating the architectural approach documented in conjunction with the functional designer and client project resources.

Peer Review of Design Specifications

A milestone of the detailed functional and technical design specification process is the Detailed Design Peer Review meeting. Both the primary functional designer and the primary technical designer present their solution design before a committee of their peers, which include CQuest senior project managers, functional testers, and other technical developers, to defend their design in a critiquing and questioning session. This allows the CQuest team to validate the approach, verify consistency with the detailed structure of the existing application, and to verify that the business flow of the application meets the standards that CQuest holds for its application architecture.

Attachment A

CQuest's Response to Questions/Clarifications from KDHE

Question #3: Code Verification, Deployment, and Separation of Responsibilities

Building

Building is characterized by an iterative process where the functional designer and technical developer construct the solution and validate expectations regarding solution ease-of-use, process flow, stability and aesthetic usability. This is a continuous process of peer validation during the solution build.

CQuest is protected from SQL Injection attacks through its state-of-the-art use of Entity Framework within an MVVM architecture for its applications. There is not direct SQL access to the application databases that can be compromised.

Unit testing by the technical developer is composed of over 5200 automated test cases related to every area of the Client Services application. These automated test cases are a cumulative programmatic audit of system integrity and functionality.

When the solution has been unit tested, and the functional designer and technical developer have reached and agreed on the quality and functionality of the peer reviewed design, the solution is deployed to the functional testers for quality review, regression testing, integrated testing, and process validation and documentation of test cases.

Testing

The functional testers have developed a regression testing framework that is composed of cumulative test cases addressing all areas of the system to comprehensively validate integrity of all system functionality, not just the particular area of the system that might have been affected by the change. They further access every screen and function in the system manually to verify all functionality is operating according to specifications. And finally, specific and thorough testing is completed on the area of concentration related to the approved, peer reviewed development specification documentation.

At the completion of testing, all testing documentation and results are archived according to release or special deployment that required maintenance.

Production Deployment

A final deployment preparation meeting composed of all parties involved with design, development, testing, and deployment is scheduled. The final deployment preparation meeting is peer reviewed and monitored by CQuest senior security resources and senior operations directors for integrity of the audit trail, verification of security protocols associated with development, application packaging, and separation of responsibilities related to deployment. The results of testing are verified and reviewed for any outstanding issues recorded in the issue logs. Reports are made by functional testers as to the integrity of the application functionality. CQuest senior security resources and senior operations directors are responsible to maintain and confirm the security and integrity of the deployment process.

Strategy for production deployment is developed and agreed upon, and timelines of deployment activities are peer reviewed and approved by all parties. The deployment signoff document and the deployment schedule are prepared and signed by the project manager to authorize the hand-off of application packages and installers to

Attachment A

CQuest's Response to Questions/Clarifications from KDHE

Question #3: Code Verification, Deployment, and Separation of Responsibilities

the network operations deployment team for implementation according to the deployment schedule.

Database scripts and stored procedures are documented and transferred to DBA resources, along with the deployment schedule and instructions for the administration of the scripts and stored procedures.

Technical Description of Application Deployment Packages

CQuest ClickOnce automated package and deployment process:

When development resources are checked into Team Foundation Server (TFS) by the technical developer and merged into a deployment environment, the TFS Build Process will automatically create a deployment package through the CQuest Deployment Packaging tool. The CQuest Deployment Packaging tool takes all relevant binaries and executables for a ClickOnce release and digitally signs all application manifest files and executables using a certified code signing certificate secured from an authorized provider. All resource files in a ClickOnce deployment package are cataloged in the manifest along with their corresponding hash key. A manifest file cannot be modified without losing/corrupting its digital signature; at which point it must be resigned with a digital signature. Conversely, no resource file may be modified without resigning the manifest file; at which point the resources hash key is updated in the manifest. This ensures that a deployment package has not been externally tampered with or modified without prior knowledge or consent by CQuest who controls and maintains the digital certificate. A detailed log is always created for each automated package build.

CQuest Application Service Host Windows MSI Installer:

When development resources are checked into TFS by the technical developer and merged into a deployment environment, the TFS Build Process will automatically create an Application Service Host Windows MSI Installer through the CQuest Deployment Packaging tool. The custom Windows MSI installer build process will take all relevant resource files and package them into a tightly controlled MSI installer package. Before packaging, all relevant executables are digitally signed using a certified code signing certificate secured from an authorized provider. After the Windows MSI installer has been built, the installer itself is digitally signed using a certified code signing certificate obtained secured from an authorized provider. A detailed log is always created for each Application Service Host Installer generated.

The development team technical lead is responsible for ensuring the final deployment has been securely packaged, verified, archived and transferred to a secured pre-deployment staging area to await handoff to the network operations deployment team.

The hand-off of the deployment package and installer to the network operations deployment team is accompanied by the Deployment Signoff document which has been created, reviewed, and signed during the final deployment preparation meeting.

2014-011 ATTACHMENT C
BEST AND FINAL OFFER (BAFO)



VOLUME 2: COST PROPOSAL

Bid Event Number: 17300 - EVT0002842
Closing Date: February 4, 2014



**Operations and Maintenance of WIC MIS
for the Multi-State WIC Consortium:
State of Kansas Department of Health and Environment
New Hampshire Department of Health and Human Services
Inter Tribal Council of Arizona**

BAFO

CQuest's Primary Contact:

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cQuest

ATTACHMENT C

KD
08/05/2014



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Cost Proposal - Executive Summary

CQuest is pleased to submit the **Price Schedule** portion of our response to the Request for Proposal (RFP), Bid Event Number 17300-EVT0002842, from the Multi-State Consortium (MSC) regarding the operations and maintenance of the MSC WIC System. Based on our understanding of the RFP requirements, along with our knowledge and experience operating and maintaining the MSC WIC System, we believe our cost proposal is sound.

CQuest is committed to providing dedicated, qualified, sufficient, and experienced staff for the duration of this contract. CQuest's approach to staffing is to provide coverage using an FTE approach. Each area of responsibility has key personnel identified who are qualified, experienced with the MSC WIC System, and available to provide the level of expertise needed to ensure coverage for the work identified within the RFP. The individuals chosen for this contract have many years of WIC experience, including the development, implementation, operations, and maintenance of the MSC WIC System. Each key role is complemented by additional CQuest staff whose skill and expertise are equal to or greater than the named individual. This method of staffing provides the MSC with the required coverage with no gaps in service because of illness, an unplanned absence, or vacations. In addition to specific redundancy, this staffing model also demonstrates that CQuest has staff available who are highly skilled, knowledgeable of WIC and the MSC WIC System(s), and are available as a resource to provide support and expertise as needed.

CQuest made the following assumption when creating the Cost Proposal:

- CQuest is aware that New Hampshire (NH) is considering transitioning from individual distributed databases to a single consolidated database. This transition has implications on CPS hosting costs. For purposes of this RFP Cost Proposal, CQuest has priced NH hosting using the current hosting configurations. Should NH proceed with plans for a consolidated database CQuest will provide information regarding the associated cost. There may be cost savings should all three states in the Consortium transition hosting services to CQuest.



COST PROPOSAL SHEET

A.1 Base Period for Years 1, 2, 3, 4 and 5 (July 1, 2014 – June 30, 2019)

A.1.1 Base Period Requirements

The number of staff and anticipated number of hours per key Contractor staff is estimated. Qualifications for Key Personnel are set forth in section 4.10.1 Key Personnel Qualifications. The Operations Contractor shall provide the Hourly Rate (which should include load) and Estimated Annual Cost per staff using the following table. Bid prices are fixed for the base period.

Key Personnel	# Staff		Hourly Rate		Hours per Year		Estimated Annual Cost
Project Manager	1.00	X	132.00	X	1,864	=	246,048
Sr. Network Analyst	1.00	X	90.00	X	1,864	=	167,760
DBA/DA	2.00	X	118.00	X	1,864	=	439,904
Quality Assurance Specialist	1.50	X	92.00	X	1,864	=	257,232
Technical Writer	1.00	X	105.00	X	1,864	=	195,720
Help Desk Operator	3.00	X	82.00	X	1,864	=	458,544
Help Desk Lead/Manager	0.50	X	87.00	X	1,864	=	81,084
Business Analyst	0.75	X	107.00	X	1,864	=	149,586
Sr. Programmer Analyst	2.25	X	128.00	X	1,864	=	536,832
Systems Operations	1.00	X	86.00	X	1,864	=	160,304
Estimated Annual Cost:							2,693,014
							X 5 years
Total							13,465,070



A.2 Option Period for Year 6 (July 1, 2019 – June 30, 2020)

Key Personnel	# Staff		Hourly Rate		Hours per Year		Estimated Annual Cost
Project Manager	1.00	X	134.64	X	1,864	=	250,969
Sr. Network Analyst	1.00	X	91.80	X	1,864	=	171,115
DBA/DA	2.00	X	120.36	X	1,864	=	448,702
Quality Assurance Specialist	1.50	X	93.84	X	1,864	=	262,377
Technical Writer	1.00	X	107.10	X	1,864	=	199,634
Help Desk Operator	3.00	X	83.64	X	1,864	=	467,715
Help Desk Lead/Manager	0.50	X	88.74	X	1,864	=	82,706
Business Analyst	0.75	X	109.14	X	1,864	=	152,578
Sr. Programmer Analyst	2.25	X	130.56	X	1,864	=	547,569
Systems Operations	1.00	X	87.72	X	1,864	=	163,510
Estimated Annual Cost:							2,746,875
							X 1 year
Total							2,746,875



A.3 Option Period for Year 7 (July 1, 2020 - June 30, 2021)

Key Personnel	# Staff		Hourly Rate		Hours per Year		Estimated Annual Cost
Project Manager	1.00	X	137.33	X	1,864	=	255,983
Sr. Network Analyst	1.00	X	93.64	X	1,864	=	174,545
DBA/DA	2.00	X	122.77	X	1,864	=	457,687
Quality Assurance Specialist	1.50	X	95.72	X	1,864	=	267,633
Technical Writer	1.00	X	109.24	X	1,864	=	203,623
Help Desk Operator	3.00	X	85.31	X	1,864	=	477,054
Help Desk Lead/Manager	0.50	X	90.51	X	1,864	=	84,355
Business Analyst	0.75	X	111.32	X	1,864	=	155,625
Sr. Programmer Analyst	2.25	X	133.17	X	1,864	=	558,515
Systems Operations	1.00	X	89.47	X	1,864	=	166,772
Estimated Annual Cost:							2,801,792
							X 1 year
Total							2,801,792



A.4 Option Period for Year 8 (July 1, 2021 – June 30, 2022)

Key Personnel	# Staff		Hourly Rate		Hours per Year		Estimated Annual Cost
Project Manager	1.00	X	140.08	X	1,864	=	261,109
Sr. Network Analyst	1.00	X	95.51	X	1,864	=	178,031
DBA/DA	2.00	X	125.23	X	1,864	=	466,857
Quality Assurance Specialist	1.50	X	97.63	X	1,864	=	272,973
Technical Writer	1.00	X	111.42	X	1,864	=	207,687
Help Desk Operator	3.00	X	87.02	X	1,864	=	486,616
Help Desk Lead/Manager	0.50	X	92.32	X	1,864	=	86,042
Business Analyst	0.75	X	113.55	X	1,864	=	158,743
Sr. Programmer Analyst	2.25	X	135.83	X	1,864	=	569,671
Systems Operations	1.00	X	91.26	X	1,864	=	170,109
Estimated Annual Cost:							2,857,838
							X 1 year
Total							2,857,838



A.5 State Specific Requirement(s)

This section is a summary of the total costs for an individual State's need.

Description	Costed As	Cost
A.5.1 New Hampshire Yearly Hosting costs (Base Period - 24,630 per year)	Operations & Maintenance	123,150
A.5.2 New Hampshire Yearly Hosting costs (Option Period year 6)	Operations & Maintenance	25,122
A.5.2 New Hampshire Yearly Hosting costs (Option Period year 7)	Operations & Maintenance	25,625
A.5.2 New Hampshire Yearly Hosting costs (Option Period year 8)	Operations & Maintenance	26,137
	Total	200,034



A.6 Transitioning Costs

This section is a summary of the total costs for an individual State's need. Each transition month needs to be totaled with the Total of the 3 month period indicated in the yellow box.

Description	Costed As	Due Date	Cost
A.6.1 Transition 1 st month - Total	Transition	May 30, 2014	N/A
A.6.1.1 Kick-off Meeting	Transition	May 6, 2014	N/A
A.6.1.2 O&M Transition Work Plan	Transition	May 14, 2014	N/A
A.6.1.3 Testing Hardware Transition Work Plan	Transition	May 23, 2014	N/A
A.6.1.4 Central Host Site Transfer Work Plan (New Hampshire only)	Transition	May 23, 2014	N/A
A.6.2 Transition 2 nd month - Total	Transition	June 30, 2014	N/A
A.6.2.1 Central Host Site Transfer (New Hampshire only)	Transition	June 30, 2014	N/A
A.6.2.1.1 Standup hardware and infrastructure software	Transition	Dates to be determined by Central Host Site Transfer Work Plan	N/A
A.6.2.1.2 Initial load of NH StarLINC software			
A.6.2.1.3 Initial load of NH data to new environment			
A.6.2.1.4 Perform UAT in test system			
A.6.2.1.5 Final load of software and data			
A.6.2.1.6 Provide required operational procedures			
A.6.2.1.7 Cutover to new system			
A.6.3 Transition 3 rd month - Total	Transition	July 31, 2014	N/A
A.6.3.1 Full responsibility of MIS	Transition	July 31, 2014	N/A
		Total	N/A

A.7 Cost Summary Worksheet and Grand Total

This worksheet is a summary of the total costs for each of the individual sections (A.1 through A.6). The dollar amounts shown in the "Total" boxes from the preceding sections should be entered in the "Cost" column in the following table.

Description	Costed As	Cost
A.1 <u>Base Period</u> for years 1, 2, 3, 4 and 5	Operations & Maintenance	13,465,070
A.2 Option Period for year 6	Operations & Maintenance	2,746,875
A.3 Option Period for year 7	Operations & Maintenance	2,801,792
A.4 Option Period for year 8	Operations & Maintenance	2,857,838
A.5 State Specific Requirement(s)	Operations & Maintenance	200,034
A.6 Transitioning costs	Transition	N/A
Financial Proposal Grand Total		22,071,609