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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
 7 Hazen Dr., Concord, NH 03301  
 Fax: 603-271-1516 TDD Access: 1-800-735-2964  
 www.nh.gov/doit

**Denis Goulet**  
 Commissioner

June 1, 2022

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

**REQUESTED ACTION**

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to enter into a **Sole Source** amendment to an existing contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA, by increasing the price limitation by \$3,329,040 from \$114,508,772 to \$117,837,812, with a change to contract completion date of June 30, 2024, to extend the Bureau of Developmental Services (BDS) New HEIGHTS scope for new Medicaid waiver requirements and other essential Federal Public Health Emergency (PHE) services, effective upon Governor and Council approval through June 30, 2024. 90.02% Federal and 9.98% General.

The original contract was approved by Governor and Council on June 19, 2013 (Item #19), and amended with Governor and Executive Council approval on May 2, 2018 (Item #43), and April 8, 2020 (Item #24), with Governor approval on July 1, 2020, (August 5, 2020 Informational Item #P), and December 2, 2020 (January 22, 2021, Informational Item #R), and with Governor and Executive Council approval on September 15, 2021 (Item #34A).

Funds are available in the following accounts for State Fiscal Year 2022 and 2023 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.

**See Attached Fiscal Details**

**EXPLANATION**

This request is **Sole Source** because DHHS is extending the contract completion date of the agreement when there are no options for renewal remaining. The original contract was the result of a competitive Request for Proposal (RFP). The vendor has been delivering COVID-19 related services and other New HEIGHTS enhancements for which they are uniquely qualified to provide. It is in the best interest of the State to use the existing vendor to minimize costs and to maintain continuity of support and efficient delivery of services. The vendor rate of service is

fixed and has been determined by the DHHS to be extremely competitive. This rate is 21% lower than the average of the four (4) vendors providing the most similar services to the State of New Hampshire, and is lower than each of the four (4) comparable vendors. Additionally, the vendor is the market leader in eligibility and enrollment (E&E) systems supporting over 30 States nationally as well as four (4) of the six (6) New England states where they provide services comparable to those included in the contract.

The purpose of this amendment is to implement required enhancements allowed for within the scope of the original contract including newly approved, fully federally funded, and time constrained Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) projects, new Medicaid waiver requirements, as well as support for the extended Federal PHE. The federal government has not yet ended the Federal PHE as anticipated, and additional services are required to maintain the program, per requirements of the Center for Medicaid and Medicare Services (CMS). These enhancements include the following:

**Medicaid Waiver Support** -The scope includes system changes to integrate Development Disability (DD), Acquired Brain Disorder (ABD), and In Home Supports (IHS) Individual Service Agreement (ISA) into New HEIGHTS and NH EASY to provide end-to-end visibility and to improve coordination of care across community stakeholders. The ISA serves as the basis for service planning and ultimately the prior authorizations utilized to manage Medicaid waiver services delivery and budget.

**TANF Pandemic Emergency Assistance (EA)** - The scope includes system changes to process Pandemic EA Benefits for all TANF Cash cases with eligible children based on DHHS policy.

**Medicaid Eligibility/Rules Changes** – DHHS needs to make Eligibility and Enrollment system changes to meet new Medicaid policy requirements. The scope includes extending Medicaid coverage for children and pregnant women to one year, removing the resource requirements for the Medicaid Saving Programs, and to enable program specific access to Medicaid information strengthening security and privacy controls.

**COVID-19 Ongoing Support & Unwind** – DHHS must continue to make Eligibility and Enrollment system (New HEIGHTS) changes to ensure continuous Medicaid coverage through the full duration of the Federal PHE. The additional scope of services for this ongoing support includes activities to provide this extended coverage for individuals who satisfy the criteria to remain open; daily and weekly processes to track closures and reopen by applying rules for reopening; and generating notices with special messages and provide reports and other information for management and financial tracking as well as federal reporting.

**COVID-19 Unwind** – This includes additional scope of services which is estimated to impact 90,000 New Hampshire Citizens. The scope includes supporting various activities to help eligibility workers, providers, and clients with the cessation of the Federal PHE, as required per federal guidance to the States. This includes facilitating continuity of Medicaid coverage for clients that meet eligibility criteria, redetermination method changes, automating certain Medicaid closures, and providing PHE related notices to clients. The scope also includes sending emails and text messages informing households impacted by the end of Federal PHE of their redetermination and verification responsibilities and

automating tracking of outbound calls that are initiated as a part of DHHS outreach program to aid clients to comply with program requirements.

**Benefit Recovery Tracking and Report Changes** – The newly developed DHHS SNAP Corrective Action Plan, which is required per Federal guidance, includes Eligibility and Enrollment system changes for Special Investigations Unit tracking, automatic establishment of cases, and enhanced reporting for benefits recovery based on State and Policy regulatory guidelines.

New HEIGHTS supports approximately 800,000 daily transactions, with approximately 1,300 Department users for approximately 327,000 NH citizens.

DHHS will monitor contracted services using the following techniques:

- Daily collaborative work sessions between DHHS and the vendor, ensuring deliverables are met. Weekly status reports are used for this purpose; and
- Close collaborative work sessions between the vendor and the U.S. Centers for Medicare & Medicaid Services (CMS), as needed, to ensure timely implementation of enhancements.
- Monthly calls with CMS are conducted to review Plans of Actions and Milestones, and the security assessments.

Area served: Statewide.

Source of Funds: CFDA #93.558, FAIN 2101ALTANFC6, Administration for Children and Families, CDFA #93.778, FAIN# 2101NHMEDICAID, MEDICAID, CFDA #10.649, FAIN #224NH004F1003, USDA Food and Nutrition Services.

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

Respectfully Submitted,



Denis Goulet  
Commissioner  
Department of Information  
Technology

*Christine Santaniello* for

Lori A. Shibinette  
Commissioner  
Department of Health and Human  
Services

DG/ik  
DoIT #2013-009E  
RID: 49470

cc: Michael Williams, DoIT IT Manager for DHHS

## Fiscal Details

### Deloitte Consulting LLP

01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT – IT FOR DHHS

100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2016	046-500465	3950041	Consultants	\$6,200,000	\$0	\$6,200,000
2017	046-500465	3950041	Consultants	\$6,200,000	\$0	\$6,200,000
2018	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2019	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2020	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2021	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2022	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2023	046-500465	3950041	Consultants	\$1,875,000	\$0	\$1,875,000
			<b>Subtotal</b>	<b>\$61,375,000</b>	<b>\$0</b>	<b>\$61,375,000</b>

05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$12,781,103	\$0	\$12,781,103
2019	-	-	-	\$0	\$0	\$0
2020	046-500465	TBD	Consultants	\$1,773,179	\$0	\$1,773,179
2021	-	-	-	\$0	\$0	\$0
2022	046-500465	TBD	Consultants	\$493,666	\$1,735,682	\$2,229,348
			<b>Subtotal</b>	<b>\$15,047,948</b>	<b>\$1,735,682</b>	<b>\$16,783,630</b>

05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$840,641	\$0	\$840,641
			<b>Subtotal</b>	<b>\$840,641</b>	<b>\$0</b>	<b>\$840,641</b>

05-95-45-451010-24720000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – SNAP ADMIN ARP FUNDS

**Fiscal Details**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$809,496	\$0	\$809,496
			<i>Subtotal</i>	<i>\$809,496</i>	<i>\$0</i>	<i>\$809,496</i>

05-95-90-902010-60480000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF COMM & HEALTH SVCS, WIC INFRASTRUCTURE

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$60,000	\$0	\$60,000
			<i>Subtotal</i>	<i>\$60,000</i>	<i>\$0</i>	<i>\$60,000</i>

05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$499,729	\$0	\$499,729
2019	034-500099	TBD	Capital Projects	\$499,728	\$0	\$499,728
			<i>Subtotal</i>	<i>\$999,457</i>	<i>\$0</i>	<i>\$999,457</i>

05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:17IVC LEGACY SYSTEMS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
2019	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
			<i>Subtotal</i>	<i>\$500,000</i>	<i>\$0</i>	<i>\$500,000</i>

05-95-90-9000030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VII-I BRIDGES MODERN

**Fiscal Details**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
2019	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
			<i>Subtotal</i>	<i>\$1,000,000</i>	<i>\$0</i>	<i>\$1,000,000</i>

**05-95-45-451030-TBD HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – MARS-E SECURITY &ASSESSMENT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$600,000	\$0	\$600,000
			<i>Subtotal</i>	<i>\$600,000</i>	<i>\$0</i>	<i>\$600,000</i>

**05-95-48-480530-TBD HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS ELDERLY AND ADULT DIV, PROGRAM OPERATIONS – ELECTRONIC VISIT & VERIFICATION SYSTEM**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$5,660,000	\$0	\$5,660,000
			<i>Subtotal</i>	<i>\$5,660,000</i>	<i>\$0</i>	<i>\$5,660,000</i>

**05-95-95-954030-17090000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:C DEV SERV IT PLAN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-50099	TBD	Capital Projects	\$3,579,777	\$0	\$3,579,777
			<i>Subtotal</i>	<i>\$3,579,777</i>	<i>\$0</i>	<i>\$3,579,777</i>

**05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$7,518,836	\$0	\$7,518,836

**Fiscal Details**

2019	034-500099	TBD	Capital Projects	\$7,080,535	\$0	\$7,080,535
2020	-	-	-	\$0	\$0	\$0
2021	-	-	-	\$0	\$0	\$0
2022	034-500099	TBD	Capital Projects	\$386,282	\$0	\$386,282
			<i>Subtotal</i>	<i>\$14,985,653</i>	<i>\$0</i>	<i>\$14,985,653</i>

**05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1-VII-H REG ASSESS DBII**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
2019	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
			<i>Subtotal</i>	<i>\$100,132</i>	<i>\$0</i>	<i>\$100,132</i>

**05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$1,209,564	\$0	\$1,209,564
2019	034-500099	TBD	Capital Projects	\$1,235,564	\$0	\$1,235,564
			<i>Subtotal</i>	<i>\$2,445,128</i>	<i>\$0</i>	<i>\$2,445,128</i>

**05-95-45-450030-2924 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF FAMILY ASSISTANCE, 13-195:VII-E – NEW HEIGHTS INC**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$397,518	\$51,995	\$449,513
			<i>Subtotal</i>	<i>\$397,518</i>	<i>\$51,995</i>	<i>\$449,513</i>

**05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NH HPP TRUST FUND**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget

**Fiscal Details**

2019	102-500731	TBD	Contracts for Program Services	\$438,300	\$0	\$438,300
			<i>Subtotal</i>	<i>\$438,300</i>	<i>\$0</i>	<i>\$438,300</i>

**05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES – DISABILITY DETERMINATION UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$292,500	\$0	\$292,500
2019	046-500465	TBD	Consultants	\$126,000	\$0	\$126,000
2020	046-500465	TBD	Consultants	\$243,507	\$0	\$243,507
			<i>Subtotal</i>	<i>\$662,007</i>	<i>\$0</i>	<i>\$662,007</i>

**05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD WELFARE**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	034-500099	TBD	Capital Projects	\$960,000	\$0	\$960,000
			<i>Subtotal</i>	<i>\$960,000</i>	<i>\$0</i>	<i>\$960,000</i>

**05-95-95-950010-19290000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, DHHS COVIS RELIEFF FD FR GOFERR**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	103-502507	95010799	Contracts for Op Services	\$1,910,280	\$0	\$1,910,280
2021	103-502507	95010799	Contracts for Op Services	\$2,137,435	\$0	\$2,137,435
			<i>Subtotal</i>	<i>\$4,047,715</i>	<i>\$0</i>	<i>\$4,047,715</i>

**05-95-45-450010-24660000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF FAMILY SERVICES – TANF PEAF**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	046-500465	TBD	Consultants	\$0	\$149,760	\$149,760
			<i>Subtotal</i>	<i>\$0</i>	<i>\$149,760</i>	<i>\$149,760</i>



**Fiscal Details**

**05-95-45-451010-24720000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – SNAP ADMIN ARP FUNDS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	046-500465	TBD	Contracts for Program Services	\$0	\$723,323	\$723,323
			<i>Subtotal</i>	\$0	\$723,323	\$723,323

**05-95-93-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VII3 DEVELPMNTAL IT REMED**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2023	034-500099	TBD	Capital Projects	\$0	\$668,280	\$668,280
			<i>Subtotal</i>	\$0	\$668,280	\$668,280

<b>Overall Total</b>	\$114,508,772	\$3,329,040	\$117,837,812
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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF INFORMATION TECHNOLOGY  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
www.nh.gov/doi

Denis Goulet  
Commissioner

June 8, 2022

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT, on behalf of the Department of Health and Human Services, to enter into a sole source contract amendment with Deloitte Consulting, LLP of Harrisburg, PA, as described below and referenced as DoIT 2013-009F.

This is a sole source amendment with Deloitte Consulting PA, to extend the Bureau of Developmental Services (BDS) New HEIGHTS scope for new Medicaid waiver requirements and other essential Federal Public Health Emergency (PHE) services and extend the contract end date to June 30, 2024.

The price limitation will increase by \$3,329,040 from \$114,508,772 to \$117,837,812 effective upon Governor and Council approval through June 30, 2024.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor for approval.

Sincerely,

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

Denis Goulet

DG/ik  
DoIT #2013-009F

cc: Mike Williams, IT Manager, DoIT

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

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**State of New Hampshire  
Department of Information Technology  
Amendment #6 to the New  
HEIGHTS Maintenance Contract**

This 6th Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment #6", is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP, (hereinafter referred to as "the Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 800, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 19, 2013, Item #19, as amended on May 2, 2018, Item #43, and as amended April 8, 2020, Item #24, and as amended with Governor approval on July 1, 2020 and submitted to the August 5, 2020, Governor and Executive Council meeting as Informational Item #P, and as amended with Governor approval on December 2, 2020, and submitted to the Executive Council on January 22, 2021 (Informational Item #R), and as amended on September 15, 2021, Item #34A, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties; and

WHEREAS, the parties agree to increase the price limitation and modify the scope of services to support continued delivery of and enhancements to New HEIGHTS as defined in Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements; and

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
06/30/2024.
2. Modify Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$117,837,812
3. Modify Exhibit A, Scope of Work, Section 1.1, Purpose, by adding paragraph f), the following:
  - e) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements.
4. Modify Exhibit A, Scope of Work, Section 1.5.1 by deleting the text in its entirety and replacing it with the following:
  - 1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:
    1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;
    2. Exhibits A, B, C, C-1, D, E, F, G, H, I, J, and K;

## Hampshire Department of Information Technology New HEIGHTS Maintenance

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- a. Exhibit A – Scope of Work
  - i. Amendment 6
  - ii. Attachment A-1 - New HEIGHTS Maintenance and Enhancement Staff Loading Amendment 5
  - iii. Attachment A-2 New HEIGHTS Statement of Work for Amendment 1 Enhancements
  - iv. Attachment A-2 New HEIGHTS Statement of Work for Amendment 2 Enhancements
  - v. Attachment A-2 New HEIGHTS Statement of Work for Amendment 3 Enhancements
  - vi. Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements
  - vii. Attachment A-2 New HEIGHTS Statement of Work for Amendment 5 Enhancements
  - viii. Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements
- b. Exhibit B – Payment Terms
  - i. Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 6
- c. Exhibit C – Special Provisions
- d. Exhibit C- I – Additional Special Provisions
- e. Exhibit D – Certification Regarding Drug-Free Workplace Requirements
- f. Exhibit E – Certification Regarding Lobbying
- g. Exhibit F – Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
- h. Exhibit G – Certification Regarding the Americans with Disabilities Act Compliance
- i. Exhibit H – Certification Regarding Environmental Traffic Smoke
- j. Exhibit I – Business Associate Agreement
- k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
- l. Exhibit K – DHHS Information Security Requirements
- m. Certificates and Attachments
  - i. Certificate and Certificate of Authority
  - ii. Certificate of Good Standing
  - iii. Certificate of Insurance
  - iv. Computer Access and Use Agreement

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

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3. Request For Proposals (RFP) 2013-009 dated August 6, 2012 incorporated by reference;
4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17, 2012, incorporated by reference.
5. Modify Exhibit B, Section 2, Item a) by deleting the text in its entirety and replacing it with the following:
  - a) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$33,451,129, and other funds from the Governor's Office for Emergency Relief and Recovery (GOFERR) under CFDA # 21.019 in the amount of \$4,047,715, and with federal funds made available under the following Catalog of Federal Domestic Assistance (CFDA), as follows:
    - i. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$31,83,368.
    - ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$8,340,045.
    - iii. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$65,143,929.
    - iv. CDFA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$1,544,780.
    - v. CFDA #10.537, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Data and Technical Assistance in the amount of \$493,666.
    - vi. CFDA #10.649, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Pandemic EBT Administrative Costs in the amount of \$700,097.
    - vii. CFDA # 10.578, Federal Agency Department of Agriculture, Program Title WIC Grants to States in the amount of \$60,000.
    - viii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, American Rescue Plan Act in the amount of \$723,323.
    - ix. CFDA 93.558, Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF), Pandemic Emergency Assistance Funds in the amount of \$149,760.
6. Modify Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 2, by replacing it in its entirety, with Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 6, which is attached hereto and incorporated by reference herein.
7. Add Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements, which is attached hereto and incorporated by reference herein.

## Hampshire Department of Information Technology New HEIGHTS Maintenance

8. Modify Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #3 by replacing it in its entirety with Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #6, which is attached hereto and incorporated by reference herein.
9. Add Exhibit K, DHHS Information Security Requirements, which is attached hereto and incorporated by reference herein.



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #6 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive Council approval with services to commence subsequent to Federal approval for the scope of work.

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

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

State of New Hampshire  
Department of Information Technology

Denis Goulet  
Commissioner

6/8/2022

Date

State of New Hampshire  
Department of Health and Human Services

DocuSigned by:

for

Lori A. Shibinette  
Commissioner

6/6/2022

Date

Deloitte Consulting LLP

DocuSigned by:

Name: Scott Workman

Title: Managing Director

6/3/2022

Date



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

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

OFFICE OF THE ATTORNEY GENERAL

6/6/2022

Date

DocuSigned by:

*Robyn Guarino*

Name: Robyn Guarino

Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:



**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 6**

SFY2013 – SFY2017	
Total Average FTEs Per Year: 25.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 6**

SFY2018 – SFY2020	
Total Average FTEs Per Year: 32.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 6**

SFY2021	
Total Average FTEs Per Year: 30	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Java Architects	2.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 6**

SFY2022	
Total Average FTEs Per Year: 28	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Java Architects	1.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	2.0
Developer	1.0
QA Testers	2.0



New Hampshire

Department of Health and Human Services

Attachment A-2 New HEIGHTS  
Statement of Work for  
Amendment 6 Enhancements

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements**

## **1 INTRODUCTION**

### **1.1 New HEIGHTS Background**

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 180,000+ Medicaid consumers and manages approximately \$1.4 billion in annual benefits for SNAP and Cash programs. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management. New HEIGHTS case management includes Long Term Supports and Services (LTSS) Medicaid waiver program administration.

The NH EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, upload of documents directly to case workers, status of documents, list of verifications needed to be provided, ability to sign up for e-mails and text messages, and much more. The NH EASY provider portal supports LTSS medical eligibility determination, assessments, service planning and prior authorization, including HCBC and Nursing home services, service authorization planning, presumptive eligibility, Foster Care & Adoption Parents referrals, WIC Referral and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. The document imaging solution also supports scanning & indexing documents for Child Welfare and Child Support systems. New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare). The New HEIGHTS Enterprise Business Intelligence (EBI) platform supports reporting, and executive dashboards.

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**Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements**

## 1.2 Purpose

This scope of services supports:

**COVID-19** - DHHS needs to make Eligibility and Enrollment system changes to mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS. The project scope includes an extended duration based on the anticipated COVID-19 public health emergency (PHE) extension and Medicaid Unwind's additional scope of services. The scope also includes supporting various activities to help caseworkers and clients with the cessation of the COVID-19 emergency period.

**Medicaid Waiver Support** – The scope includes system changes to integrate Development Disability (DD), Acquired Brain Disorder (ABD), and IHS Individual Service Agreement (ISA) into New HEIGHTS and NH EASY to provide end-to-end visibility.

**Medicaid Eligibility/Rules** - DHHS needs to make Eligibility and Enrollment system changes to implement the following enhancements to the Medicaid eligibility rules:

- 12 months of continuous Medicaid coverage for children
- Extend the post-partum coverage for pregnant women to 1 year
- Remove resource requirements for the Medicare Savings Programs (MSP)
- Enable program specific access for Medicaid information

**Pandemic TANF EA** - The scope includes system changes to process Pandemic EA Benefits for all TANF Cash cases with eligible children.

**Benefit Recovery Tracking and Report Changes** - As per New Hampshire Semi-Annual Corrective Action Plan, the changes will be implemented to Eligibility and enrollment system to assist the Special Investigations Unit (SIU) to track, automate the case establishment, and enhance the reports to recover benefits paid to DHHS clients, due to fraud and abuse.



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**Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements**

## **2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS**

The list is comprised of multiple projects supporting the scope of work summarized in Section 1 above as defined below:

### **2.1 COVID-19 Support**

The scope of services is comprised of multiple projects as defined below:

#### **2.1.1 COVID Ongoing Support Due to Extended Emergency**

The scope of this project is to implement or continue to support the following COVID-19 related activities through the (PHE and beyond).

- Provide continuous Medicaid/Qualified Medicare Beneficiary (QMB) coverage for individuals who satisfy the criteria to remain open as part of the COVID-19 emergency
- Run weekly process to track any Medicaid/QMB closures and reopen by applying rules for reopening and generate notices with special messages for reopening
- For spenddown individuals, run weekly and monthly processes to open Medicaid and generate spenddown letters with special messages.
- For individuals closed due to lost contact, reopen Medicaid, but override enrollment to Fee for Service and add new closure reasons related to "Lost Contact" to the edit preventing workers from closing during the PHE.
- Support the COVID-19 testing program, including MMIS corrections and retriggers for overlapping of Family Planning/Medicaid reopening, including spenddown.
- Continue to generate and calculate numbers for Management and Financial reports.

#### **2.1.2 COVID Unwind**

This project includes implementing the functionality to support the cessation of the Federal COVID-19 emergency period:

- Notifications to pending ineligible and overdue redetermination population on the possible loss of Medicaid coverage due to failure to redetermination or verification documents.
- Redistribute the redeterminations based on DHHS PHE unwind specifications and

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to automate closures for failure to submit the redetermination applications.

- New HEIGHTS 360 dashboard prioritization rules implementation for unwind tasks.
- Auto-process over Age/Medicare Recipient terminations.
- Notify clients and providers whose spenddown cases have been opened for continuous coverage that they must now submit medical bills to reopen.

### **2.1.3 Automation of Emails and Text Messages**

This project includes emails and text messages informing households impacted by the end of PHE of their redetermination and verification responsibilities.

### **2.1.4 Outreach Tracking**

This project supports changes to the DHHS outbound call tracking screen and the call list by removing manual list preparation and report generation on the call log.

### **2.1.5 COVID Unwind Tracking**

This project supports the orchestration of the pink letter campaign for the clients and track eligibility outcomes associated with the termination of PHE, which includes but is not limited to overdue redeterminations, ineligible clients, and notification data.

## **2.2 Individualized Service Agreement (ISA) for Development Disability (DD) and Acquired Brain Disorder (ABD)**

The scope of this project includes migrating ISA to New HEIGHTS enterprise platform including

- Create an interface (UI/UX) to capture all data collected in the ISA and import into New HEIGHTS database.
- Generate PDF versions of the ISA.
- Create an interface to capture ISA amendments.
- Create dashboard reminders for the Area Agency Case Manager when renewals are due.

## **2.3 Medicaid Program Enhancements**

The scope of services is comprised of multiple projects as defined below:

### **2.3.1 12-Month Children and Post-Partum Women Continuous Medicaid Eligibility**

Deloitte Consulting, LLP

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A-S-1.2

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This project will implement functionality to allow Children to have 12 months of continuous Medicaid coverage regardless of changes in income. In addition, it will extend the post-partum coverage for pregnant women from 60 days to one (1) year. Necessary system changes will include modifications to the eligibility determination process, redetermination processes, and notice modifications.

### **2.3.2 MSP Resource Test Elimination**

This project will remove the resource requirements for Medicaid Savings Programs (MSP) to align the application and renewal process with the MAGI program. This project also allows Granite Advantage individuals to seamlessly transition to MSP without any resource requirements if they become Medicare recipients. System changes will include eliminating resource requests in NH EASY and New HEIGHTS application process, eligibility changes, and notice of decision changes.

### **2.3.3 Medicaid-Specific Inquiry**

This project will enable program-specific access for Medicaid without exposing other program information (e.g., SNAP or TANF) to allow DHHS to accommodate outside requests to access Medicaid information in New HEIGHTS.

## **2.4 Pandemic Benefits**

The purpose of this project is to provide TANF Pandemic Emergency Assistance Funds (to be referred to as "P-TANF") to all FANF Cash Cases (excluding NSWFF) based on the number of eligible children (unduplicated) \$800 per child. The scope also includes noticing clients, sending benefit information to EBT, EFT, or Check, and generating reports for financial reconciliation.

## **2.5 Benefit Recovery Enhancements**

The scope of services is comprised of the project as defined below:

### **2.5.1 Automate Claims Establishment and Track**

This project will automatically aggregate data from other New HEIGHTS screens for backlogged and ongoing cases to streamline case establishment and maintenance. The project will also replace the current claim report with a real-time dashboard that presents the pending backlog with dynamic filtering and sortable results. It will provide the ability to act directly from the dashboard using an action budget to open necessary screens automatically. It will aid in the tracking of status and outstanding actions. The dashboard will provide access to relevant data items such as letters sent or documents in the inbox.

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### **2.5.2 Aging backlog Report**

This project will create a report on the case backlog in aggregate, and it includes trending to show counts per aging band for monitoring and management insight.

### **2.5.3 Automate restore loss of SNAP Benefits**

This enhancement will provide the ability to add tasks for underpayments and present them in a queue for workers to process for supplemental issuance.

### **2.5.4 TOP Changes**

The project scope includes:

- Automatically send all claims delinquent over 120 days matching updated criteria to the Treasury Offset Program (TOP).
- The weekly file sent for the payments should not contain the claim payments that have a source of IRS to avoid clients receiving double credit for the same offset.

### **2.5.5 Benefit Rounding Changes**

This modification will update the rounding process to whole dollars so that it is applied consistently when recouping SNAP benefits.

FNS guidelines will be met when rounding, and all cases will be treated in the same manner (FNS Finding from the 2019 Management Evaluation)

### **2.5.6 Adding SNAP indicator to Reports**

This modification will add a SNAP indicator to selected Benefit Recovery reports to track SNAP cases.

## **3 PROJECT MANAGEMENT PLAN**

The Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project

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- Risk/issue status and tracking using JIRA
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

#### 4 ASSUMPTIONS

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, security scanning, subject matter expertise, and post implementation support for work associated with this Agreement.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) State staff will complete systems and regression testing with support from the assigned DD/ABD testing staff as defined in Milestone 5 below.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.
- f) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premises hardware/software to be deployed in the DoIT data center.
- g) The State shall have all necessary authority to commit the State with respect to the subject matter of this Amendment, including approval of the requirements to address any applicable policies, laws, and regulations and of business rules and content.

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**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements**

## 5 MILESTONES

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Project Name	Hours
COVID-19 - COVID Ongoing Support Due to Extended Emergency	5,250.00
COVID-19 - Automate sending emails and text messages	624.00
COVID-19 - Outreach Tracking	468.00
COVID-19 - Unwind Tracking	2,328.00
DD/ABD – ISA - Individualized Service Agreement Migration to NH EASY	5,569.00
Medicaid Policy, Administration & Operational Efficiency - Continuous Medicaid Coverage for Children & Pregnant Women	1,600.00
Medicaid Policy, Administration & Operational Efficiency - Remove Resource Test for MSP	1,500.00
Medicaid Policy, Administration & Operational Efficiency - Medicaid Specific Inquiry	1,667.00
P-TANF - Pandemic TANF EA	1,248.00
SIU - Automate Claims Establishment and Track	1,875.00
SIU - Aging backlog Report	936.00
SIU - Automate restore loss of SNAP Benefits	1,964.67
SIU - TOP Changes	1,879.00
SIU - Benefit Rounding changes	311.67
SIU - Adding SNAP Indicator to Reports	521.67

## 6 DELIVERABLES

The State will approve all Deliverables according to the review process described below.

Deloitte Consulting, LLP

A-S-1.2

Contractor Initials

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**Attachment A-2 New HEIGHTS Statement of Work for Amendment 6 Enhancements**

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without condition. Within ten (10) working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.
- b) Within five (5) working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have 30 working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five (5) working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
1	Maintenance and Enhancements - July 2013	07/31/13	\$458,333.33	\$458,333.33	\$458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$458,333.33	\$916,666.66	\$916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$458,333.33	\$1,374,999.99	<del>\$1,374,999.99</del>
4	Maintenance and Enhancements - October 2013	10/31/13	\$458,333.33	\$1,833,333.32	\$458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$458,333.33	\$2,291,666.65	\$916,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$458,333.33	\$2,749,999.98	\$1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$458,333.33	\$3,208,333.31	\$1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$458,333.33	\$3,666,666.64	\$2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$458,333.33	\$4,124,999.97	\$2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$458,333.33	\$4,583,333.30	\$3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$458,333.33	\$5,041,666.63	\$3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$458,333.33	<del>\$5,499,999.96</del>	\$4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$458,333.33	\$458,333.33	\$4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$458,333.33	\$916,666.66	\$5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$458,333.33	\$1,374,999.99	<del>\$5,499,999.96</del>
16	Maintenance and Enhancements - October 2014	10/31/14	\$458,333.33	\$1,833,333.32	\$458,333.33
17	Maintenance and Enhancements - November 2014	11/28/14	\$458,333.33	\$2,291,666.65	\$916,666.66
18	Maintenance and Enhancements - December 2014	12/31/14	\$458,333.33	\$2,749,999.98	\$1,374,999.99
19	Maintenance and Enhancements - January 2015	01/30/15	\$458,333.33	\$3,208,333.31	\$1,833,333.32
20	Maintenance and Enhancements - February 2015	02/27/15	\$458,333.33	\$3,666,666.64	\$2,291,666.65
21	Maintenance and Enhancements - March 2015	03/31/15	\$458,333.33	\$4,124,999.97	\$2,749,999.98
22	Maintenance and Enhancements - April 2015	04/30/15	\$458,333.33	\$4,583,333.30	\$3,208,333.31
23	Maintenance and Enhancements - May 2015	05/29/15	\$458,333.33	\$5,041,666.63	\$3,666,666.64
24	Maintenance and Enhancements - June 2015	06/30/15	\$458,333.33	<del>\$5,499,999.96</del>	\$4,124,999.97

Deloitte Consulting, <sup>DS</sup>   
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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
25	Maintenance and Enhancements - July 2015	07/31/15	\$458,333.33	\$458,333.33	\$4,583,333.30
26	Maintenance and Enhancements - August 2015	08/31/15	\$458,333.33	\$916,666.66	\$5,041,666.63
27	Maintenance and Enhancements - September 2015	09/30/15	\$458,333.33	\$1,374,999.99	\$5,499,999.96
28	Maintenance and Enhancements - October 2015	10/30/15	\$458,333.33	\$1,833,333.32	\$458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$458,333.33	\$2,291,666.65	\$916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$458,333.33	\$2,749,999.98	\$1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$458,333.33	\$3,208,333.31	\$1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$458,333.33	\$3,666,666.64	\$2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$458,333.33	\$4,124,999.97	\$2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$458,333.33	\$4,583,333.30	\$3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$458,333.33	\$5,041,666.63	\$3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$458,333.33	\$5,499,999.96	\$4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$458,333.33	\$458,333.33	\$4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$458,333.33	\$916,666.66	\$5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$458,333.33	\$1,374,999.99	\$5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$458,333.33	\$1,833,333.32	\$458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$458,333.33	\$2,291,666.65	\$916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$458,333.33	\$2,749,999.98	\$1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$458,333.33	\$3,208,333.31	\$1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$458,333.33	\$3,666,666.64	\$2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$458,333.33	\$4,124,999.97	\$2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$458,333.33	\$4,583,333.30	\$3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$458,333.33	\$5,041,666.63	\$3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$458,333.33	\$5,499,999.96	\$4,124,999.97

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
49	Maintenance and Enhancements - July 2017	07/31/17	\$458,333.33	\$458,333.33	\$4,583,333.30
50	Maintenance and Enhancements - August 2017	08/31/17	\$458,333.33	\$916,666.66	\$5,041,666.63
51	Maintenance and Enhancements - September 2017	09/29/17	\$458,333.33	\$1,374,999.99	\$5,499,999.96
52	Maintenance and Enhancements - October 2017	10/31/17	\$458,333.33	\$1,833,333.32	\$458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$458,333.33	\$2,291,666.65	\$916,666.66
54	Maintenance and Enhancements - December 2017	12/29/17	\$458,333.33	\$2,749,999.98	\$1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$458,333.33	\$3,208,333.31	\$1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$458,333.33	\$3,666,666.64	\$2,291,666.65
57	Maintenance and Enhancements - April 2018	05/12/18	\$958,333.33	\$4,624,999.97	\$3,249,999.98
58	Maintenance and Enhancements - March 2018	05/15/18	\$958,333.33	\$5,583,333.30	\$4,208,333.31
59	Batch Application Migration - Release 1 (Java) - Requirements & Design	06/01/18	\$152,565.00	\$5,735,898.30	\$4,360,898.31
60	Client Scheduling Enhancements - Requirements & Design	06/01/18	\$20,364.95	\$5,756,263.25	\$4,381,263.26
61	Online Applications Migration - New HEIGHTS RPC, Kofax & Mule Applications	06/01/18	\$145,200.00	\$5,901,463.25	\$4,526,463.26
62	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	06/01/18	\$167,055.00	\$6,068,518.25	\$4,693,518.26
63	Address Verification and Fraud Alert - Requirements & Design	06/01/18	\$76,368.34	\$6,144,886.59	\$4,769,886.60
64	Maintenance and Enhancements - May 2018	06/01/18	\$958,333.33	\$7,103,219.92	\$5,728,219.93
65	Access Front End Modernization - Requirements & Design	07/26/18	\$28,600.00	\$28,600.00	\$5,756,819.93
66	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 1)	07/26/18	\$10,000.00	\$38,600.00	\$5,766,819.93
67	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 2)	07/26/18	\$10,000.00	\$48,600.00	\$5,776,819.93

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
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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
68	Quality Assurance - Testing Support - 1	07/26/18	\$181,650.00	\$230,250.00	\$5,958,469.93
69	NH EASY Application Modernization - Requirements & Design	07/26/18	\$210,830.00	\$441,080.00	\$6,169,299.93
70	Estate Recovery Integration - Requirements & Design	07/26/18	\$69,140.00	\$510,220.00	\$6,238,439.93
71	Automated Help Desk Tickets - Requirements & Design	07/26/18	\$40,729.78	\$550,949.78	\$6,279,169.71
72	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	07/26/18	\$30,547.34	\$581,497.12	\$6,309,717.05
73	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy policy	07/26/18	\$35,000.00	\$616,497.12	\$6,344,717.05
74	Verification Checklist Enhancements - Requirements & Design	07/26/18	\$109,461.34	\$725,958.46	\$6,454,178.39
75	Quality Assurance - Testing Support - 2	07/26/18	\$399,630.00	\$1,125,588.46	\$6,853,808.39
76	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 1	07/26/18	\$35,000.00	\$1,160,588.46	\$6,888,808.39
77	Enhanced Expected Change Functionality - Requirements & Design	07/26/18	\$68,731.50	\$1,229,319.96	\$6,957,539.89
78	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	07/26/18	\$35,638.59	\$1,264,958.55	\$6,993,178.48
79	Client Scheduling Enhancements - Construction & Integration	07/26/18	\$134,987.54	\$1,399,946.09	\$7,128,166.02
80	Verification Checklist Enhancements - Construction & Unit	07/26/18	\$725,556.40	\$2,125,502.49	\$7,853,722.42
81	Automated Help Desk Tickets - Construction & Unit	07/26/18	\$269,974.34	\$2,395,476.83	\$8,123,696.76
82	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	07/26/18	\$236,227.73	\$2,631,704.56	\$8,359,924.49
83	Verification Checklist Enhancements - Systems Testing	07/26/18	\$199,442.39	\$2,831,146.95	\$8,559,366.88
84	MCI Integration - Requirements & Design	07/26/18	\$50,000.00	\$2,881,146.95	\$8,609,366.88
85	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 2	07/26/18	\$35,000.00	\$2,916,146.95	\$8,644,366.88
86	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	07/26/18	\$167,055.00	\$3,083,201.95	\$8,811,421.88
87	Specified Closing/Denial Reasons - Requirements & Design	07/26/18	\$35,638.59	\$3,118,840.54	\$8,847,060.47
88	Client Scheduling Enhancements - Implementation	07/26/18	\$47,235.02	\$3,166,075.56	\$8,894,295.49

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
89	Verification Checklist Enhancements - Implementation	07/26/18	\$54,445.27	\$3,220,520.83	\$8,948,740.76
90	Automated Help Desk Tickets - Systems Testing	07/26/18	\$94,469.77	\$3,314,990.60	\$9,043,210.53
91	Address Verification and Fraud Alert - Construction & Unit	07/26/18	\$506,201.88	\$3,821,192.48	\$9,549,412.41
92	Enhanced Expected Change Functionality - Construction & Unit	07/26/18	\$455,581.69	\$4,276,774.17	\$10,004,994.10
93	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	07/26/18	\$82,661.12	\$4,359,435.29	\$10,087,655.22
94	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/26/18	\$75,000.00	\$4,434,435.29	\$10,162,655.22
95	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS Data Flow Mapping	07/26/18	\$90,000.00	\$4,524,435.29	\$10,252,655.22
96	Address Verification and Fraud Alert - Systems Testing	07/26/18	\$177,130.83	\$4,701,566.12	\$10,429,786.05
97	Enhanced Expected Change Functionality - Systems Testing	07/26/18	\$159,417.75	\$4,860,983.87	\$10,589,203.80
98	Specified Closing/Denial Reasons - Construction & Integration	07/26/18	\$236,227.73	\$5,097,211.60	\$10,825,431.53
99	Maintenance and Enhancements - June 2018	07/30/18	\$958,333.33	\$6,055,544.93	\$11,783,764.86
100	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 3)	09/14/18	\$10,000.00	\$6,065,544.93	\$11,793,764.86
101	Quality Assurance - Testing Support - 3	09/14/18	\$508,620.00	\$6,574,164.93	\$12,302,384.86
102	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy incidence response plan	09/14/18	\$45,000.00	\$6,619,164.93	\$12,347,384.86
103	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	09/14/18	\$89,892.00	\$6,709,056.93	\$12,437,276.86
104	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 3	09/14/18	\$35,000.00	\$6,744,056.93	\$12,472,276.86
105	Eligibility Status Determination and Initial Implementation - Requirements	09/14/18	\$48,978.80	\$6,793,035.73	\$12,521,255.66

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
106	Digital Information Campaign - Multimedia - Requirements	09/14/18	\$105,193.40	\$6,898,229.13	\$12,626,449.06
107	Digital Information Campaign - Multimedia - Design	09/14/18	\$105,193.40	\$7,003,422.53	\$12,731,642.46
108	Maintenance and Enhancements - July 2018	09/17/18	\$625,000.00	\$7,628,422.53	\$13,356,642.46
109	Maintenance and Enhancements - August 2018	09/17/18	\$625,000.00	\$8,253,422.53	\$13,981,642.46
110	Online Applications Migration - New HEIGHTS WEB, Kiosk, FFM Inbound/Outbound Conversion	10/03/18	\$145,200.00	\$8,398,622.53	\$145,200.00
111	Online & Batch Utility Migration - SORT & ADHOC SQL Generic Process	10/03/18	\$90,825.00	\$8,489,447.53	\$236,025.00
112	Ongoing New HEIGHTS Risk and Compliance Management - Risk and compliance management calendar	10/03/18	\$60,000.00	\$8,549,447.53	\$296,025.00
113	Online & Batch Utility Migration - REXX Conversion - Group-1	10/03/18	\$102,900.00	\$8,652,347.53	\$398,925.00
114	Estate Recovery Integration - Construction & Integration	10/03/18	\$304,648.00	\$8,956,995.53	\$703,573.00
115	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	10/03/18	\$132,143.00	\$9,089,138.53	\$835,716.00
116	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	10/03/18	\$222,810.00	\$9,311,948.53	\$1,058,526.00
117	NH EASY Application Modernization - Construction & Integration	10/03/18	\$1,370,400.00	\$10,682,348.53	\$2,428,926.00
118	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	10/03/18	\$202,480.75	\$10,884,829.28	\$2,631,406.75
119	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	10/03/18	\$35,638.59	\$10,920,467.87	\$2,667,045.34
120	Online & Batch Utility Migration - REXX Conversion - Group-2	10/03/18	\$102,900.00	\$11,023,367.87	\$2,769,945.34
121	Job Scheduler & Batch Jobs Migration - Requirements	10/03/18	\$144,375.00	\$11,167,742.87	\$2,914,320.34
122	Enhanced Document Imaging and Content Management - Requirements & Design	10/03/18	\$89,790.00	\$11,257,532.87	\$3,004,110.34
123	Date Specific Enrollment - Requirements & Design	10/03/18	\$9,499.00	\$11,267,031.87	\$3,013,609.34

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
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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
124	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 4	10/03/18	\$35,000.00	\$11,302,031.87	\$3,048,609.34
125	Job Scheduler & Batch Jobs Migration - Design	10/03/18	\$144,375.00	\$11,446,406.87	\$3,192,984.34
126	Eligibility Status Determination and Initial Implementation - Design	10/03/18	\$48,978.80	\$11,495,385.67	\$3,241,963.14
127	Quality Assurance - Testing Support - 4	10/03/18	\$508,620.00	\$12,004,005.67	\$3,750,583.14
128	MCO Pre-Selection at Application - Requirements & Design	10/03/18	\$38,591.00	\$12,042,596.67	\$3,789,174.14
129	MCO Passive Enrollment - Requirements & Design	10/03/18	\$11,874.00	\$12,054,470.67	\$3,801,048.14
130	New HEIGHTS Member Eligibility - Requirements & Design	10/03/18	\$8,906.00	\$12,063,376.67	\$3,809,954.14
131	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	10/03/18	\$171,425.80	\$12,234,802.47	\$3,981,379.94
132	Activity Tracking - New HEIGHTS - Requirements	10/03/18	\$134,865.28	\$12,369,667.75	\$4,116,245.22
133	Online Applications Migration - Rule Engine Application Conversion	10/03/18	\$145,200.00	\$12,514,867.75	\$4,261,445.22
134	Specified Closing/Denial Reasons - Implementation	10/03/18	\$82,661.12	\$12,597,528.87	\$4,344,106.34
135	Digital Information Campaign - Multimedia - Development	10/03/18	\$140,256.77	\$12,737,785.64	\$4,484,363.11
136	CMS Annual Attestation - CMS Annual Attestation Final Report	10/03/18	\$120,000.00	\$12,857,785.64	\$4,604,363.11
137	Maintenance and Enhancements - September 2018	10/10/18	\$625,000.00	\$13,482,785.64	\$5,229,363.11
138	Maintenance and Enhancements - October 2018	10/29/18	\$625,000.00	\$14,107,785.64	\$5,854,363.11
139	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 4)	10/30/18	\$10,000.00	\$14,117,785.64	\$5,864,363.11
140	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 5	10/30/18	\$35,000.00	\$14,152,785.64	\$5,899,363.11
141	Estate Recovery Integration - System Test	10/30/18	\$54,016.00	\$14,206,801.64	\$5,953,379.11
142	MCO Pre-Selection at Application - Construction & Integration	10/30/18	\$156,960.00	\$14,363,761.64	\$6,110,339.11
143	Infrastructure Install & Training - Tool and Platform Evaluation	11/29/18	\$72,800.00	\$14,436,561.64	\$6,183,139.11

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
144	Infrastructure Install & Training - Requirements & Design	11/29/18	\$249,600.00	\$14,686,161.64	\$6,432,739.11
145	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	11/29/18	\$167,055.00	\$14,853,216.64	\$6,599,794.11
146	Online & Batch Utility Migration - Data Access Design for Batch Jobs	11/29/18	\$163,485.00	\$15,016,701.64	\$6,763,279.11
147	Improve Security Governance over Unstructured Data - UDM roadmap and operating model	11/29/18	\$60,000.00	\$15,076,701.64	\$6,823,279.11
148	Application & Server Security - Requirements & Design	11/29/18	\$152,565.00	\$15,229,266.64	\$6,975,844.11
149	Activity Tracking - NH EASY - Requirements	11/29/18	\$63,519.56	\$15,292,786.20	\$7,039,363.67
150	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 6	11/29/18	\$35,000.00	\$15,327,786.20	\$7,074,363.67
151	Estate Recovery Integration - Implementation	11/29/18	\$102,148.00	\$15,429,934.20	\$7,176,511.67
152	Fraud Prevention Using Behavioral Prompts in Self-service - Construction & Integration	11/29/18	\$236,227.73	\$15,666,161.93	\$7,412,739.40
153	Eligibility Status Determination and Initial Implementation - Integration Testing	11/29/18	\$97,957.60	\$15,764,119.53	\$7,510,697.00
154	Quality Assurance - Testing Support - 5	11/29/18	\$508,620.00	\$16,272,739.53	\$8,019,317.00
155	Digital Information Campaign - Content Development - Requirements	11/29/18	\$105,193.40	\$16,377,932.93	\$8,124,510.40
156	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration testing of new HEIGHTS environment	12/12/18	\$40,000.00	\$16,417,932.93	\$8,164,510.40
157	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 1)	12/12/18	\$10,000.00	\$16,427,932.93	\$8,174,510.40
158	Data File Migration & Archival/Retention Process - PDF Migration	12/12/18	\$108,990.00	\$16,536,922.93	\$8,283,500.40
159	Maintenance and Enhancements - November 2018	12/18/18	\$625,000.00	\$17,161,922.93	\$8,908,500.40
160	Maintenance and Enhancements - December 2018	01/03/19	\$625,000.00	\$17,786,922.93	\$9,533,500.40

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
161	Extract & Schema - Sourced From Existing EDW - Requirements & Design	01/10/19	\$104,000.00	\$17,890,922.93	\$9,637,500.40
162	EBI Security - Security and Privacy Requirements	01/10/19	\$50,000.00	\$17,940,922.93	\$9,687,500.40
163	Data Mart Extension - Data Sourced From New HEIGHTS - Requirements & Design	01/10/19	\$95,000.00	\$18,035,922.93	\$9,782,500.40
164	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	01/10/19	\$104,000.00	\$18,139,922.93	\$9,886,500.40
165	New HIEGHTS Security Incident Response Plan - Security incident response plan updates and knowledge transfer	01/10/19	\$60,000.00	\$18,199,922.93	\$9,946,500.40
166	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 1	01/10/19	\$163,485.00	\$18,363,407.93	\$10,109,985.40
167	Batch Application Migration - Release 1(Java) - Construction & Integration	01/10/19	\$203,385.00	\$18,566,792.93	\$10,313,370.40
168	EBI Security - Architecture & Design	01/10/19	\$75,000.00	\$18,641,792.93	\$10,388,370.40
169	Infrastructure Install & Training - Construction & Integration	01/10/19	\$301,600.00	\$18,943,392.93	\$10,689,970.40
170	Access Front End Modernization - Construction & Integration	01/10/19	\$46,800.00	\$18,990,192.93	\$10,736,770.40
171	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 2	01/10/19	\$163,485.00	\$19,153,677.93	\$10,900,255.40
172	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	01/10/19	\$156,000.00	\$19,309,677.93	\$11,056,255.40
173	MCI Integration - Construction & Integration	01/10/19	\$70,000.00	\$19,379,677.93	\$11,126,255.40
174	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	01/10/19	\$222,810.00	\$19,602,487.93	\$11,349,065.40
175	Infrastructure Install & Training - System Test	01/10/19	\$156,000.00	\$19,758,487.93	\$11,505,065.40
176	Batch Application Migration - Release 1(Java) - System Test	01/10/19	\$101,640.00	\$19,860,127.93	\$11,606,705.40
177	Batch Application Migration - Release 2 (Cobol) - System Test	01/10/19	\$111,300.00	\$19,971,427.93	\$11,718,005.40

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
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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
178	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 5)	01/10/19	\$10,000.00	\$19,981,427.93	\$11,728,005.40
179	Online & Batch Utility Migration - REXX Conversion - Group-3	01/10/19	\$102,900.00	\$20,084,327.93	\$11,830,905.40
180	Access Front End Modernization - System Test	01/10/19	\$15,600.00	\$20,099,927.93	\$11,846,505.40
181	Batch Application Migration - Release 1 (Java) - Implementation	01/10/19	\$51,030.00	\$20,150,957.93	\$11,897,535.40
182	Infrastructure Install & Training - Implementation	01/10/19	\$104,000.00	\$20,254,957.93	\$12,001,535.40
183	Batch Application Migration - Release 2 (Cobol) - Implementation	01/10/19	\$55,860.00	\$20,310,817.93	\$12,057,395.40
184	Access Front End Modernization - Implementation	01/10/19	\$5,200.00	\$20,316,017.93	\$12,062,595.40
185	Batch Application Migration - Release 3 (Cobol) - System Test	01/10/19	\$111,300.00	\$20,427,317.93	\$12,173,895.40
186	NH EASY Application Modernization - Systems Testing	01/10/19	\$421,662.00	\$20,848,979.93	\$12,595,557.40
187	Study to migrate New HEIGHTS to the Other Platform - Requirements	01/10/19	\$108,990.00	\$20,957,969.93	\$12,704,547.40
188	Infrastructure Install & Training - Installation and configuration of the primary platform components	01/10/19	\$150,000.00	\$21,107,969.93	\$12,854,547.40
189	Extract & Schema - New Data Based on Data Mart Extension - System Test	01/10/19	\$104,000.00	\$21,211,969.93	\$12,958,547.40
190	MCI Integration - System Test	01/10/19	\$40,000.00	\$21,251,969.93	\$12,998,547.40
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (full source code)	01/10/19	\$25,000.00	\$21,276,969.93	\$13,023,547.40
192	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	01/10/19	\$108,990.00	\$21,385,959.93	\$13,132,537.40
193	Enhanced Document Imaging and Content Management - Construction	01/10/19	\$340,000.00	\$21,725,959.93	\$13,472,537.40

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
194	Infrastructure Install & Training - Power Users Train the Trainer / Access Front End Modernization	01/10/19	\$100,000.00	\$21,825,959.93	\$13,572,537.40
195	Extract & Schema - New Data Based on Data Mart Extension - Implementation	01/10/19	\$78,000.00	\$21,903,959.93	\$13,650,537.40
196	MCI Integration - Implementation	01/10/19	\$20,000.00	\$21,923,959.93	\$13,670,537.40
197	Online & Batch Utility Migration - File Transfer Conversion	01/10/19	\$163,485.00	\$22,087,444.93	\$13,834,022.40
198	Batch Application Migration - Release 3 (Cobol) - Implementation	01/10/19	\$55,860.00	\$22,143,304.93	\$13,889,882.40
199	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	01/10/19	\$222,810.00	\$22,366,114.93	\$14,112,692.40
200	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	01/10/19	\$256,620.00	\$22,622,734.93	\$14,369,312.40
201	Enhanced Document Imaging and Content Management - Unit/Integration Testing	01/10/19	\$241,780.00	\$22,864,514.93	\$14,611,092.40
202	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 6)	01/10/19	\$10,000.00	\$22,874,514.93	\$14,621,092.40
203	Study to migrate New HEIGHTS to the Other Platform - Analysis & Design	01/10/19	\$108,990.00	\$22,983,504.93	\$14,730,082.40
204	Data File Migration & Archival/Retention Process - MVS Dataset Migration	01/10/19	\$108,990.00	\$23,092,494.93	\$14,839,072.40
205	NH EASY Application Modernization - Implementation	01/10/19	\$105,415.56	\$23,197,910.49	\$14,944,487.96
206	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Implementation	01/10/19	\$70,852.33	\$23,268,762.82	\$15,015,340.29
207	Batch Application Migration - Release 4 (Cobol) - System Test	01/10/19	\$111,300.00	\$23,380,062.82	\$15,126,640.29
208	Activity Tracking - New HEIGHTS - Design	01/10/19	\$134,865.28	\$23,514,928.10	\$15,261,505.57

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
209	Application & Server Security - Construction & Integration	01/10/19	\$203,385.00	\$23,718,313.10	\$15,464,890.57
210	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 7	01/10/19	\$35,000.00	\$23,753,313.10	\$15,499,890.57
211	Activity Tracking - NH EASY - Design	01/10/19	\$63,519.56	\$23,816,832.66	\$15,563,410.13
212	Job Scheduler & Batch Jobs Migration - Integration Testing	01/10/19	\$128,310.00	\$23,945,142.66	\$15,691,720.13
213	Enhanced Document Imaging and Content Management - Systems/UAT	01/10/19	\$107,740.00	\$24,052,882.66	\$15,799,460.13
214	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 2)	01/10/19	\$10,000.00	\$24,062,882.66	\$15,809,460.13
215	Batch Application Migration - Release 4 (Cobol) - Implementation	01/10/19	\$55,860.00	\$24,118,742.66	\$15,865,320.13
216	Date Specific Enrollment - System Test	01/10/19	\$24,639.00	\$24,143,381.66	\$15,889,959.13
217	MCO Passive Enrollment - System Test	01/10/19	\$55,437.00	\$24,198,818.66	\$15,945,396.13
218	MCO Pre-Selection at Application - System Test	01/10/19	\$27,830.00	\$24,226,648.66	\$15,973,226.13
219	Application & Server Security - System Test	01/10/19	\$152,670.00	\$24,379,318.66	\$16,125,896.13
220	Eligibility Status Determination and Initial Implementation - Systems Testing	01/10/19	\$97,957.60	\$24,477,276.26	\$16,223,853.73
221	Infrastructure Install & Training - Post Implementation	01/10/19	\$500,000.00	\$24,977,276.26	\$16,723,853.73
222	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 7)	01/10/19	\$10,000.00	\$24,987,276.26	\$16,733,853.73
223	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 8	01/10/19	\$35,000.00	\$25,022,276.26	\$16,768,853.73
224	Digital Information Campaign - Content Development - Design	01/10/19	\$105,193.40	\$25,127,469.66	\$16,874,047.13
225	Data File Migration & Archival/Retention Process - Retention & Archival Process	01/10/19	\$108,990.00	\$25,236,459.66	\$16,983,037.13

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
226	Online Applications Migration - NH EASY Gateway & Core Application Conversion	01/10/19	\$145,200.00	\$25,381,659.66	\$17,128,237.13
227	Date Specific Enrollment - Implementation	01/10/19	\$7,496.00	\$25,389,155.66	\$17,135,733.13
228	MCO Passive Enrollment - Implementation	01/10/19	\$15,915.00	\$25,405,070.66	\$17,151,648.13
229	MCO Pre-Selection at Application - Implementation	01/10/19	\$52,951.00	\$25,458,021.66	\$17,204,599.13
230	Infrastructure Install & Training - Power and Business Users / All Functionality	01/10/19	\$150,000.00	\$25,608,021.66	\$17,354,599.13
231	Quality Assurance - Testing Support - 6	01/10/19	\$508,620.00	\$26,116,641.66	\$17,863,219.13
232	Fraud Prevention Using Behavioral Prompts in Self-service - Implementation	01/10/19	\$82,661.12	\$26,199,302.78	\$17,945,880.25
233	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 3)	01/10/19	\$10,000.00	\$26,209,302.78	\$17,955,880.25
234	Eligibility Status Determination and Initial Implementation - Implementation	01/10/19	\$24,489.40	\$26,233,792.18	\$17,980,369.65
235	Job Scheduler & Batch Jobs Migration - System Test	01/10/19	\$289,170.00	\$26,522,962.18	\$18,269,539.65
236	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	01/10/19	\$108,990.00	\$26,631,952.18	\$18,378,529.65
237	New HEIGHTS Member Eligibility - System Test	01/10/19	\$54,205.00	\$26,686,157.18	\$18,432,734.65
238	Enhanced Document Imaging and Content Management - Production Pilot	03/05/19	\$13,598.00	\$26,699,755.18	\$18,446,332.65
239	Enhanced Document Imaging and Content Management - Post Production Support	03/05/19	\$11,143.00	\$26,710,898.18	\$18,457,475.65
240	New HEIGHTS Member Eligibility - Implementation	03/05/19	\$15,291.00	\$26,726,189.18	\$18,472,766.65
241	Intake Workflow - Requirements	03/06/19	\$162,426.00	\$26,888,615.18	\$18,635,192.65
242	Activity Tracking - New HEIGHTS - Construction & Unit Testing	03/06/19	\$472,028.48	\$27,360,643.66	\$19,107,221.13

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
243	Activity Tracking - NH EASY - Construction & Unit Testing	03/06/19	\$222,318.46	\$27,582,962.12	\$19,329,539.59
244	Federal, State Reporting & QC Sampling - Requirements	03/06/19	\$51,526.80	\$27,634,488.92	\$19,381,066.39
245	Maintenance and Enhancements - January 2019	03/06/19	\$625,000.00	\$28,259,488.92	\$20,006,066.39
246	Maintenance and Enhancements - February 2019	03/06/19	\$625,000.00	\$28,884,488.92	\$20,631,066.39
247	Maintenance and Enhancements - March 2019	04/01/19	\$625,000.00	\$29,509,488.92	\$21,256,066.39
248	Managed Care PMO - PMO Q1-18	04/29/19	\$43,264.00	\$29,552,752.92	\$21,299,330.39
249	NH EASY Individual Accounts - Requirements & Design	04/29/19	\$44,528.00	\$29,597,280.92	\$21,343,858.39
250	Core Managed Care Enhancements - Requirements & Design	04/29/19	\$53,434.00	\$29,650,714.92	\$21,397,292.39
251	NH EASY Individual Accounts - Construction & Integration	04/29/19	\$83,712.00	\$29,734,426.92	\$21,481,004.39
252	Addition of a New MCO - Requirements & Design	04/29/19	\$8,312.00	\$29,742,738.92	\$21,489,316.39
253	NH EASY Individual Accounts - System Test	04/29/19	\$14,843.00	\$29,757,581.92	\$21,504,159.39
254	Activity Tracking - New HEIGHTS - Integration Testing	05/01/19	\$269,730.56	\$30,027,312.48	\$21,773,889.95
255	Digital Information Campaign - Content Development - Development	05/01/19	\$140,257.77	\$30,167,570.25	\$21,914,147.72
256	Maintenance and Enhancements - April 2019	05/01/19	\$625,000.00	\$30,792,570.25	\$22,539,147.72
257	Data Mart Extension - Data Sourced From New HEIGHTS - System Test	05/06/19	\$55,000.00	\$30,847,570.25	\$22,594,147.72
258	Data Mart Extension - Claims Data From MMIS - Requirements & Design	05/14/19	\$245,000.00	\$31,092,570.25	\$22,839,147.72
259	Data Mart Extension - Data Sourced From New Heights - Construction & Integration	05/14/19	\$119,000.00	\$31,211,570.25	\$22,958,147.72
260	Data Mart Extension - Data Sourced From New Heights - Implementation	05/14/19	\$40,000.00	\$31,251,570.25	\$22,998,147.72
261	Improve Security Governance over Unstructured Data - Data risk remediation	05/14/19	\$165,000.00	\$31,416,570.25	\$23,163,147.72
262	Managed Care PMO - PMO Q4-18	05/14/19	\$43,264.00	\$31,459,834.25	\$23,206,411.72

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
263	Activity Tracking - NH EASY - Integration Testing	05/14/19	\$127,039.12	\$31,586,873.37	\$23,333,450.84
264	Conversion Notices - Requirements & Design	05/14/19	\$7,124.00	\$31,593,997.37	\$23,340,574.84
265	Core Managed Care Enhancements - Construction & Integration	05/14/19	\$167,424.00	\$31,761,421.37	\$23,507,998.84
266	Maintenance and Enhancements - May 2019	05/28/19	\$625,000.00	\$32,386,421.37	\$24,132,998.84
267	LTSS Dashboard - Requirements & Design	06/24/19	\$208,000.00	\$32,594,421.37	\$24,340,998.84
268	Managed Care PMO - PMO Q1-19	06/24/19	\$43,264.00	\$32,637,685.37	\$24,384,262.84
269	NH EASY Individual Accounts - Implementation	06/24/19	\$30,635.00	\$32,668,320.37	\$24,414,897.84
270	Suspension & Re-Application - Requirements	06/25/19	\$34,216.00	\$32,702,536.37	\$24,449,113.84
271	Federal, State Reporting & QC Sampling - Design	06/25/19	\$51,526.80	\$32,754,063.17	\$24,500,640.64
272	Suspension & Re-Application - Design	06/25/19	\$34,216.00	\$32,788,279.17	\$24,534,856.64
273	Activity Tracking - New HEIGHTS - Systems Testing	06/25/19	\$269,730.56	\$33,058,009.73	\$24,804,587.20
274	Activity Tracking - NH EASY - Systems Testing	06/25/19	\$127,039.12	\$33,185,048.85	\$24,931,626.32
275	Federal, State Reporting & QC Sampling - Construction & Unit Testing	06/25/19	\$180,343.80	\$33,365,392.65	\$25,111,970.12
276	Activity Tracking - New HEIGHTS - Implementation	06/25/19	\$67,432.64	\$33,432,825.29	\$25,179,402.76
277	Activity Tracking - NH EASY - Implementation	06/25/19	\$31,759.78	\$33,464,585.07	\$25,211,162.54
278	Maintenance and Enhancements - June 2019	06/26/19	\$625,000.00	<del>\$34,089,585.07</del>	\$25,836,162.54
279	Extract & Schema - Sourced From Existing EDW - Construction & Integration	07/19/19	\$130,000.00	\$130,000.00	\$25,966,162.54
280	Improve Security Governance over Unstructured Data - UDM tool integration, configuration, and data discovery	07/19/19	\$80,000.00	\$210,000.00	\$26,046,162.54
281	Improve Security Governance over Unstructured Data - Unstructured Data Risk Remediation Preparation and Plan	07/19/19	\$140,000.00	\$350,000.00	\$26,186,162.54
282	Data Mart Extension - Claims Data From MMIS - Construction & Integration	07/19/19	\$335,430.86	\$685,430.86	\$26,521,593.40
283	LTSS Dashboard - Construction & Integration	07/19/19	\$176,800.00	\$862,230.86	\$26,698,393.40

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
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
284	Digital Information Campaign - Navigation Delivery model - Requirements	07/19/19	\$105,193.40	\$967,424.26	\$26,803,586.80
285	Digital Information Campaign - Navigation Delivery model - Design	07/19/19	\$105,193.40	\$1,072,617.66	\$26,908,780.20
286	Automatically Run Newborns from DOB - Requirements & Design	07/19/19	\$48,366.64	\$1,120,984.30	\$26,957,146.84
287	Suspension & Re-Application - Construction & Unit Testing	07/19/19	\$119,756.00	\$1,240,740.30	\$27,076,902.84
288	Federal, State Reporting & QC Sampling - Integration Testing	07/19/19	\$103,053.60	\$1,343,793.90	\$27,179,956.44
289	Suspension & Re-Application - Integration Testing	07/19/19	\$68,432.00	\$1,412,225.90	\$27,248,388.44
290	Federal, State Reporting & QC Sampling - Systems Testing	07/19/19	\$103,053.60	\$1,515,279.50	\$27,351,442.04
291	Maintenance and Enhancements - July 2019	07/26/19	\$625,000.00	\$2,140,279.50	\$27,976,442.04
292	LTSS Dashboard Changes for MEA Processing - Requirements & Design	08/07/19	\$9,499.00	\$2,149,778.50	\$27,985,941.04
293	Extract & Schema - Sourced From Existing EDW - System Test	08/07/19	\$83,200.00	\$2,232,978.50	\$28,069,141.04
294	Data Mart Extension - Claims Data From MMIS - System Test	08/07/19	\$200,000.00	\$2,432,978.50	\$28,269,141.04
295	LTSS Unit Workflow Management - Requirements & Design	08/07/19	\$44,528.00	\$2,477,506.50	\$28,313,669.04
296	EBI Security - Control Evaluation & Security Testing	08/07/19	\$75,000.00	\$2,552,506.50	\$28,388,669.04
297	LTSS Dashboard - System Test	08/07/19	\$218,400.00	\$2,770,906.50	\$28,607,069.04
298	Digital Information Campaign - Navigation Delivery model - Development	08/07/19	\$140,257.77	\$2,911,164.27	\$28,747,326.81
299	Conversion Notices - System Test	08/07/19	\$12,319.00	\$2,923,483.27	\$28,759,645.81
300	Suspension & Re-Application - Systems Testing	08/07/19	\$68,432.00	\$2,991,915.27	\$28,828,077.81
301	Core Managed Care Enhancements - System Test	08/07/19	\$29,685.00	\$3,021,600.27	\$28,857,762.81
302	Federal, State Reporting & QC Sampling - Implementation	08/07/19	\$25,763.40	\$3,047,363.67	\$28,883,526.21
303	Suspension & Re-Application - Implementation	08/07/19	\$17,108.00	\$3,064,471.67	\$28,900,634.21
304	Addition of a New MCO - System Test	08/07/19	\$49,277.00	\$3,113,748.67	\$28,949,911.21

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
305	Intake Workflow - Reverse Engineering, Framework Development and User Story Development	08/07/19	\$207,606.00	\$3,321,354.67	\$29,157,517.21
306	Intake Workflow - Salesforce Infrastructure, Product Backlog, User Engagement, Business proof-of-concept	08/07/19	\$227,140.00	\$3,548,494.67	\$29,384,657.21
307	Intake Workflow - Salesforce security, architecture and Framework Setup, Code and Data Schema Walkthrough, Data Integration	08/07/19	\$216,310.00	\$3,764,804.67	\$29,600,967.21
308	Intake Workflow - Hybrid Agile Planning, Infrastructure, Security, Communications and Change Management Plan, Sprint Planning	08/07/19	\$94,018.00	\$3,858,822.67	\$29,694,985.21
309	Intake Workflow - Sprint 1 (Enterprise Planning, Infrastructure and Framework Setup, User Story Alignment)	08/07/19	\$120,250.00	\$3,979,072.67	\$29,815,235.21
310	Intake Workflow - Sprint 2 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$120,250.00	\$4,099,322.67	\$29,935,485.21
311	Intake Workflow - Sprint 3 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$120,250.00	\$4,219,572.67	\$30,055,735.21
312	Intake Workflow - Sprint 4 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$120,250.00	\$4,339,822.67	\$30,175,985.21
313	Intake Workflow - Sprint 5 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$120,250.00	\$4,460,072.67	\$30,296,235.21
314	Extract & Schema - Sourced From Existing EDW - Implementation	08/09/19	\$52,000.00	\$4,512,072.67	\$30,348,235.21
315	Data Mart Extension - Claims Data From MMIS - Implementation	08/09/19	\$55,000.00	\$4,567,072.67	\$30,403,235.21
316	Conversion Notices - Implementation	08/09/19	\$3,985.00	\$4,571,057.67	\$30,407,220.21

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
317	Core Managed Care Enhancements - Implementation	08/09/19	\$57,708.00	\$4,628,765.67	\$30,464,928.21
318	Addition of a New MCO - Implementation	08/09/19	\$13,922.00	\$4,642,687.67	\$30,478,850.21
319	Intake Workflow - Sprint 6 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/13/19	\$120,250.00	\$4,762,937.67	\$30,599,100.21
320	Maintenance and Enhancements - August 2019	08/23/19	\$625,000.00	\$5,387,937.67	\$31,224,100.21
321	LTSS Unit Workflow Management - Construction & Integration	09/19/19	\$83,712.00	\$5,471,649.67	\$31,307,812.21
322	Database & DB Tools Migration - DB Conversion - Requirements & Design	09/19/19	\$130,725.00	\$5,602,374.67	\$31,438,537.21
323	Automatically Run Newborns from DOB - Construction & Unit	09/19/19	\$320,594.71	\$5,922,969.38	\$31,759,131.92
324	Intake Workflow - Sprint 7 (User Story Refinement, Design and Development of User Stories, Provisioning of infrastructure and Extending Enterprise Assets)	09/19/19	\$120,250.00	\$6,043,219.38	\$31,879,381.92
325	DD Waitlist Dashboard - Requirements & Design	10/01/19	\$9,499.00	\$6,052,718.38	\$9,499.00
326	DD Waitlist Dashboard - System Test	10/01/19	\$24,639.00	\$6,077,357.38	\$34,138.00
327	DD Waitlist Dashboard - Implementation	10/01/19	\$7,496.00	\$6,084,853.38	\$41,634.00
328	Sprint 10 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/01/19	\$92,010.00	\$6,176,863.38	\$133,644.00
329	Maintenance and Enhancements - September 2019	10/16/19	\$625,000.00	\$6,801,863.38	\$758,644.00
330	Sprint 11 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/22/19	\$92,010.00	\$6,893,873.38	\$850,654.00
331	LTSS Dashboard Changes for MEA Processing - System Test	11/08/19	\$34,494.00	\$6,928,367.38	\$885,148.00
332	LTSS Unit Workflow Management - System Test	11/08/19	\$14,843.00	\$6,943,210.38	\$899,991.00
333	LTSS Dashboard Changes for MEA Processing - Implementation	11/08/19	\$10,114.00	\$6,953,324.38	\$910,105.00
334	LTSS Unit Workflow Management - Implementation	11/08/19	\$30,635.00	\$6,983,959.38	\$940,740.00

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
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
335	Managed Care PMO - PMO Q2-19	11/08/19	\$43,264.00	\$7,027,223.38	\$984,004.00
336	Automatically Run Newborns from DOB - Systems Testing	11/08/19	\$88,125.71	\$7,115,349.09	\$1,072,129.71
337	Automatically Run Newborns from DOB - Implementation	11/08/19	\$24,057.21	\$7,139,406.30	\$1,096,186.92
338	Improve Security Governance over Unstructured Data - UDM transition and knowledge transfer	11/08/19	\$35,000.00	\$7,174,406.30	\$1,131,186.92
339	Managed Care PMO - PMO Q3-19	11/08/19	\$43,264.00	\$7,217,670.30	\$1,174,450.92
340	Intake Workflow - Sprint 8 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$120,250.00	\$7,337,920.30	\$1,294,700.92
341	Intake Workflow - Sprint 9 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$120,250.00	\$7,458,170.30	\$1,414,950.92
342	Infrastructure Install & Training - Power Users / DHHS Dashboard	11/08/19	\$100,000.00	\$7,558,170.30	\$1,514,950.92
343	Maintenance and Enhancements - October 2019	11/11/19	\$625,000.00	\$8,183,170.30	\$2,139,950.92
344	Sprint 12 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	11/12/19	\$85,250.00	\$8,268,420.30	\$2,225,200.92
345	Database & DB Tools Migration - DB Conversion - Construction & Integration	11/27/19	\$174,300.00	\$8,442,720.30	\$2,399,500.92
346	Database & DB Tools Migration - Setting up DB Tools & Configuration - Development	11/27/19	\$72,660.00	\$8,515,380.30	\$2,472,160.92
347	Database & DB Tools Migration - Performance Testing & Tuning - 1	11/27/19	\$54,600.00	\$8,569,980.30	\$2,526,760.92
348	Database & DB Tools Migration - Setting up DB Tools & Configuration - Testing	11/29/19	\$72,660.00	\$8,642,640.30	\$2,599,420.92
349	Database & DB Tools Migration - DB Conversion - System Test	11/29/19	\$87,150.00	\$8,729,790.30	\$2,686,570.92
350	Maintenance and Enhancements - November 2019	11/30/19	\$625,000.00	\$9,354,790.30	\$3,311,570.92

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
351	Sprint 13 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Code Merge, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/03/19	\$130,000.00	\$9,484,790.30	\$3,441,570.92
352	Sprint 14 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/24/19	\$130,000.00	\$9,614,790.30	\$3,571,570.92
353	Database & DB Tools Migration - DB Conversion - Implementation	12/27/19	\$43,785.00	\$9,658,575.30	\$3,615,355.92
354	Database & DB Tools Migration - Performance Testing & Tuning - 2	12/27/19	\$54,600.00	\$9,713,175.30	\$3,669,955.92
355	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	12/27/19	\$72,600.00	\$9,785,775.30	\$3,742,555.92
356	Maintenance and Enhancements - December 2019	12/31/19	\$625,000.00	\$10,410,775.30	\$4,367,555.92
357	Sprint 15 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps)	01/14/20	\$227,086.00	\$10,637,861.30	\$4,594,641.92
358	Maintenance and Enhancements - January 2020	01/31/20	\$625,000.00	\$11,262,861.30	\$5,219,641.92
359	Sprint 16 (Completion of development of user stories, Defect Fixes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps - SIT)	02/04/20	\$144,094.00	\$11,406,955.30	\$5,363,735.92
360	Financial Passive Renewal - Requirements & Design	02/07/20	\$71,244.00	\$11,478,199.30	\$5,434,979.92
361	Sprint 17 (Defect Fixes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps - UAT)	02/25/20	\$143,307.00	\$11,621,506.30	\$5,578,286.92
362	Maintenance and Enhancements - February 2020	02/29/20	\$625,000.00	\$12,246,506.30	\$6,203,286.92
363	Sprint 18 (Regression, Data Migration, Hardening and Go-live, Post Go-Live)	03/17/20	\$125,759.00	\$12,372,265.30	\$6,329,045.92

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
364	Financial Passive Renewal - Construction & Integration	03/20/20	\$409,405.00	\$12,781,670.30	\$6,738,450.92
365	Enhanced Case Task Workflow Management - Requirements & Design	03/27/20	\$35,000.00	\$12,816,670.30	\$6,773,450.92
366	System Security Plan (SSP) - Part A: System Identification	03/27/20	\$50,000.00	\$12,866,670.30	\$6,823,450.92
367	Maintenance and Enhancements - March 2020	03/31/20	\$625,000.00	\$13,491,670.30	\$7,448,450.92
368	Sprint 19 (Post Go-Live Support) Summary	04/07/20	\$42,000.00	\$13,533,670.30	\$7,490,450.92
369	Privacy Impact Assessment (PIA)	04/17/20	\$65,000.00	\$13,598,670.30	\$7,555,450.92
370	Financial Passive Renewal - System Test	04/24/20	\$72,590.00	\$13,671,260.30	\$7,628,040.92
371	Sprint 20 (Post Go-Live Support) Summary	04/28/20	\$17,754.00	\$13,689,014.30	\$7,645,794.92
372	Maintenance and Enhancements - April 2020	04/30/20	\$625,000.00	\$14,314,014.30	\$8,270,794.92
373	Information Security Risk Assessment (ISRA)	05/01/20	\$55,000.00	\$14,369,014.30	\$8,325,794.92
374	System Security Plan (SSP) - Part C: Privacy Controls	05/15/20	\$75,000.00	\$14,444,014.30	\$8,400,794.92
375	Security & Privacy Assessment Report (SAR)	05/15/20	\$55,000.00	\$14,499,014.30	\$8,455,794.92
376	System Security Plan (SSP) - Part B: Security Controls	05/22/20	\$75,000.00	\$14,574,014.30	\$8,530,794.92
377	Enhanced Case Task Workflow Management - Construction & Integration Testing	05/29/20	\$234,500.00	\$14,808,514.30	\$8,765,294.92
378	System Security Plan (SSP) - Controls workbooks	05/29/20	\$40,000.00	\$14,848,514.30	\$8,805,294.92
379	Automate Processing Medicaid Applications using OCR - Requirements	05/29/20	\$54,750.00	\$14,903,264.30	\$8,860,044.92
380	Pandemic EBT - Development & Implementation	05/29/20	\$146,520.00	\$15,049,784.30	\$9,006,564.92
381	EA (Supplements) to SNAP Households - Development & Implementation	05/29/20	\$33,840.00	\$15,083,624.30	\$9,040,404.92
382	Continuous Coverage for Medicaid Beneficiaries - Development & Implementation	05/29/20	\$131,280.00	\$15,214,904.30	\$9,171,684.92
383	Stopping Benefit Recovery Processes - Development & Implementation	05/29/20	\$21,000.00	\$15,235,904.30	\$9,192,684.92

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
384	Extend Certification periods for SNAP, Child Care & Cash - Development & Implementation	05/29/20	\$30,840.00	\$15,266,744.30	\$9,223,524.92
385	Zero Cost Share and Continuous coverage for Child Care - Development & Implementation	05/29/20	\$24,000.00	\$15,290,744.30	\$9,247,524.92
386	Remote Case Management - Development & Implementation	05/29/20	\$124,920.00	\$15,415,664.30	\$9,372,444.92
387	Maintenance and Enhancements - May 2020	05/31/20	\$625,000.00	\$16,040,664.30	\$9,997,444.92
388	Final Consolidated SSP (ready for submission)	06/02/20	\$50,000.00	\$16,090,664.30	\$10,047,444.92
389	Plan of Action and Milestone (POAM)	06/08/20	\$50,000.00	\$16,140,664.30	\$10,097,444.92
390	Financial Passive Renewal - Implementation	06/26/20	\$135,172.00	\$16,275,836.30	\$10,232,616.92
391	Enhanced Case Task Workflow Management - Systems Testing	06/26/20	\$63,000.00	\$16,338,836.30	\$10,295,616.92
392	Pandemic EBT - Post Implementation Review	06/26/20	\$25,200.00	\$16,364,036.30	\$10,320,816.92
393	Special Medicaid Eligibility for Uninsured Individuals - Development & Implementation	06/26/20	\$242,160.00	\$16,606,196.30	\$10,562,976.92
394	EA (Supplements) to SNAP Households - Post Implementation Review	06/26/20	\$29,280.00	\$16,635,476.30	\$10,592,256.92
395	Continuous Coverage for Medicaid Beneficiaries - Post Implementation Review	06/26/20	\$98,400.00	\$16,733,876.30	\$10,690,656.92
396	Stopping Benefit Recovery Processes - Post Implementation Review	06/26/20	\$7,920.00	\$16,741,796.30	\$10,698,576.92
397	Remote Case Management - Post Implementation Review	06/26/20	\$73,920.00	\$16,815,716.30	\$10,772,496.92
398	OCR - SNAP Rede Application - Requirements & Design	06/26/20	\$100,008.00	\$16,915,724.30	\$10,872,504.92
399	Recertification Tracking - Requirements & Design	06/26/20	\$28,416.00	\$16,944,140.30	\$10,900,920.92
400	Maintenance and Enhancements - June 2020	06/30/20	\$625,000.00	\$17,569,140.30	\$11,525,920.92
401	Automate Processing Medicaid Applications using OCR - Design	07/02/20	\$54,750.00	\$54,750.00	\$11,580,670.92
402	Maintenance and Enhancements - July 2020	07/31/20	\$625,000.00	\$679,750.00	\$12,205,670.92

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
403	Special Medicaid Eligibility for Uninsured Individuals - Post Implementation Review	07/31/20	\$24,000.00	\$703,750.00	\$12,229,670.92
404	CMS ATC Approval Hold Back (10%)	08/14/20	\$60,000.00	\$763,750.00	\$12,289,670.92
405	Enhanced Case Task Workflow Management - Implementation	08/28/20	\$17,500.00	\$781,250.00	\$12,307,170.92
406	Interconnection Security Agreement (ISA)	08/28/20	\$25,000.00	\$806,250.00	\$12,332,170.92
407	Automate Processing Medicaid Applications using OCR - Construction & Unit Testing	08/28/20	\$219,000.00	\$1,025,250.00	\$12,551,170.92
408	Maintenance and Enhancements - August 2020	08/31/20	\$625,000.00	\$1,650,250.00	\$13,176,170.92
409	Pandemic EBT - Program Termination	08/31/20	\$23,640.00	\$1,673,890.00	\$13,199,810.92
410	Special Medicaid Eligibility for Uninsured Individuals - Program Termination	08/31/20	\$24,000.00	\$1,697,890.00	\$13,223,810.92
411	Continuous Coverage for Medicaid Beneficiaries - Program Termination	08/31/20	\$66,000.00	\$1,763,890.00	\$13,289,810.92
412	Stopping Benefit Recovery Processes - Program Termination	08/31/20	\$9,960.00	\$1,773,850.00	\$13,299,770.92
413	Extend Certification periods for SNAP, Child Care & Cash - Program Termination	08/31/20	\$9,600.00	\$1,783,450.00	\$13,309,370.92
414	Zero Cost Share and Continuous coverage for Child Care - Program Termination	08/31/20	\$13,560.00	\$1,797,010.00	\$13,322,930.92
415	Remote Case Management - Program Termination	08/31/20	\$108,120.00	\$1,905,130.00	\$13,431,050.92
416	OCR - SNAP Rede Application - Construction & Integration Testing	08/31/20	\$250,020.00	\$2,155,150.00	\$13,681,070.92
417	Recertification Tracking - Construction & Integration Testing	08/31/20	\$71,040.00	\$2,226,190.00	\$13,752,110.92
418	Client Notice Consolidation for Medicaid - Requirements & Design	09/25/20	\$32,500.00	\$2,258,690.00	\$13,784,610.92
419	Automate Processing Medicaid Applications using OCR - Integration Testing	09/25/20	\$82,125.00	\$2,340,815.00	\$13,866,735.92
420	Maintenance and Enhancements - September 2020	09/30/20	\$625,000.00	\$2,965,815.00	\$14,491,735.92
421	OCR - SNAP Rede Application - Systems Testing	09/30/20	\$150,012.00	\$3,115,827.00	\$14,641,747.92

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
422	Recertification Tracking - Systems Testing	09/30/20	\$42,624.00	\$3,158,451.00	\$14,684,371.92
423	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Requirement & Design	10/23/20	\$36,000.00	\$3,194,451.00	\$36,000.00
424	Client Notice Consolidation for Medicaid - Construction & Integration Testing	10/30/20	\$217,750.00	\$3,412,201.00	\$253,750.00
425	Maintenance and Enhancements - October 2020	10/31/20	\$625,000.00	\$4,037,201.00	\$878,750.00
426	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - August	10/31/20	\$60,000.00	\$4,097,201.00	\$938,750.00
427	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - September	10/31/20	\$60,000.00	\$4,157,201.00	\$998,750.00
428	Self-Service & Call Center - Verification Tracking - Requirement & Design	10/31/20	\$72,000.00	\$4,229,201.00	\$1,070,750.00
429	Backend Automation - Pre-Application for Phone Interviews - Requirement & Design	10/31/20	\$24,000.00	\$4,253,201.00	\$1,094,750.00
430	Notices - Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Requirement & Design	10/31/20	\$36,000.00	\$4,289,201.00	\$1,130,750.00
431	Self-Service - Online Scheduling - Requirement & Design	10/31/20	\$36,000.00	\$4,325,201.00	\$1,166,750.00
432	Automate Processing Medicaid Applications using OCR - Systems Testing	11/13/20	\$109,500.00	\$4,434,701.00	\$1,276,250.00
433	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - October	11/15/20	\$60,000.00	\$4,494,701.00	\$1,336,250.00
434	COVID Direct Support - COVID Unwind - Redetermination Overdues	11/15/20	\$62,400.00	\$4,557,101.00	\$1,398,650.00
435	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Development & Unit Testing	11/15/20	\$72,000.00	\$4,629,101.00	\$1,470,650.00
436	Self-Service - FAQ Chat Bot - Requirement & Design	11/15/20	\$60,000.00	\$4,689,101.00	\$1,530,650.00
437	Self-Service - Client Self-Service Document Indexing - Requirement & Design	11/15/20	\$36,000.00	\$4,725,101.00	\$1,566,650.00
438	Phone Application - Video Interview - Requirement & Design	11/15/20	\$36,000.00	\$4,761,101.00	\$1,602,650.00

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
439	Client Notice Consolidation for Medicaid - Systems Testing	11/27/20	\$58,500.00	\$4,819,601.00	\$1,661,150.00
440	Maintenance and Enhancements - November 2020	11/30/20	\$625,000.00	\$5,444,601.00	\$2,286,150.00
441	LTSS Enhancements - Requirements & Design	11/30/20	\$19,418.00	\$5,464,019.00	\$2,305,568.00
442	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - November	11/30/20	\$63,120.00	\$5,527,139.00	\$2,368,688.00
443	COVID Direct Support - COVID Unwind - Spenddown Terminations	11/30/20	\$62,400.00	\$5,589,539.00	\$2,431,088.00
444	COVID Direct Support - COVID Unwind - Medicaid Terminations	11/30/20	\$62,400.00	\$5,651,939.00	\$2,493,488.00
445	Self-Service & Call Center - Verification Tracking - Development & Unit Testing	11/30/20	\$180,000.00	\$5,831,939.00	\$2,673,488.00
446	Self-Service - FAQ Chat Bot - Development & Unit Testing	11/30/20	\$144,000.00	\$5,975,939.00	\$2,817,488.00
447	Self-Service - E-Notices or Paper - Implementation	11/30/20	\$19,200.00	\$5,995,139.00	\$2,836,688.00
448	Backend Automation - Pre-Application for Phone Interviews - Development & Unit Testing	11/30/20	\$60,000.00	\$6,055,139.00	\$2,896,688.00
449	Notices - Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Development & Unit Testing	11/30/20	\$60,000.00	\$6,115,139.00	\$2,956,688.00
450	Self-Service - Enhanced Mobile Document Upload - Requirement & Design	11/30/20	\$24,000.00	\$6,139,139.00	\$2,980,688.00
451	Call Center - Voice to Text - Requirement & Design	11/30/20	\$36,000.00	\$6,175,139.00	\$3,016,688.00
452	Automate Processing Medicaid Applications using OCR - Implementation	12/10/20	\$27,375.00	\$6,202,514.00	\$3,044,063.00
453	Self-Service - FAQ Chat Bot - Integration Testing	12/10/20	\$36,000.00	\$6,238,514.00	\$3,080,063.00
454	Self-Service - Client Self-Service Document Indexing - Development & Unit Testing	12/10/20	\$72,000.00	\$6,310,514.00	\$3,152,063.00
455	Self-Service - Marketing Notice - Implementation	12/10/20	\$19,200.00	\$6,329,714.00	\$3,171,263.00
456	Call Center - Voice to Text - Development & Unit Testing	12/10/20	\$72,000.00	\$6,401,714.00	\$3,243,263.00
457	Phone Application - Video Interview - Development & Unit Testing	12/10/20	\$72,000.00	\$6,473,714.00	\$3,315,263.00
458	Self-Service - Online Scheduling - Development & Unit Testing	12/10/20	\$91,200.00	\$6,564,914.00	\$3,406,463.00

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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
459	Client Notice Consolidation for Medicaid - Implementation	12/11/20	\$16,250.00	\$6,581,164.00	\$3,422,713.00
460	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Integration Testing	12/17/20	\$36,000.00	\$6,617,164.00	\$3,458,713.00
461	Self-Service & Call Center - Verification Tracking - Integration Testing	12/17/20	\$64,800.00	\$6,681,964.00	\$3,523,513.00
462	Phone Application - Video Interview - Integration Testing	12/17/20	\$36,000.00	\$6,717,964.00	\$3,559,513.00
463	Self-Service - Online Scheduling - Integration Testing	12/17/20	\$36,000.00	\$6,753,964.00	\$3,595,513.00
464	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - December	12/24/20	\$63,115.00	\$6,817,079.00	\$3,658,628.00
465	COVID Direct Support - COVID Unwind - Over Age Terminations & Mass Change	12/24/20	\$62,400.00	\$6,879,479.00	\$3,721,028.00
466	Self-Service - Client Self-Service Document Indexing - Integration Testing	12/24/20	\$36,000.00	\$6,915,479.00	\$3,757,028.00
467	Self-Service - Enhanced Mobile Document Upload - Development & Unit Testing	12/24/20	\$43,200.00	\$6,958,679.00	\$3,800,228.00
468	Call Center - Voice to Text - Integration Testing	12/24/20	\$36,000.00	\$6,994,679.00	\$3,836,228.00
469	Maintenance and Enhancements - December 2020	12/31/20	\$625,000.00	\$7,619,679.00	\$4,461,228.00
470	LTSS Enhancements - Construction & Integration Testing	01/08/21	\$130,105.00	\$7,749,784.00	\$4,591,333.00
471	Maintenance and Enhancements - January 2021	01/31/21	\$625,000.00	\$8,374,784.00	\$5,216,333.00
472	LTSS Enhancements - Systems Testing	02/05/21	\$34,954.00	\$8,409,738.00	\$5,251,287.00
473	LTSS Enhancements - Implementation	02/26/21	\$9,709.00	\$8,419,447.00	\$5,260,996.00
474	Maintenance and Enhancements - February 2021	02/28/21	\$625,000.00	\$9,044,447.00	\$5,885,996.00
475	Maintenance and Enhancements - March 2021	03/31/21	\$625,000.00	\$9,669,447.00	\$6,510,996.00
476	Maintenance and Enhancements - April 2021	04/30/21	\$625,000.00	\$10,294,447.00	\$7,135,996.00
477	Maintenance and Enhancements - May 2021	05/31/21	\$625,000.00	\$10,919,447.00	\$7,760,996.00
478	Maintenance and Enhancements - June 2021	06/30/21	\$625,000.00	<del>\$11,544,447.00</del>	\$8,385,996.00
479	Maintenance and Enhancements - July 2021	07/31/21	\$625,000.00	\$625,000.00	\$9,010,996.00

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
480	Security - VM: Full Dynamic Scan Report - Full Dynamic Scan Report	08/30/21	\$87,000.00	\$712,000.00	\$9,097,996.00
481	Maintenance and Enhancements - August 2021	08/31/21	\$625,000.00	\$1,337,000.00	\$9,722,996.00
482	WIC - Automate SNAP/MA Referral to WIC - Requirements & Design	08/31/21	\$9,000.00	\$1,346,000.00	\$9,731,996.00
483	Security - CMS: POAM Submission - 1 - Review of the Quarterly POAM Submission to CMS	09/03/21	\$5,500.00	\$1,351,500.00	\$9,737,496.00
484	Security - VM: Full Static Code Scan - Full Static Source Code Review Report	09/03/21	\$12,000.00	\$1,363,500.00	\$9,749,496.00
485	Security - CMS: Security & Privacy Self Attestation - Annual Privacy Assessment 2021 for CMS ATC compliance	09/03/21	\$66,600.00	\$1,430,100.00	\$9,816,096.00
486	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-1	09/03/21	\$26,400.00	\$1,456,500.00	\$9,842,496.00
487	COVID-19 Support -Covid Unwind - Notices/Letters - Requirements & Design	09/03/21	\$11,700.00	\$1,468,200.00	\$9,854,196.00
488	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Requirements & Design	09/03/21	\$19,800.00	\$1,488,000.00	\$9,873,996.00
489	COVID-19 Support -Covid Unwind - Mass Change - Requirements & Design	09/03/21	\$7,740.00	\$1,495,740.00	\$9,881,736.00
490	COVID-19 Support -Covid Unwind - Nudging - Requirements & Design	09/03/21	\$11,700.00	\$1,507,440.00	\$9,893,436.00
491	COVID-19 Support -Covid Unwind - Training Materials - Requirements & Design	09/03/21	\$22,680.00	\$1,530,120.00	\$9,916,116.00
492	COVID-19 Support -Covid Unwind - Complaints DB Migration - Requirements & Design	09/03/21	\$18,360.00	\$1,548,480.00	\$9,934,476.00
493	PEBT -Pandemic EBT for the school year 2020/2021 - Auto Issuance	09/03/21	\$120,000.00	\$1,668,480.00	\$10,054,476.00
494	PEBT -Pandemic EBT for the school year 2020/2021 - Notices/Letters	09/03/21	\$48,000.00	\$1,716,480.00	\$10,102,476.00
495	PEBT -Summer Pandemic EBT - Requirements & Design	09/03/21	\$35,406.00	\$1,751,886.00	\$10,137,882.00

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
496	SNAP Automation -SNAP Error Tracking Automation - Requirements & Design	09/03/21	\$42,750.00	\$1,794,636.00	\$10,180,632.00
497	SNAP Automation -D-SNAP Automation - Requirements & Design	09/03/21	\$63,756.00	\$1,858,392.00	\$10,244,388.00
498	SNAP Automation -EBT Invoicing Access Database Migration - Requirements & Design	09/03/21	\$36,000.00	\$1,894,392.00	\$10,280,388.00
499	PEBT - Childcare Pandemic EBT - Requirements & Design	09/03/21	\$21,060.00	\$1,915,452.00	\$10,301,448.00
500	PEBT -Pandemic EBT for the school year 2020/2021 - NH EASY Application	09/10/21	\$48,000.00	\$1,963,452.00	\$10,349,448.00
501	PEBT - Childcare Pandemic EBT - Construction & Unit Testing	09/10/21	\$98,280.00	\$2,061,732.00	\$10,447,728.00
502	PEBT -Pandemic EBT for the school year 2020/2021 - Manual Issuance	09/17/21	\$108,000.00	\$2,169,732.00	\$10,555,728.00
503	PEBT - Childcare Pandemic EBT - Systems Testing	09/17/21	\$14,040.00	\$2,183,772.00	\$10,569,768.00
504	COVID-19 Support -Covid Unwind - Notices/Letters - Construction & Unit Testing	09/24/21	\$54,600.00	\$2,238,372.00	\$10,624,368.00
505	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Construction & Unit Testing	09/24/21	\$92,400.00	\$2,330,772.00	\$10,716,768.00
506	COVID-19 Support -Covid Unwind - Nudging - Construction & Unit Testing	09/24/21	\$54,600.00	\$2,385,372.00	\$10,771,368.00
507	COVID-19 Support -Covid Unwind - Training Materials - Construction & Unit Testing	09/24/21	\$105,840.00	\$2,491,212.00	\$10,877,208.00
508	SNAP Automation -SNAP Error Tracking Automation - Construction & Unit Testing	09/24/21	\$134,256.00	\$2,625,468.00	\$11,011,464.00
509	SNAP Automation -D-SNAP Automation - Construction & Unit Testing	09/24/21	\$201,385.75	\$2,826,853.75	\$11,212,849.75
510	Maintenance and Enhancements - September 2021	09/30/21	\$625,000.00	\$3,451,853.75	\$11,837,849.75
511	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Sep 21	09/30/21	\$17,400.00	\$3,469,253.75	\$11,855,249.75
512	PEBT - Childcare Pandemic EBT - Implementation	09/30/21	\$6,717.00	\$3,475,970.75	\$11,861,966.75

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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
513	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-2	10/08/21	\$26,400.00	\$3,502,370.75	\$26,400.00
514	COVID-19 Support -Covid Unwind - Mass Change - Construction & Unit Testing	10/08/21	\$36,120.00	\$3,538,490.75	\$62,520.00
515	COVID-19 Support -Coivd Unwind - Complaints DB Migration - Construction & Unit Testing	10/08/21	\$85,680.00	\$3,624,170.75	\$148,200.00
516	PEBT -Summer Pandemic EBT - Construction & Unit Testing	10/08/21	\$165,228.00	\$3,789,398.75	\$313,428.00
517	SNAP Automation -EBT Invoicing Access Database Migration - Construction & Unit Testing	10/08/21	\$168,000.00	\$3,957,398.75	\$481,428.00
518	SNAP Automation -SNAP Error Tracking Automation - Integration Testing	10/29/21	\$65,244.00	\$4,022,642.75	\$546,672.00
519	COVID-19 Support -Covid Unwind - Notices/Letters - Systems Testing	10/29/21	\$7,800.00	\$4,030,442.75	\$554,472.00
520	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Systems Testing	10/29/21	\$13,200.00	\$4,043,642.75	\$567,672.00
521	COVID-19 Support -Covid Unwind - Nudging - Systems Testing	10/29/21	\$7,800.00	\$4,051,442.75	\$575,472.00
522	COVID-19 Support -Covid Unwind - Training Materials - Systems Testing	10/29/21	\$15,120.00	\$4,066,562.75	\$590,592.00
523	Security - VM: Quarterly Code Scan -Oct 21 - Quarterly Source Code Review Report Oct 2021	10/30/21	\$6,000.00	\$4,072,562.75	\$596,592.00
524	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Oct 21	10/31/21	\$17,400.00	\$4,089,962.75	\$613,992.00
525	Maintenance and Enhancements - October 2021	10/31/21	\$625,000.00	\$4,714,962.75	\$1,238,992.00
526	Security - CMS: POAM Submission - 2 - Review of the Quarterly POAM Submission to CMS	10/31/21	\$5,500.00	\$4,720,462.75	\$1,244,492.00
527	WIC - Automate SNAP/MA Referral to WIC - Construction & Unit	10/31/21	\$42,000.00	\$4,762,462.75	\$1,286,492.00
528	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-3	11/05/21	\$26,400.00	\$4,788,862.75	\$1,312,892.00

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
529	COVID-19 Support -Covid Unwind - Mass Change - Systems Testing	11/05/21	\$5,160.00	\$4,794,022.75	\$1,318,052.00
530	COVID-19 Support -Covid Unwind - Complaints DB Migration - Systems Testing	11/05/21	\$12,240.00	\$4,806,262.75	\$1,330,292.00
531	PEBT -Summer Pandemic EBT - Systems Testing	11/05/21	\$23,604.00	\$4,829,866.75	\$1,353,896.00
532	SNAP Automation -EBT Invoicing Access Database Migration - Systems Testing	11/05/21	\$24,000.00	\$4,853,866.75	\$1,377,896.00
533	SNAP Automation -D-SNAP Automation - Integration Testing	11/19/21	\$96,142.25	\$4,950,009.00	\$1,474,038.25
534	SNAP Automation -SNAP Error Tracking Automation - Systems Testing	11/19/21	\$28,500.00	\$4,978,509.00	\$1,502,538.25
535	COVID-19 Support -Covid Unwind - Notices/Letters - Implementation	11/19/21	\$3,900.00	\$4,982,409.00	\$1,506,438.25
536	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Implementation	11/19/21	\$6,600.00	\$4,989,009.00	\$1,513,038.25
537	COVID-19 Support -Covid Unwind - Nudging - Implementation	11/19/21	\$3,900.00	\$4,992,909.00	\$1,516,938.25
538	COVID-19 Support -Covid Unwind - Training Materials - Implementation	11/19/21	\$7,560.00	\$5,000,469.00	\$1,524,498.25
539	Maintenance and Enhancements - November 2021	11/30/21	\$625,000.00	\$5,625,469.00	\$2,149,498.25
540	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Nov 21	11/30/21	\$17,400.00	\$5,642,869.00	\$2,166,898.25
541	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Requirements & Design	11/30/21	\$32,364.00	\$5,675,233.00	\$2,199,262.25
542	SNAP E&T - Search SNAP E&T - Requirements & Design	11/30/21	\$6,264.00	\$5,681,497.00	\$2,205,526.25
543	SNAP E&T - Document Imaging for SNAP E&T - Requirements & Design	11/30/21	\$7,308.00	\$5,688,805.00	\$2,212,834.25
544	SNAP E&T - SNAP E&T Dashboard - Requirements & Design	11/30/21	\$8,352.00	\$5,697,157.00	\$2,221,186.25
545	SNAP E&T - Self-Employment, Certifications, Education - Requirements & Design	11/30/21	\$4,176.00	\$5,701,333.00	\$2,225,362.25
546	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Requirements & Design	11/30/21	\$7,308.00	\$5,708,641.00	\$2,232,670.25
547	SNAP E&T - Federal Reporting - Requirements & Design	11/30/21	\$6,264.00	\$5,714,905.00	\$2,238,934.25

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
548	SNAP E&T - Participation Nudges - Requirements & Design	11/30/21	\$2,088.00	\$5,716,993.00	\$2,241,022.25
549	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-4	12/17/21	\$26,400.00	\$5,743,393.00	\$2,267,422.25
550	COVID-19 Support -Covid Unwind - Mass Change - Implementation	12/17/21	\$2,580.00	\$5,745,973.00	\$2,270,002.25
551	COVID-19 Support -Coivd Unwind - Complaints DB Migration - Implementation	12/17/21	\$6,120.00	\$5,752,093.00	\$2,276,122.25
552	PEBT -Summer Pandemic EBT - Implementation	12/17/21	\$11,762.00	\$5,763,855.00	\$2,287,884.25
553	SNAP Automation -EBT Invoicing Access Database Migration - Implementation	12/17/21	\$12,000.00	\$5,775,855.00	\$2,299,884.25
554	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Dec 21	12/31/21	\$17,400.00	\$5,793,255.00	\$2,317,284.25
555	Maintenance and Enhancements - December 2021	12/31/21	\$625,000.00	\$6,418,255.00	\$2,942,284.25
556	DD/ABD Intake - Intake Management & Self Service Account for AAs - Requirements & Design	12/31/21	\$36,667.44	\$6,454,922.44	\$2,978,951.69
557	DD/ABD Intake - Functional Screen Import and Workflow - Requirements & Design	12/31/21	\$29,329.38	\$6,484,251.82	\$3,008,281.07
558	DD/ABD Intake - Financial Intake - Requirements & Design	12/31/21	\$29,329.38	\$6,513,581.20	\$3,037,610.45
559	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Requirements & Design	12/31/21	\$36,644.58	\$6,550,225.78	\$3,074,255.03
560	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Requirements & Design	12/31/21	\$21,991.32	\$6,572,217.10	\$3,096,246.35
561	DD/ABD Case Management - Correspondence between BDS staff and AAs - Requirements & Design	12/31/21	\$18,333.72	\$6,590,550.82	\$3,114,580.07
562	DD/ABD Plans and Services - Plan Management - Requirements & Design	12/31/21	\$27,752.04	\$6,618,302.86	\$3,142,332.11
563	DD/ABD Plans and Services - Services Management - Requirements & Design	12/31/21	\$49,926.24	\$6,668,229.10	\$3,192,258.35

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Department of Health and Human Services  
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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
564	DD/ABD Plans and Services - Prior Authorizations - Requirements & Design	12/31/21	\$44,394.12	\$6,712,623.22	\$3,236,652.47
565	DD/ABD Plans and Services - MMIS Interface - Requirements & Design	12/31/21	\$44,394.12	\$6,757,017.34	\$3,281,046.59
566	DD/ABD - EBI - EDW/EBI Changes - Requirements & Design	12/31/21	\$75,506.58	\$6,832,523.92	\$3,356,553.17
567	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Requirements & Design	12/31/21	\$64,716.66	\$6,897,240.58	\$3,421,269.83
568	DD/ABD Case Management - Data Conversion Phase-1 - Requirements & Design	12/31/21	\$52,500.00	\$6,949,740.58	\$3,473,769.83
569	DD/ABD Change Management - Training & Change Management - 1 - Requirements & Design	12/31/21	\$58,658.76	\$7,008,399.34	\$3,532,428.59
570	WIC - Automate SNAP/MA Referral to WIC - Systems Testing	12/31/21	\$6,000.00	\$7,014,399.34	\$3,538,428.59
571	SNAP Automation -D-SNAP Automation - Systems Testing	01/28/22	\$42,504.00	\$7,056,903.34	\$3,580,932.59
572	SNAP Automation -SNAP Error Tracking Automation - Implementation	01/28/22	\$14,250.00	\$7,071,153.34	\$3,595,182.59
573	P-TANF - Pandemic TANF EA - Requirements & Design	01/28/22	\$22,464.00	\$7,093,617.34	\$3,617,646.59
574	Security - VM: Quarterly Code Scan - Jan 22 - Quarterly Source Code Review Report Jan 2022	01/30/22	\$6,000.00	\$7,099,617.34	\$3,623,646.59
575	Security - CMS: POAM Submission - 3 - Review of the Quarterly POAM Submission to CMS	01/31/22	\$5,500.00	\$7,105,117.34	\$3,629,146.59
576	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jan 22	01/31/22	\$17,400.00	\$7,122,517.34	\$3,646,546.59
577	Maintenance and Enhancements - January 2022	01/31/22	\$625,000.00	\$7,747,517.34	\$4,271,546.59
578	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Construction & Unit	01/31/22	\$150,538.00	\$7,898,055.34	\$4,422,084.59
579	SNAP E&T - Search SNAP E&T - Construction & Unit	01/31/22	\$29,232.00	\$7,927,287.34	\$4,451,316.59
580	SNAP E&T - Document Imaging for SNAP E&T - Construction & Unit	01/31/22	\$34,104.00	\$7,961,391.34	\$4,485,420.59
581	SNAP E&T - SNAP E&T Dashboard - Construction & Unit	01/31/22	\$38,976.00	\$8,000,367.34	\$4,524,396.59

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
582	SNAP E&T - Self-Employment, Certifications, Education - Construction & Unit	01/31/22	\$19,488.00	\$8,019,855.34	\$4,543,884.59
583	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Construction & Unit	01/31/22	\$34,104.00	\$8,053,959.34	\$4,577,988.59
584	SNAP E&T - Federal Reporting - Construction & Unit	01/31/22	\$29,232.00	\$8,083,191.34	\$4,607,220.59
585	SNAP E&T - Participation Nudges - Construction & Unit	01/31/22	\$9,744.00	\$8,092,935.34	\$4,616,964.59
586	WIC - Automate SNAP/MA Referral to WIC - Implementation	01/31/22	\$3,000.00	\$8,095,935.34	\$4,619,964.59
587	P-TANF - Pandemic TANF EA - Construction & Unit	02/11/22	\$104,832.00	\$8,200,767.34	\$4,724,796.59
588	SNAP Automation -D-SNAP Automation - Implementation	02/25/22	\$21,252.00	\$8,222,019.34	\$4,746,048.59
589	COVID - Automate Sending Emails and Text Messages - Requirements & Design	02/25/22	\$11,232.00	\$8,233,251.34	\$4,757,280.59
590	COVID - Outreach Tracking - Requirements & Design	02/25/22	\$8,424.00	\$8,241,675.34	\$4,765,704.59
591	COVID - Unwind Tracking Data Collection - Requirements & Design	02/25/22	\$22,464.00	\$8,264,139.34	\$4,788,168.59
592	COVID - Unwind Tracking Dashboards - Requirements & Design	02/25/22	\$19,440.00	\$8,283,579.34	\$4,807,608.59
593	COVID - COVID Ongoing Support - Period-1	02/25/22	\$42,000.00	\$8,325,579.34	\$4,849,608.59
594	Maintenance and Enhancements - February 2022	02/28/22	\$625,000.00	\$8,950,579.34	\$5,474,608.59
595	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Feb 22	02/28/22	\$17,400.00	\$8,967,979.34	\$5,492,008.59
596	P-TANF - Pandemic TANF EA - Systems Testing	03/11/22	\$14,976.00	\$8,982,955.34	\$5,506,984.59
597	COVID - Automate Sending Emails and Text Messages - Construction & Unit	03/18/22	\$52,416.00	\$9,035,371.34	\$5,559,400.59
598	COVID - Outreach Tracking - Construction & Unit	03/18/22	\$39,312.00	\$9,074,683.34	\$5,598,712.59
599	COVID - Unwind Tracking Data Collection - Construction & Unit	03/18/22	\$104,832.00	\$9,179,515.34	\$5,703,544.59
600	COVID - Unwind Tracking Dashboards - Construction & Unit	03/18/22	\$90,720.00	\$9,270,235.34	\$5,794,264.59
601	Medicaid Policy, Administration & Operational Efficiency - Continuous Medicaid Coverage for Children & Preg. Women - Requirements & Design	03/22/22	\$28,800.00	\$9,299,035.34	\$5,823,064.59
602	Medicaid Policy, Administration & Operational Efficiency - Remove Resource Test for MSP - Requirements & Design	03/22/22	\$27,000.00	\$9,326,035.34	\$5,850,064.59

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
603	COVID - COVID Ongoing Support - Period-2	03/25/22	\$42,000.00	\$9,368,035.34	\$5,892,064.59
604	P-TANF - Pandemic TANF EA - Implementation	03/25/22	\$7,488.00	\$9,375,523.34	\$5,899,552.59
605	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Mar 22	03/31/22	\$17,400.00	\$9,392,923.34	\$5,916,952.59
606	Maintenance and Enhancements - March 2022	03/31/22	\$625,000.00	\$10,017,923.34	\$6,541,952.59
607	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Systems Testing	03/31/22	\$21,576.00	\$10,039,499.34	\$6,563,528.59
608	SNAP E&T - Search SNAP E&T - Systems Testing	03/31/22	\$4,176.00	\$10,043,675.34	\$6,567,704.59
609	SNAP E&T - Document Imaging for SNAP E&T - Systems Testing	03/31/22	\$4,872.00	\$10,048,547.34	\$6,572,576.59
610	SNAP E&T - SNAP E&T Dashboard - Systems Testing	03/31/22	\$5,568.00	\$10,054,115.34	\$6,578,144.59
611	SNAP E&T - Self-Employment, Certifications, Education - Systems Testing	03/31/22	\$2,784.00	\$10,056,899.34	\$6,580,928.59
612	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Systems Testing	03/31/22	\$4,872.00	\$10,061,771.34	\$6,585,800.59
613	SNAP E&T - Federal Reporting - Systems Testing	03/31/22	\$4,176.00	\$10,065,947.34	\$6,589,976.59
614	SNAP E&T - Participation Nudges - Systems Testing	03/31/22	\$1,392.00	\$10,067,339.34	\$6,591,368.59
615	COVID - Automate Sending Emails and Text Messages - Systems Testing	04/15/22	\$7,488.00	\$10,074,827.34	\$6,598,856.59
616	COVID - Outreach Tracking - Systems Testing	04/15/22	\$5,616.00	\$10,080,443.34	\$6,604,472.59
617	COVID - Unwind Tracking Data Collection - Systems Testing	04/15/22	\$14,976.00	\$10,095,419.34	\$6,619,448.59
618	COVID - Unwind Tracking Dashboards - Systems Testing	04/15/22	\$12,960.00	\$10,108,379.34	\$6,632,408.59
619	Medicaid Policy, Administration & Operational Efficiency - Continuous Medicaid Coverage for Children & Preg. Women - Construction & Unit	04/19/22	\$134,400.00	\$10,242,779.34	\$6,766,808.59
620	Medicaid Policy, Administration & Operational Efficiency - Remove Resource Test for MSP - Construction & Unit	04/19/22	\$126,000.00	\$10,368,779.34	\$6,892,808.59
621	COVID - Automate Sending Emails and Text Messages - Implementation	04/29/22	\$3,744.00	\$10,372,523.34	\$6,896,552.59
622	COVID - Outreach Tracking - Implementation	04/29/22	\$2,808.00	\$10,375,331.34	\$6,899,360.59

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
623	COVID - Unwind Tracking Data Collection - Implementation	04/29/22	\$7,488.00	\$10,382,819.34	\$6,906,848.59
624	COVID - Unwind Tracking Dashboards - Implementation	04/29/22	\$6,480.00	\$10,389,299.34	\$6,913,328.59
625	COVID - COVID Ongoing Support - Period-3	04/29/22	\$42,000.00	\$10,431,299.34	\$6,955,328.59
626	Security - CMS: POAM Submission - 4 - Review of the Quarterly POAM Submission to CMS	04/30/22	\$5,500.00	\$10,436,799.34	\$6,960,828.59
627	Maintenance and Enhancements - April 2022	04/30/22	\$625,000.00	\$11,061,799.34	\$7,585,828.59
628	DD/ABD Change Management - Quality Assurance - Testing Support -1	04/30/22	\$142,576.00	\$11,204,375.34	\$7,728,404.59
629	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Apr 22	04/30/22	\$17,400.00	\$11,221,775.34	\$7,745,804.59
630	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Implementation	04/30/22	\$10,788.00	\$11,232,563.34	\$7,756,592.59
631	SNAP E&T - Search SNAP E&T - Implementation	04/30/22	\$2,088.00	\$11,234,651.34	\$7,758,680.59
632	SNAP E&T - Document Imaging for SNAP E&T - Implementation	04/30/22	\$2,436.00	\$11,237,087.34	\$7,761,116.59
633	SNAP E&T - SNAP E&T Dashboard - Implementation	04/30/22	\$2,784.00	\$11,239,871.34	\$7,763,900.59
634	SNAP E&T - Self-Employment, Certifications, Education - Implementation	04/30/22	\$1,392.00	\$11,241,263.34	\$7,765,292.59
635	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Implementation	04/30/22	\$2,436.00	\$11,243,699.34	\$7,767,728.59
636	SNAP E&T - Federal Reporting - Implementation	04/30/22	\$2,088.00	\$11,245,787.34	\$7,769,816.59
637	SNAP E&T - Federal Reporting - Implementation	04/30/22	\$696.00	\$11,246,483.34	\$7,770,512.59
638	SIU - Benefit Rounding Changes - Requirements & Design	05/20/22	\$5,610.00	\$11,252,093.34	\$7,776,122.59
639	SIU - Adding SNAP Indicator to Reports - Requirements & Design	05/20/22	\$9,390.00	\$11,261,483.34	\$7,785,512.59
640	COVID - COVID Ongoing Support - Period-4	05/27/22	\$42,000.00	\$11,303,483.34	\$7,827,512.59
641	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - May 22	05/31/22	\$17,400.00	\$11,320,883.34	\$7,844,912.59
642	Maintenance and Enhancements - May 2022	05/31/22	\$625,000.00	\$11,945,883.34	\$8,469,912.59

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
643	DD/ABD Change Management - Quality Assurance - Testing Support -2	05/31/22	\$142,576.00	\$12,088,459.34	\$8,612,488.59
644	Medicaid Policy, Administration & Operational Efficiency - Continuous Medicaid Coverage for Children & Preg. Women - Systems Testing	06/14/22	\$19,200.00	\$12,107,659.34	\$8,631,688.59
645	Medicaid Policy, Administration & Operational Efficiency - Remove Resource Test for MSP - Systems Testing	06/14/22	\$18,000.00	\$12,125,659.34	\$8,649,688.59
646	SIU - Benefit Rounding Changes - Construction & Unit	06/17/22	\$26,180.00	\$12,151,839.34	\$8,675,868.59
647	SIU - Adding SNAP Indicator to Reports - Construction & Unit	06/17/22	\$43,820.00	\$12,195,659.34	\$8,719,688.59
648	Medicaid Policy, Administration & Operational Efficiency - Continuous Medicaid Coverage for Children & Preg. Women - Implementation	06/24/22	\$9,600.00	\$12,205,259.34	\$8,729,288.59
649	Medicaid Policy, Administration & Operational Efficiency - Remove Resource Test for MSP - Implementation	06/24/22	\$9,000.00	\$12,214,259.34	\$8,738,288.59
650	COVID - COVID Ongoing Support - Period-5	06/24/22	\$42,000.00	\$12,256,259.34	\$8,780,288.59
651	Maintenance and Enhancements - June 2022	06/30/22	\$625,000.00	\$12,881,259.34	\$9,405,288.59
652	DD/ABD Intake - Intake Management & Self Service Account for AAs - Construction & Unit	06/30/22	\$171,114.72	\$13,052,374.06	\$9,576,403.31
653	DD/ABD Intake - Functional Screen Import and Workflow - Construction & Unit	06/30/22	\$136,870.44	\$13,189,244.50	\$9,713,273.75
654	DD/ABD Intake - Financial Intake - Construction & Unit	06/30/22	\$136,870.44	\$13,326,114.94	\$9,850,144.19
655	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Construction & Unit	06/30/22	\$171,008.04	\$13,497,122.98	\$10,021,152.23
656	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Construction & Unit	06/30/22	\$102,626.16	\$13,599,749.14	\$10,123,778.39
657	DD/ABD Case Management - Correspondence between BDS staff and AAs - Construction & Unit	06/30/22	\$85,557.36	\$13,685,306.50	\$10,209,335.75
658	DD/ABD Plans and Services - Plan Management - Construction & Unit	06/30/22	\$129,509.52	\$13,814,816.02	\$10,338,845.27

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
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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
659	DD/ABD Plans and Services - Services Management - Construction & Unit	06/30/22	\$232,989.12	\$14,047,805.14	\$10,571,834.39
660	DD/ABD Plans and Services - Prior Authorizations - Construction & Unit	06/30/22	\$207,172.56	\$14,254,977.70	\$10,779,006.95
661	DD/ABD Plans and Services - MMIS Interface - Construction & Unit	06/30/22	\$207,172.56	\$14,462,150.26	\$10,986,179.51
662	DD/ABD - EBI - EDW/EBI Changes - Construction & Unit	06/30/22	\$352,364.04	\$14,814,514.30	\$11,338,543.55
663	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Construction & Unit	06/30/22	\$302,011.08	\$15,116,525.38	\$11,640,554.63
664	DD/ABD Case Management - Data Conversion Phase-1 - Construction & Unit	06/30/22	\$245,000.00	\$15,361,525.38	\$11,885,554.63
665	DD/ABD Change Management - Training & Change Management - 1 - Construction & Unit	06/30/22	\$273,740.88	\$15,635,266.26	\$12,159,295.51
666	DD/ABD Change Management - Quality Assurance - Testing Support -3	06/30/22	\$142,576.00	\$15,777,842.26	\$12,301,871.51
667	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jun 22	06/30/22	\$17,800.00	\$15,795,642.26	\$12,319,671.51
668	Security - CMS: Security & Privacy Self Attestation - Annual Security and Privacy Self Attestation for CMS ATC Compliance-2022	06/30/22	\$92,000.00	\$15,887,642.26	\$12,411,671.51
669	COVID - COVID Ongoing Support - Period-6	07/29/22	\$42,000.00	\$42,000.00	\$12,453,671.51
670	Security - CMS: POAM Submission - 5 - Review of the Quarterly POAM Submission to CMS	07/30/22	\$5,500.00	\$47,500.00	\$12,459,171.51
671	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jul 22	07/31/22	\$17,800.00	\$65,300.00	\$12,476,971.51
672	Maintenance and Enhancements - July 2022	07/31/22	\$625,000.00	\$690,300.00	\$13,101,971.51
673	DD/ABD Change Management - Quality Assurance - Testing Support -4	07/31/22	\$142,576.00	\$832,876.00	\$13,244,547.51

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
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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
674	SIU - Benefit Rounding Changes - Systems Testing	08/12/22	\$3,740.00	\$836,616.00	\$13,248,287.51
675	SIU - Adding SNAP Indicator to Reports - Systems Testing	08/12/22	\$6,260.00	\$842,876.00	\$13,254,547.51
676	COVID - COVID Ongoing Support - Period-7	08/26/22	\$42,000.00	\$884,876.00	\$13,296,547.51
677	SIU - Benefit Rounding Changes - Implementation	08/26/22	\$1,870.00	\$886,746.00	\$13,298,417.51
678	SIU - Adding SNAP Indicator to Reports - Implementation	08/26/22	\$3,130.00	\$889,876.00	\$13,301,547.51
679	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Aug 22	08/31/22	\$17,800.00	\$907,676.00	\$13,319,347.51
680	Maintenance and Enhancements - August 2022	08/31/22	\$625,000.00	\$1,532,676.00	\$13,944,347.51
681	DD/ABD Intake - API Interface - Requirements & Design	08/31/22	\$21,991.32	\$1,554,667.32	\$13,966,338.83
682	DD/ABD Intake - Waitlist - Requirements & Design	08/31/22	\$65,973.96	\$1,620,641.28	\$14,032,312.79
683	DD/ABD Intake - Intake - Extract SIS/HRST - Requirements & Design	08/31/22	\$29,329.38	\$1,649,970.66	\$14,061,642.17
684	DD/ABD Case Management - Renewal Process - Requirements & Design	08/31/22	\$44,005.50	\$1,693,976.16	\$14,105,647.67
685	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Requirements & Design	08/31/22	\$43,982.64	\$1,737,958.80	\$14,149,630.31
686	DD/ABD Case Management - Financial Management & Budgeting - Requirements & Design	08/31/22	\$43,982.64	\$1,781,941.44	\$14,193,612.95
687	DD/ABD Case Management - Self Service Account for Clients - View Only - Requirements & Design	08/31/22	\$32,986.98	\$1,814,928.42	\$14,226,599.93
688	DD/ABD Case Management - Self Service Account for Clients - Updates - Requirements & Design	08/31/22	\$32,986.98	\$1,847,915.40	\$14,259,586.91
689	DD/ABD Plans and Services - Waiver - Requirements & Design	08/31/22	\$22,197.06	\$1,870,112.46	\$14,281,783.97
690	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Requirements & Design	08/31/22	\$23,957.28	\$1,894,069.74	\$14,305,741.25
691	DD/ABD - EBI - Extracting Data from New HEIGHTS - Requirements & Design	08/31/22	\$22,197.06	\$1,916,266.80	\$14,327,938.31

Deloitte Consulting, <sup>DS</sup>   
 Contractor Initials  
 Date 6/3/2022


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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
692	DD/ABD Case Management - Data Conversion Phase-2 - Requirements & Design	08/31/22	\$35,465.28	\$1,951,732.08	\$14,363,403.59
693	DD/ABD Change Management - Training & Change Management - 2 - Requirements & Design	08/31/22	\$58,658.76	\$2,010,390.84	\$14,422,062.35
694	DD/ABD Change Management - Quality Assurance - Testing Support -5	08/31/22	\$142,576.00	\$2,152,966.84	\$14,564,638.35
695	Maintenance and Enhancements - September 2022	09/30/22	\$625,000.00	\$2,777,966.84	\$15,189,638.35
696	DD/ABD Intake - Intake Management & Self Service Account for AAs - Systems Testing	09/30/22	\$24,444.96	\$2,802,411.80	\$15,214,083.31
697	DD/ABD Intake - Functional Screen Import and Workflow - Systems Testing	09/30/22	\$19,552.92	\$2,821,964.72	\$15,233,636.23
698	DD/ABD Intake - Financial Intake - Systems Testing	09/30/22	\$19,552.92	\$2,841,517.64	\$15,253,189.15
699	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Systems Testing	09/30/22	\$24,429.72	\$2,865,947.36	\$15,277,618.87
700	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Systems Testing	09/30/22	\$14,660.88	\$2,880,608.24	\$15,292,279.75
701	DD/ABD Case Management - Correspondence between BDS staff and AAs - Systems Testing	09/30/22	\$12,222.48	\$2,892,830.72	\$15,304,502.23
702	DD/ABD Plans and Services - Plan Management - Systems Testing	09/30/22	\$18,501.36	\$2,911,332.08	\$15,323,003.59
703	DD/ABD Plans and Services - Services Management - Systems Testing	09/30/22	\$33,284.16	\$2,944,616.24	\$15,356,287.75
704	DD/ABD Plans and Services - Prior Authorizations - Systems Testing	09/30/22	\$29,596.08	\$2,974,212.32	\$15,385,883.83
705	DD/ABD Plans and Services - MMIS Interface - Systems Testing	09/30/22	\$29,596.08	\$3,003,808.40	\$15,415,479.91
706	DD/ABD - EBI - EDW/EBI Changes - Systems Testing	09/30/22	\$50,337.72	\$3,054,146.12	\$15,465,817.63
707	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Systems Testing	09/30/22	\$43,144.44	\$3,097,290.56	\$15,508,962.07
708	DD/ABD Case Management - Data Conversion Phase-1 - Systems Testing	09/30/22	\$35,000.00	\$3,132,290.56	\$15,543,962.07

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
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**STATE OF NEW HAMPSHIRE**  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
709	DD/ABD Security - Accessibility Testing - Release-1	09/30/22	\$33,832.80	\$3,166,123.36	\$15,577,794.87
710	DD/ABD Security - Security Review - Initial Review	09/30/22	\$171,069.00	\$3,337,192.36	\$15,748,863.87
711	DD/ABD Change Management - Training & Change Management - 1 - Systems Testing	09/30/22	\$39,105.84	\$3,376,298.20	\$15,787,969.71
712	DD/ABD Change Management - Quality Assurance - Testing Support -6	09/30/22	\$142,576.00	\$3,518,874.20	\$15,930,545.71
713	DD/ABD Change Management - Quality Assurance - Testing Support -7	09/30/22	\$142,576.00	\$3,661,450.20	\$16,073,121.71
714	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Sep 22	09/30/22	\$17,800.00	\$3,679,250.20	\$16,090,921.71
715	COVID - COVID Ongoing Support - Period-8	09/30/22	\$42,000.00	\$3,721,250.20	\$16,132,921.71
716	Medicaid Policy, Administration & Operational Efficiency - Medicaid Specific Inquiry - Requirements & Design	10/07/22	\$30,006.00	\$3,751,256.20	\$30,006.00
717	SIU - Automate Claims Establishment and Track (16.1) - Requirements & Design	10/07/22	\$33,750.00	\$3,785,006.20	\$63,756.00
718	SIU - TOP Changes - Requirements & Design	10/07/22	\$33,822.00	\$3,818,828.20	\$97,578.00
719	Medicaid Policy, Administration & Operational Efficiency - Medicaid Specific Inquiry - Construction & Unit	10/21/22	\$140,028.00	\$3,958,856.20	\$237,606.00
720	SIU - Automate Claims Establishment and Track (16.1) - Construction & Unit	10/21/22	\$157,500.00	\$4,116,356.20	\$395,106.00
721	SIU - TOP Changes - Construction & Unit	10/21/22	\$157,836.00	\$4,274,192.20	\$552,942.00
722	COVID - COVID Ongoing Support - Period-9	10/28/22	\$42,000.00	\$4,316,192.20	\$594,942.00
723	Security - CMS: POAM Submission - 6 - Review of the Quarterly POAM Submission to CMS	10/30/22	\$5,500.00	\$4,321,692.20	\$600,442.00
724	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Oct 22	10/31/22	\$17,800.00	\$4,339,492.20	\$618,242.00
725	DD/ABD Intake - Intake Management & Self Service Account for AAs - Implementation	10/31/22	\$12,222.48	\$4,351,714.68	\$630,464.48


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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
726	DD/ABD Intake - Functional Screen Import and Workflow - Implementation	10/31/22	\$9,776.46	\$4,361,491.14	\$640,240.94
727	DD/ABD Intake - Financial Intake - Implementation	10/31/22	\$9,776.46	\$4,371,267.60	\$650,017.40
728	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Implementation	10/31/22	\$12,214.86	\$4,383,482.46	\$662,232.26
729	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Implementation	10/31/22	\$7,330.44	\$4,390,812.90	\$669,562.70
730	DD/ABD Case Management - Correspondence between BDS staff and AAs - Implementation	10/31/22	\$6,111.24	\$4,396,924.14	\$675,673.94
731	DD/ABD Plans and Services - Plan Management - Implementation	10/31/22	\$9,250.68	\$4,406,174.82	\$684,924.62
732	DD/ABD Plans and Services - Services Management - Implementation	10/31/22	\$16,642.08	\$4,422,816.90	\$701,566.70
733	DD/ABD Plans and Services - Prior Authorizations - Implementation	10/31/22	\$14,798.04	\$4,437,614.94	\$716,364.74
734	DD/ABD Plans and Services - MMIS Interface - Implementation	10/31/22	\$14,798.04	\$4,452,412.98	\$731,162.78
735	DD/ABD - EBI - EDW/EBI Changes - Implementation	10/31/22	\$25,168.86	\$4,477,581.84	\$756,331.64
736	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Implementation	10/31/22	\$21,572.22	\$4,499,154.06	\$777,903.86
737	DD/ABD Case Management - Data Conversion Phase-1 - Implementation	10/31/22	\$17,500.00	\$4,516,654.06	\$795,403.86
738	DD/ABD Change Management - Training & Change Management - 1 - Implementation	10/31/22	\$19,552.92	\$4,536,206.98	\$814,956.78
739	DD/ABD Change Management - Quality Assurance - Testing Support -8	10/31/22	\$142,576.00	\$4,678,782.98	\$957,532.78
740	DD/ABD -ISA - Service Agreements Modernization - Requirements & Design	11/04/22	\$100,242.00	\$4,779,024.98	\$1,057,774.78
741	COVID - COVID Ongoing Support - Period-10	11/25/22	\$42,000.00	\$4,821,024.98	\$1,099,774.78
742	DD/ABD Change Management - Quality Assurance - Testing Support -9	11/30/22	\$142,576.00	\$4,963,600.98	\$1,242,350.78

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
743	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Nov 22	11/30/22	\$17,800.00	\$4,981,400.98	\$1,260,150.78
744	Medicaid Policy, Administration & Operational Efficiency - Medicaid Specific Inquiry - Systems Testing	12/02/22	\$20,004.00	\$5,001,404.98	\$1,280,154.78
745	SIU - Automate Claims Establishment and Track (16.1) - Systems Testing	12/02/22	\$22,500.00	\$5,023,904.98	\$1,302,654.78
746	SIU - TOP Changes - Systems Testing	12/02/22	\$22,548.00	\$5,046,452.98	\$1,325,202.78
747	Medicaid Policy, Administration & Operational Efficiency - Medicaid Specific Inquiry - Implementation	12/16/22	\$10,002.00	\$5,056,454.98	\$1,335,204.78
748	DD/ABD -ISA - Service Agreements Modernization - Construction & Unit	12/16/22	\$467,796.00	\$5,524,250.98	\$1,803,000.78
749	SIU - Automate Claims Establishment and Track (16.1) - Implementation	12/16/22	\$11,250.00	\$5,535,500.98	\$1,814,250.78
750	SIU - TOP Changes - Implementation	12/16/22	\$11,274.00	\$5,546,774.98	\$1,825,524.78
751	SIU - Aging Backlog Report - Requirements & Design	12/23/22	\$16,848.00	\$5,563,622.98	\$1,842,372.78
752	COVID - COVID Ongoing Support - Period-11	12/30/22	\$42,000.00	\$5,605,622.98	\$1,884,372.78
753	DD/ABD Intake - API Interface - Construction & Unit	12/31/22	\$102,626.16	\$5,708,249.14	\$1,986,998.94
754	DD/ABD Intake - Waitlist - Construction & Unit	12/31/22	\$307,878.48	\$6,016,127.62	\$2,294,877.42
755	DD/ABD Intake - Intake - Extract SIS/HRST - Construction & Unit	12/31/22	\$136,870.44	\$6,152,998.06	\$2,431,747.86
756	DD/ABD Case Management - Renewal Process - Construction & Unit	12/31/22	\$205,359.00	\$6,358,357.06	\$2,637,106.86
757	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Construction & Unit	12/31/22	\$205,252.32	\$6,563,609.38	\$2,842,359.18
758	DD/ABD Case Management - Financial Management & Budgeting - Construction & Unit	12/31/22	\$205,252.32	\$6,768,861.70	\$3,047,611.50
759	DD/ABD Case Management - Self Service Account for Clients - View Only - Construction & Unit	12/31/22	\$153,939.24	\$6,922,800.94	\$3,201,550.74
760	DD/ABD Case Management - Self Service Account for Clients - Updates - Construction & Unit	12/31/22	\$153,939.24	\$7,076,740.18	\$3,355,489.98

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
761	DD/ABD Plans and Services - Waiver - Construction & Unit	12/31/22	\$103,586.28	\$7,180,326.46	\$3,459,076.26
762	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Construction & Unit	12/31/22	\$111,800.64	\$7,292,127.10	\$3,570,876.90
763	DD/ABD - EBI - Extracting Data from New HEIGHTS - Construction & Unit	12/31/22	\$103,586.28	\$7,395,713.38	\$3,674,463.18
764	DD/ABD Case Management - Data Conversion Phase-2 - Construction & Unit	12/31/22	\$165,504.64	\$7,561,218.02	\$3,839,967.82
765	DD/ABD Change Management - Training & Change Management - 2 - Construction & Unit	12/31/22	\$273,740.88	\$7,834,958.90	\$4,113,708.70
766	DD/ABD Change Management - Quality Assurance - Testing Support -10	12/31/22	\$142,576.00	\$7,977,534.90	\$4,256,284.70
767	SIU - Aging Backlog Report - Construction & Unit	01/06/23	\$78,624.00	\$8,056,158.90	\$4,334,908.70
768	SIU - Aging Backlog Report - Systems Testing	01/20/23	\$11,232.00	\$8,067,390.90	\$4,346,140.70
769	Security - CMS: POAM Submission - 7 - Review of the Quarterly POAM Submission to CMS	01/31/23	\$5,500.00	\$8,072,890.90	\$4,351,640.70
770	DD/ABD Change Management - Quality Assurance - Testing Support -11	01/31/23	\$142,576.00	\$8,215,466.90	\$4,494,216.70
771	COVID - COVID Ongoing Support - Period-12	01/31/23	\$42,000.00	\$8,257,466.90	\$4,536,216.70
772	SIU - Aging Backlog Report - Implementation	02/03/23	\$5,616.00	\$8,263,082.90	\$4,541,832.70
773	SIU - Automate Restore Loss of SNAP Benefit - Requirements & Design	02/17/23	\$35,364.00	\$8,298,446.90	\$4,577,196.70
774	DD/ABD Intake - API Interface - Systems Testing	02/28/23	\$14,660.88	\$8,313,107.78	\$4,591,857.58
775	DD/ABD Intake - Waitlist - Systems Testing	02/28/23	\$43,982.64	\$8,357,090.42	\$4,635,840.22
776	DD/ABD Intake - Intake - Extract SIS/HRST - Systems Testing	02/28/23	\$19,552.92	\$8,376,643.34	\$4,655,393.14
777	DD/ABD Case Management - Renewal Process - Systems Testing	02/28/23	\$29,337.00	\$8,405,980.34	\$4,684,730.14
778	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Systems Testing	02/28/23	\$29,321.76	\$8,435,302.10	\$4,714,051.90
779	DD/ABD Case Management - Financial Management & Budgeting - Systems Testing	02/28/23	\$29,321.76	\$8,464,623.86	\$4,743,373.66

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
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
780	DD/ABD Case Management - Self Service Account for Clients - View Only - Systems Testing	02/28/23	\$21,991.32	\$8,486,615.18	\$4,765,364.98
781	DD/ABD Case Management - Self Service Account for Clients - Updates - Systems Testing	02/28/23	\$21,991.32	\$8,508,606.50	\$4,787,356.30
782	DD/ABD Plans and Services - Waiver - Systems Testing	02/28/23	\$14,798.04	\$8,523,404.54	\$4,802,154.34
783	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Systems Testing	02/28/23	\$15,971.52	\$8,539,376.06	\$4,818,125.86
784	DD/ABD - EBI - Extracting Data from New HEIGHTS - Systems Testing	02/28/23	\$14,798.04	\$8,554,174.10	\$4,832,923.90
785	DD/ABD Case Management - Data Conversion Phase-2 - Systems Testing	02/28/23	\$23,643.52	\$8,577,817.62	\$4,856,567.42
786	DD/ABD Security - Accessibility Testing - Release-2	02/28/23	\$33,832.80	\$8,611,650.42	\$4,890,400.22
787	DD/ABD Security - Security Review - Final Review	02/28/23	\$171,069.00	\$8,782,719.42	\$5,061,469.22
788	DD/ABD Change Management - Training & Change Management - 2 - Systems Testing	02/28/23	\$39,105.84	\$8,821,825.26	\$5,100,575.06
789	DD/ABD Change Management - Quality Assurance - Testing Support -12	02/28/23	\$142,576.00	\$8,964,401.26	\$5,243,151.06
790	COVID - COVID Ongoing Support - Period-13	02/28/23	\$42,000.00	\$9,006,401.26	\$5,285,151.06
791	DD/ABD -ISA - Service Agreements Modernization - Systems Testing	03/10/23	\$66,828.00	\$9,073,229.26	\$5,351,979.06
792	SIU - Automate Restore Loss of SNAP Benefits - Construction & Unit	03/17/23	\$165,032.00	\$9,238,261.26	\$5,517,011.06
793	DD/ABD Intake - API Interface - Implementation	03/31/23	\$7,330.44	\$9,245,591.70	\$5,524,341.50
794	DD/ABD Intake - Waitlist - Implementation	03/31/23	\$21,991.32	\$9,267,583.02	\$5,546,332.82
795	DD/ABD Intake - Intake - Extract SIS/HRST - Implementation	03/31/23	\$9,776.46	\$9,277,359.48	\$5,556,109.28
796	DD/ABD Case Management - Renewal Process - Implementation	03/31/23	\$14,668.50	\$9,292,027.98	\$5,570,777.78
797	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Implementation	03/31/23	\$14,660.88	\$9,306,688.86	\$5,585,438.66
798	DD/ABD Case Management - Financial Management & Budgeting - Implementation	03/31/23	\$14,660.88	\$9,321,349.74	\$5,600,099.54

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 Date 6/3/2022


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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE AMENDMENT 6**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
799	DD/ABD Case Management - Self Service Account for Clients - View Only - Implementation	03/31/23	\$10,995.66	\$9,332,345.40	\$5,611,095.20
800	DD/ABD Case Management - Self Service Account for Clients - Updates - Implementation	03/31/23	\$10,995.66	\$9,343,341.06	\$5,622,090.86
801	DD/ABD Plans and Services - Waiver - Implementation	03/31/23	\$7,399.02	\$9,350,740.08	\$5,629,489.88
802	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Implementation	03/31/23	\$7,985.76	\$9,358,725.84	\$5,637,475.64
803	DD/ABD - EBI - Extracting Data from New HEIGHTS - Implementation	03/31/23	\$7,399.11	\$9,366,124.95	\$5,644,874.75
804	DD/ABD Case Management - Data Conversion Phase-2 - Implementation	03/31/23	\$11,821.74	\$9,377,946.69	\$5,656,696.49
805	DD/ABD Change Management - Training & Change Management - 2 - Implementation	03/31/23	\$19,552.92	\$9,397,499.61	\$5,676,249.41
806	COVID - COVID Ongoing Support - Period-14	03/31/23	\$42,000.00	\$9,439,499.61	\$5,718,249.41
807	DD/ABD -ISA - Service Agreements Modernization - Implementation	03/31/23	\$33,414.00	\$9,472,913.61	\$5,751,663.41
808	SIU - Automate Restore Loss of SNAP Benefits - Systems Testing	04/14/23	\$23,576.00	\$9,496,489.61	\$5,775,239.41
809	COVID - COVID Ongoing Support - Period-15	04/30/23	\$42,000.00	\$9,538,489.61	\$5,817,239.41
810	SIU - Automate Restore Loss of SNAP Benefits - Implementation	05/12/23	\$11,788.00	\$9,550,277.61	\$5,829,027.41
811	Security - CMS: Security & Privacy Self Attestation - Annual Security and Privacy Self Attestation for CMS ATC Compliance-2023	06/30/23	\$93,500.00	\$9,643,777.61	\$5,922,527.41
<b>Grand Total:</b>			<b>\$117,837,812.00</b>	<b>\$117,837,812.00</b>	<b>\$117,837,812.00</b>

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## 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 Data" means all information owned, managed, created, received, from or on behalf of, the Department of Health and Human Services (DHHS) that is protected by information security, privacy or confidentiality rules and state and federal laws in End Users' possession or control in connection with the performance of Services. This information includes but is not limited to Derivative Data, Protected Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information, Social Security Administration, and CJIS (Criminal Justice Information Services) data. For the avoidance of doubt, Personal Information, as defined in NH RSA 359-C:19, does not include business contact information, which includes name, work postal address, work telephone number, title, office name and work email address used solely for the purpose of enabling business communications pursuant to the Contract.
4. "Derivative Data" means data or information based on or created from Confidential Data.
5. "End User" means any person or entity (i.e., Contractor, Contractor's personnel, business associate, subcontractor, and other Contractor-authorized downstream user) that is engaged or employed by Contractor to perform Services on behalf of Contractor pursuant to this Contract.
6. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
7. "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.

8. "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 Data.
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 Data.

1. The Contractor must not use, disclose, maintain or transmit Confidential Data 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 as applicable to the Contractor in its performance of the Services.
2. The Contractor must not disclose any Confidential Data in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS, if legally permissible, so that DHHS has an opportunity to consent or object to the disclosure.
3. The Contractor agrees that Confidential Data or Derivative Data therefrom disclosed to an End User must only be used pursuant to the terms of this Contract.
4. The Contractor agrees Confidential Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
5. The Contractor agrees to grant access to relevant information with respect to the

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



Contractor's handling of Confidential Data as well as make available appropriate personnel to discuss such information 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 Confidential Data between Contractor-controlled applications, the Contractor will first verify the Contractor's application encryption capabilities to enable 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 Confidential Data. Encrypted thumb drives may be used with written exception from DHHS Information Security.
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 wireless network unless End User employs a virtual private network (VPN) connection when remotely transmitting via an open wireless network. For the avoidance of doubt, Contractor's internal network shall not be considered 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 a non-DHHS SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. Any non-DHHS SFTP folders and sub-folders used by End User for transmitting Confidential Data and their Confidential Data will be deleted without undue delay.
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all Confidential Data must be encrypted to prevent inappropriate disclosure of information.

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

The Contractor will only retain the Confidential Data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the Confidential Data in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. If it is infeasible to return or destroy the Confidential Data, protections pursuant to this Information Security Requirements Exhibit survive this contract. To this end, the Contractor must:

**A. Retention**

1. The Contractor agrees it will not store, transfer or process Confidential 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 herein.
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 Contractor or End User controlled servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection that aligns with leading industry standards.
6. The Contractor agrees to reasonably cooperate with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure to the extent applicable to the scope of the Services.

**B. Disposition**

If the Contractor will maintain any Confidential Data 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 provide written confirmation to the State regarding any State of New Hampshire data destroyed by the Contractor or any subcontractors inadvertently or pursuant to this Exhibit. When no longer in use, electronic media containing State of New Hampshire Confidential 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 confirm in writing the completion of the data destruction, and will provide such written confirmation to the Department upon request. The written confirmation will include details reasonably necessary to demonstrate data has been properly



## New Hampshire Department of Health and Human Services

### Exhibit K

## DHHS Information Security Requirements



destroyed.

1. Unless otherwise specified in the Contract and subject to Section III.B. as soon as reasonably practical after the completion or the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
2. Unless otherwise specified in the Contract and subject to Section III.B., as soon as reasonably practical after the completion or 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 Confidential Data received under this Contract, and any derivative data or files containing Confidential Data, as follows:
1. The Contractor will maintain proper security controls to protect Department Confidential Data collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department Confidential Data throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).
  3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Confidential Data where applicable.
  4. The Contractor will take steps to ensure proper security monitoring capabilities are in place designed to detect potential security events that can impact Department Confidential Data processed on Contractor-provided and Contractor-controlled systems.
  5. The Contractor will provide regular security awareness and education for its personnel in support of protecting Confidential Data.
  6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire that involves disclosing Confidential Data to a subcontractor, the Contractor will enter into a written agreement with such subcontractor that defines specific security expectations that at a minimum are substantially the same as those applicable security obligations 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.

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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 an Incident, Computer Security Incident, or Breach the Contractor shall make immediate efforts to contain the Incident/Breach, to minimize any damage or loss resulting from the Incident, Computer Security Incident, or Breach, as well as, investigate the cause(s) and promptly take measures to prevent future Incidents, Computer Security Incidents, or Breaches of a similar nature from reoccurring.
11. Contractor must, comply with all statutes and regulations regarding the privacy and security of Confidential Data applicable to Contractor in its performance of the Services, 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 Contractor in its performance of the Services, 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; in each case that are applicable to Contractor in its provision of Services under the Contract.
12. Contractor must safeguard the Confidential Data at a level consistent with the requirements applicable to Contractor in its performance of the Services. Contractor agrees to establish and maintain appropriate administrative, technical, physical, and organizational safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it.
13. Contractor agrees to maintain a documented Breach Notification and Incident Response process that complies with the requirements of this Information Security Requirements Exhibit with respect to Confidential Data.
14. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such Confidential Data to perform their official duties in connection with purposes identified in this Contract.
15. The Contractor must ensure that it requires all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Data that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this Confidential Data at all times.

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



- c. ensure that Contractor-issued laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
- d. send emails containing Confidential Data only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
- e. limit disclosure of the Confidential Data to the extent permitted by law.
- f. Confidential Data received under this Contract and individually identifiable data derived from Confidential Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to reasonably request relevant documentation with respect to Contractor's handling Confidential Data to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

#### V. LOSS REPORTING

The Contractor must notify the DHHS's Information Security Officer, Privacy Officer, and Contracts Unit, via the email addresses provided in this Agreement, of any information security events, Computer Security Incidents, Incidents, or Breaches that adversely affects the confidentiality, integrity, or availability of Confidential Data under the control of Contractor as soon as feasible, but no more than 48 hours after the Contractor has determined that the aforementioned has occurred and that Confidential Data under the control of Contractor may have been exposed or compromised.

If a suspected or known information security event, Computer Security Incident, Incident or Breach involves **Social Security Administration (SSA)** provided data or Internal Revenue Services (IRS) provided **Federal Tax Information (FTI)** under the control of Contractor, then the Contractor must notify DHH Information Security **immediately and without delay**.

The Contractor must comply with all applicable state and federal laws relating to

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



privacy and security of Confidential Data, and safeguard the Confidential Data at the level consistent with the requirements applicable as set forth herein. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if Confidential Data is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit.
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required to the State, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options to make such notification to DHHS in accordance with this Exhibit.

Incidents and/or Breaches that implicate PI within the Contractor's or End User's possession or control must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20(1)(c).

**I. BREACH LIABILITY**

Should an Incident, Computer Security Incident, or Breach be determined to have been caused by the Contractor and/or End User's failure to safeguard State of New Hampshire networks, systems or DHHS Confidential Data per this Information Security Requirements Exhibit, and/or P-37, then the State may recover from the Contractor and/or End User all costs of response and recovery from the Incident, Computer Security Incident, or Breach, including but not limited to: credit monitoring services, mailing costs, and costs associated with website and telephone call center services.

**VI. CONFLICT OF TERMS**

In the event of any conflict or inconsistency between other Contract provisions and the Information Security Requirements Exhibit, this Exhibit shall control and govern the rights and obligations of the parties with respect to the subject matter of this Exhibit.

**VII. PERSONS TO CONTACT**

- A. DHHS contact program and policy:

DHHS-Contracts@dhhs.nh.gov

(In subject line insert RFP/Contract Name and Number)

- B. DHHS contact for Information Security and Data Management issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

# State of New Hampshire

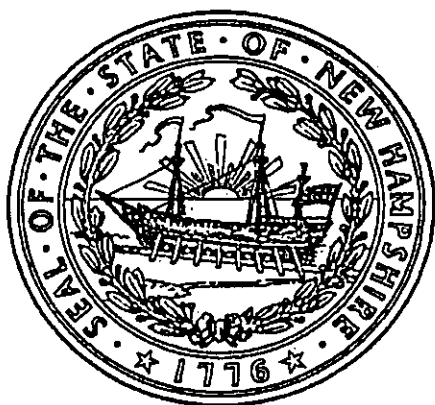
## Department of State

### CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that DELOITTE CONSULTING LLP is a Delaware Limited Liability Partnership registered to transact business in New Hampshire on March 10, 2004. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 467399

Certificate Number: 0005785046



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 1st day of June A.D. 2022.

A handwritten signature in black ink, appearing to read "D. Scanlan", written over a circular embossed mark.

David M. Scanlan  
Secretary of State

### Limited Partnership or LLC Certification of Authority

I, Gregory Spino, hereby certify that I am a Partner, Member, or Manager of

Deloitte Consulting LLP, a limited liability partnership under RSA 304-B or a limited liability company under RSA 304-C.

I certify that Scott Workman is authorized to bind the partnership or LLC.

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the partnership or LLC and that this authorization has not expired.

Dated: 06/03/22

Sign to Attest: *gregory spino*

Name: Gregory Spino

Title: Consulting Managing Director



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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
7 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
www.nh.gov/doit

**Denis Goulet**  
Commissioner

August 23, 2021

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

**REQUESTED ACTION**

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to enter into a Sole Source amendment to an existing contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA, by increasing the price limitation by \$12,827,380 from \$101,681,392 to \$114,508,772 and by extending the completion date from September 30, 2022 to June 30, 2023 to implement several necessary enhancements and continued maintenance and operations of the New HEIGHTS system, effective upon Governor and Council approval through June 30, 2023. 90.53% Federal and 9.47% General.

Funds are available in the following accounts for State Fiscal Years 2022 and 2023 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.

**See Attached Fiscal Details**

**EXPLANATION**

This request is Sole Source because the Department is extending the contract completion date of the agreement when there are no options for renewal remaining. The original contract was the result of a competitive Request for Proposal (RFP). The vendor has been delivering COVID-19 related services and other New HEIGHTS enhancements for which they are uniquely qualified to provide. It is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services and to minimize cost. The vendor rate of service is fixed and has been determined by the DHHS to be extremely competitive. This rate is 21% lower than the average of the four vendors providing the most similar services to the State of New Hampshire, and is lower than each of the four comparable vendors. Additionally, the vendor is the market leader in eligibility and enrollment (E&E) systems supporting over 30 States nationally as well as four of the six New England states where they provide services comparable to those included in the contract.



The purpose of this amendment includes a number of necessary enhancements allowed for within the scope of the original contract. The following summary of enhancements support DHHS objectives. These enhancements include the following:

**COVID-19 Support** – The Department of Health and Human Services must make Eligibility and Enrollment system changes to mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS. This includes extended duration based on the anticipated COVID public health emergency (PHE) extension with unwind expected to run through March of 2022 as well as additional scope of services for Medicaid Unwind. Programming is needed to align with evolving PHE requirements from the Center for Medicare & Medicaid Services (CMS). The scope includes supporting various activities to help eligibility workers and clients with the cessation of the COVID-19 emergency period, as required per federal guidance to the States, such as ensuring Medicaid and/or SNAP continues for individuals who meet criteria required by the PHE, redetermination method changes, tracking certain Medicaid closures, and providing PHE related notices to clients. The scope also includes development of new relative management reports.

**PEBT** - The scope includes system changes for the second iteration of Pandemic EBT (PEBT) benefits and Summer PEPT for children who are eligible for free or reduced school lunch as well as PEPT for Child Care. Cumulatively, these programs will distribute approximately \$54,062,117 in benefits to New Hampshire families.

**Medicaid Waiver Support** – The Department of Health and Human Services will make Eligibility and Enrollment system changes to modernize the Developmental Disability (DD) and Acquired Brain Disorder (ABD) waiver eligibility and service management programs by integrating them into New HEIGHTS and NH EASY, which already support financial eligibility for the waiver programs. This project will allow the Department to retire four separate legacy systems that have reached end of life and are no longer functioning properly. This will streamline the process of determining medical eligibility for waiver applicants, service planning, case management, budgeting, and cost of quality oversight. It will also improve customer service by digitizing the end-to-end process making it more accessible, transparent, and with reduced wait time to receive services. The budget for this project was originally estimated by a third party consultant contracted by DHHS at 31% more than the cost of integrating with New HEIGHTS. Additionally, the New HEIGHTS based solution provides enhanced functionality that could only be delivered by combining the medical eligibility with the financial eligibility management that is already in New HEIGHTS. In addition, New HEIGHTS is already integrated with the state's master client index, document imaging and content management, client and community partner notices, security compliance, and the MMIS. All of these functions are inherited at no additional cost by adding this functionality to New HEIGHTS building on the existing foundation.

**SNAP Employment & Training (E&T) Grant** – This Food and Nutrition Services (FNS) grant provides for the automation of SNAP E&T program in New HEIGHTS to control, capture, store, secure, and generate outcome data more efficiently, eliminating the manual processes currently in place.

**Women, Infants, and Children (WIC) Referral Grant** - This FNS grant was awarded for the development of an interface with the NH WIC system for the individuals who are open in the SNAP or Medicaid program and potentially eligible to receive WIC services.

**SNAP Automation & Error Reduction** - Automation of SNAP error tracking in support of federal SNAP error rate improvement to reduce the risk of penalties and increase the potential for incentives as well as the Disaster SNAP (D-SNAP)issuances processes and modernization of the Electronic Benefit Transfer (EBT) Invoicing access database process.

**MARS-E Controls** – Federally required assessment of compliance with security and privacy controls based on MARS-e (Minimum Acceptable Risk Standards for Exchanges) requirements to maintain DHHS Authority to Connect (ATC) to the Federal Data Services Hub. The state must conduct a full assessment every three years, and moderate assessment annually or it will lose the ATC and risk the loss of federal funding provided by Medicaid.

New HEIGHTS supports approximately 750,000 daily transactions, with approximately 1,100 Department users for approximately 255,000 NH citizens who will be served between Governor and Executive Council approval of Amendment #5 through June 30, 2023.

The Department of Health and Human Services will monitor contracted services using the following techniques:

- Daily collaborative work sessions between the Department and the vendor, ensuring deliverables are met. Weekly status reports are used for this purpose; and
- Close collaborative work sessions between the vendor and CMS, as needed, to ensure timely implementation of enhancements. Monthly calls with CMS are conducted to review Plans of Actions and Milestones, and the security assessments.

Area served: Statewide.

Source of Funds: CDFA #10.537, FAIN# FN.SN.4080.43.0100, USDA Food and Nutrition Services; CDFA #10.578, FAIN# 204NH782W5412, US Department of Agriculture, FNS; CDFA #93.778, FAIN# 2101NHMEDICAID, MEDICAID

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

Respectfully Submitted,



Denis Goulet  
Commissioner, DoIT



Lori A. Shibinette  
Commissioner, DHHS

DG/ik  
DoIT #2013-009E  
RID: 49470  
cc: Michael Williams, DoIT IT Manager for DHHS



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

**State of New Hampshire  
Department of Information Technology  
Amendment #5 to the New  
HEIGHTS Maintenance Contract**

This 5th Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment #5"), is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP, (hereinafter referred to as "the Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 800, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 19, 2013 (Item #19), as amended on May 2, 2018 (Item #43), and as amended April 8, 2020 (Item #24), and as amended with Governor approval on July 1, 2020 and submitted to the Executive Council on August 5, 2020 (Informational Item #P), and as amended with Governor approval on November 19, 2020 and submitted to the Executive Council on January 22, 2021 (Informational Item #R), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties; and

WHEREAS, the parties agree to increase the price limitation, modify the scope of services to support continued delivery of and enhancements to New HEIGHTS as defined in Attachment A-2 - New HEIGHTS Statement of Work for Amendment #5 Enhancements, and extend the Contract Completion Date; and

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
06/30/2023.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$114,508,772.
3. Modify Exhibit A, Scope of Work, Subsection 1.1, Purpose, by adding paragraph e), as follows:
  - e) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 - New HEIGHTS Statement of Work for Amendment 5 Enhancements.
4. Modify Exhibit A, Scope of Work, Section 1.5.1 by deleting the text in its entirety and replacing it with the following:
  - 1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:
    1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;
    2. Exhibits A, B, C, C-1, D, E, F, G, H, I, and J;
      - a. Exhibit A – Scope of Work



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

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- i. Amendment 5
  - ii. Attachment A-1 - New HEIGHTS Maintenance and Enhancement Staff Loading Amendment 5
  - iii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 1 Enhancements
  - iv. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 2 Enhancements
  - v. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 3 Enhancements
  - vi. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 4 Enhancements
  - vii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 5 Enhancements
- b. Exhibit B – Payment Terms
    - i. Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 5
  - c. Exhibit C – Special Provisions
  - d. Exhibit C-1 – Additional Special Provisions
  - e. Exhibit D – Certification Regarding Drug-Free Workplace Requirements
  - f. Exhibit E – Certification Regarding Lobbying
  - g. Exhibit F – Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
  - h. Exhibit G – Certification Regarding the Americans with Disabilities Act Compliance
  - i. Exhibit H – Certification Regarding Environmental Traffic Smoke
  - j. Exhibit I – Business Associate Agreement
  - k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
  - l. Certificates and Attachments
    - i. Certificate and Certificate of Authority
    - ii. Certificate of Good Standing
    - iii. Certificate of Insurance
    - iv. Computer Access and Use Agreement
3. Request For Proposals (RFP) 2013-009 dated August 6, 2012, incorporated by reference; and
4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17, 2012, incorporated by reference.
5. Modify Exhibit B, Section 2, Item a) by deleting the text in its entirety and replacing it with the



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

following:

- a) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$33,142,016, and other funds from the Governor's Office for Emergency Relief and Recovery (GOFERR) under CFDA # 21.019 in the amount of \$4,047,715, and with federal funds made available under the following Catalog of Federal Domestic Assistance (CFDA), as follows:
  - i. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,170,213.
  - ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$8,340,045.
  - iii. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$63,010,240.
  - iv. CDFA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$1,544,780.
  - v. CFDA #10.537, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Data and Technical Assistance in the amount of \$493,666.
  - vi. CFDA #10.649, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Pandemic EBT Administrative Costs in the amount of \$700,097.
  - vii. CFDA # 10.578, Federal Agency Department of Agriculture, Program Title WIC Grants to States in the amount of \$60,000.
- 6. Modify Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 2, by replacing it in its entirety, with Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 5, which is attached hereto and incorporated by reference herein.
- 7. Add Attachment A-2 New HEIGHTS Statement of Work for Amendment 5 Enhancements, which is attached hereto and incorporated by reference herein.
- 8. Modify Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #3 by replacing it in its entirety and replacing it with Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #5, which is attached hereto and incorporated by reference herein.



**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**

All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #5 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.

08/30/21  
\_\_\_\_\_  
Date

State of New Hampshire  
Department of Information Technology

\_\_\_\_\_  
Denis Goulet  
Commissioner

8/19/2021  
\_\_\_\_\_  
Date

State of New Hampshire  
Department of Health and Human Services

DocuSigned by:  
*Lori A. Shabinette* For  
C4A82094125473

\_\_\_\_\_  
Lori A. Shabinette  
Commissioner

8/19/2021  
\_\_\_\_\_  
Date

Deloitte Consulting LLP

DocuSigned by:  
*Scott Workman*

\_\_\_\_\_  
Name: Scott workman  
Title: Managing Director

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



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

**OFFICE OF THE ATTORNEY GENERAL**

08/30/2021  
\_\_\_\_\_  
Date

*/s/ Stacie M. Moeser*  
\_\_\_\_\_  
Name: Stacie M. Moeser  
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:

**Fiscal Details**

**Deloitte Consulting LLP**

**01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT – IT FOR DHHS**

**100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2016	046-500465	3950041	Consultants	\$6,200,000	\$0	\$6,200,000
2017	046-500465	3950041	Consultants	\$6,200,000	\$0	\$6,200,000
2018	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2019	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2020	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2021	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2022	046-500465	3950041	Consultants	\$7,500,000	\$0	\$7,500,000
2023	046-500465	3950041	Consultants	\$1,875,000	\$0	\$1,875,000
			<b>Subtotal</b>	<b>\$61,375,000</b>	<b>\$0</b>	<b>\$61,375,000</b>

**05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$12,781,103	\$0	\$12,781,103
2019	-	-	-	\$0	\$0	\$0
2020	046-500465	TBD	Consultants	\$1,773,179	\$0	\$1,773,179
2021	-	-	-	\$0	\$0	\$0
2022	046-500465	TBD	Consultants	\$0	\$493,666	\$493,666
			<b>Subtotal</b>	<b>\$14,554,282</b>	<b>\$493,666</b>	<b>\$15,047,948</b>

**05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$0	\$840,641	\$840,641
			<b>Subtotal</b>	<b>\$0</b>	<b>\$840,641</b>	<b>\$840,641</b>

**05-95-45-451010-24720000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – SNAP ADMIN ARP FUNDS**



**Fiscal Details**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$0	\$809,496	\$809,496
			<i>Subtotal</i>	<i>\$0</i>	<i>\$809,496</i>	<i>\$809,496</i>

**05-95-90-902010-60480000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF COMM & HEALTH SVCS, WIC INFRASTRUCTURE**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	102-500731	TBD	Contracts for Program Services	\$0	\$60,000	\$60,000
			<i>Subtotal</i>	<i>\$0</i>	<i>\$60,000</i>	<i>\$60,000</i>

**05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$499,729	\$0	\$499,729
2019	034-500099	TBD	Capital Projects	\$499,728	\$0	\$499,728
			<i>Subtotal</i>	<i>\$999,457</i>	<i>\$0</i>	<i>\$999,457</i>

**05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:17IVC LEGACY SYSTEMS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
2019	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
			<i>Subtotal</i>	<i>\$500,000</i>	<i>\$0</i>	<i>\$500,000</i>

**05-95-90-9000030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VII-I BRIDGES MODERN**

**Fiscal Details**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
2019	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
			<i>Subtotal</i>	<i>\$1,000,000</i>	<i>\$0</i>	<i>\$1,000,000</i>

**05-95-45-451030-TBD HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – MARS-E SECURITY &ASSESSMENT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$0	\$600,000	\$600,000
			<i>Subtotal</i>	<i>\$0</i>	<i>\$600,000</i>	<i>\$600,000</i>

**05-95-48-480530-TBD HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS ELDERLY AND ADULT DIV, PROGRAM OPERATIONS – ELECTRONIC VISIT & VERIFICATION SYSTEM**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$0	\$5,660,000	\$5,660,000
			<i>Subtotal</i>	<i>\$0</i>	<i>\$5,660,000</i>	<i>\$5,660,000</i>

**05-95-95-954030-17090000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:C DEV SERV IT PLAN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-50099	TBD	Capital Projects	\$0	\$3,579,777	\$3,579,777
			<i>Subtotal</i>	<i>\$0</i>	<i>\$3,579,777</i>	<i>\$3,579,777</i>

**05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$7,518,836	\$0	\$7,518,836

**Fiscal Details**

2019	034-500099	TBD	Capital Projects	\$7,080,535	\$0	\$7,080,535
2020	-	-	-	\$0	\$0	\$0
2021	-	-	-	\$0	\$0	\$0
2022	034-500099	TBD	Capital Projects	\$0	\$386,282	\$386,282
			<b>Subtotal</b>	<b>\$14,599,371</b>	<b>\$386,282</b>	<b>\$14,985,653</b>

**05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1:VII-H REG ASSESS DBII**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
2019	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
			<b>Subtotal</b>	<b>\$100,132</b>	<b>\$0</b>	<b>\$100,132</b>

**05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$1,209,564	\$0	\$1,209,564
2019	034-500099	TBD	Capital Projects	\$1,235,564	\$0	\$1,235,564
			<b>Subtotal</b>	<b>\$2,445,128</b>	<b>\$0</b>	<b>\$2,445,128</b>

**05-95-45-450030-2924 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF FAMILY ASSISTANCE, 13-195:VII-E – NEW HEIGHTS INC**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2022	034-500099	TBD	Capital Projects	\$0	\$397,518	\$397,518
			<b>Subtotal</b>	<b>\$0</b>	<b>\$397,518</b>	<b>\$397,518</b>

**05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NH HPP TRUST FUND**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
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**Fiscal Details**

2019	102-500731	TBD	Contracts for Program Services	\$438,300	\$0	\$438,300
			<b>Subtotal</b>	<b>\$438,300</b>	<b>\$0</b>	<b>\$438,300</b>

**05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES – DISABILITY DETERMINATION UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$292,500	\$0	\$292,500
2019	046-500465	TBD	Consultants	\$126,000	\$0	\$126,000
2020	046-500465	TBD	Consultants	\$243,507	\$0	\$243,507
			<b>Subtotal</b>	<b>\$662,007</b>	<b>\$0</b>	<b>\$662,007</b>

**05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD WELFARE**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	034-500099	TBD	Capital Projects	\$960,000	\$0	\$960,000
			<b>Subtotal</b>	<b>\$960,000</b>	<b>\$0</b>	<b>\$960,000</b>

**05-95-95-950010-19290000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, DHHS COVIS RELIEFF FD FR GOFERR**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	103-502507	95010799	Contracts for Op Services	\$1,910,280	\$0	\$1,910,280
2021	103-502507	95010799	Contracts for Op Services	\$2,137,435	\$0	\$2,137,435
			<b>Subtotal</b>	<b>\$4,047,715</b>	<b>\$0</b>	<b>\$4,047,715</b>
			<b>TOTAL</b>	<b>\$101,681,392</b>	<b>\$12,827,380</b>	<b>\$114,508,772</b>

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 5**

SFY2013 – SFY2017	
Total Average FTEs Per Year: 25.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0

RFP#2013-009  
 Vendor Initials SW  
 Date 8/19/2021

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 5**

SFY2018 – SFY2020	
Total Average FTEs Per Year: 32.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

RFP#2013-009  
 Vendor Initials SW  
 Date 8/19/2021

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 5**

SFY2021	
Total Average FTEs Per Year: 30	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Java Architects	2.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

RFP#2013-009  
 Vendor Initials SW  
 Date 8/19/2021

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 5**

SFY2022	
Total Average FTEs Per Year: 28	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Java Architects	1.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	2.0
Developer	10
QA Testers	2.0

RFP#2013-009  
 Vendor Initials SW  
 Date 8/19/2021





New Hampshire

Department of Health and Human Services

Attachment A-2 New HEIGHTS

**Statement of Work for**

Amendment 5 Enhancements

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 5 Enhancements**

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Contractor Initials: 

Date: 8/19/2021

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 5 Enhancements**

## 1 INTRODUCTION

### 1.1 New HEIGHTS Background

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 180,000+ Medicaid consumers and manages approximately \$1.4 billion in annual benefits for SNAP and Cash programs. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management. New HEIGHTS case management includes Long Term Supports and Services (LTSS) Medicaid waiver program administration.

The NH EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, upload of documents directly to case workers, status of documents, list of verifications needed to be provided, ability to sign up for e-mails and text messages, and much more. The NH EASY provider portal supports LTSS medical eligibility determination, assessments, service planning and prior authorization, including HCBC and Nursing home services, service authorization planning, presumptive eligibility, Foster Care & Adoption Parents referrals, WIC Referral and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. The document imaging solution also supports scanning & indexing documents for Child Welfare and Child Support systems. New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare). The New HEIGHTS Enterprise Business Intelligence (EBI) platform supports reporting, and executive dashboards.

### 1.2 Purpose

This scope of services supports:

Contractor Initials: \_\_\_\_\_

DS  
SW

8/19/2021

Date: \_\_\_\_\_

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 5 Enhancements**

**Medicaid Waiver Support** - DHHS needs to make Eligibility and Enrollment system changes to modernize the Developmental Disability (DD) and Acquired Brain Disorder (ABD) waiver eligibility and service management programs by integrating them into New HEIGHTS and NH EASY to provide end-to-end visibility.

**SNAP Employment & Training (E&T) Grant** – This grant provides for the automation of SNAP E&T program in New HEIGHTS to control, capture, store, secure, and generate outcome data more efficiently.

**WIC Referral Grant** - Administration and development of an interface with the NH WIC system for the individuals who are open in the SNAP or Medicaid program and potentially eligible to receive WIC services.

**COVID-19 Support** - DHHS needs to make Eligibility and Enrollment system changes to mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS. This includes extended duration based on the anticipated COVID public health emergency (PHE) extension with unwind expected to run through March of 2022 as well as additional scope of services for Medicaid Unwind. The scope also includes supporting various activities to help case workers and clients with the cessation of the COVID-19 emergency period.

**PEBT**- The scope includes system changes for the second iteration of Pandemic EBT (PEBT) benefits and Summer PEBT for children who are eligible for free or reduced school lunch .

**SNAP Automation & Error Reduction** - Automation of SNAP error tracking and D-SNAP issuances processes; and modernize EBT Invoicing access database process

**MARS-E Controls** – Required assessment of compliance with security and privacy controls based on MARS-e (Minimum Acceptable Risk Standards for Exchanges) requirements to maintain our Authority to Connect (ATC) to the Federal Data Services Hub.

The scope of services in this amendment supports DHHS objectives, including:

- Modernize and improve long term care and Medicaid waiver services
- Improve the operational efficiencies for SNAP E&T through automation and enhanced visibility
- Enhancing the client accessibility and continuity of service across benefit programs (WIC/SNAP)
- Augment web-based client/community partner self-service

Contractor Initials:  8/19/2021

Date: \_\_\_\_\_

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
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- Extend the enterprise integrated eligibility model to reduce redundancy by leveraging licensing, infrastructure and services
- Automate SNAP error tracking and D-SNAP issuance
- COVID-19 Benefit protection during PHE and unwind the benefits after PHE
- Process P-EBT benefits for the 2020/21 school year and Summer P-EBT

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## 2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS

The scope of services is comprised of multiple projects as defined below:

### 2.1 Medicaid Eligibility, Intake, and Authorization for Developmental Disability (DD) and Acquired Brain Disorder (ABD)

This project is to streamline the Bureau of Disability Services' (BDS) eligibility determination and service authorization processes for Developmental Disability (DD) and Acquired Brain Disorder (ABD) populations by centralizing, automating and integrating eligibility processes into a single system.

BDS is charged with maintaining, implementing, and coordinating comprehensive service delivery for developmentally disabled persons. DHHS conducted a LEAN study and subsequently analysis which identified that the BDS's overarching eligibility intake and authorization business processes were dispersed across a variety of systems with little to no information sharing among them. Based on this analysis, BDS will consolidate service into a system fully integrated with New HEIGHTS and NH EASY leveraging the existing LTSS Medicaid waiver management capabilities.

The following functionalities will be developed and implemented as a part of this initiative.

#### 2.1.1 DD/ABD Medical Eligibility Intake

The project will deliver a streamlined process that increases transparency and helps the agency to track a client's application from the moment they are known to the system until a final Medicaid eligibility determination has been made. The robust intake functionality will aggregate required information to make a determination in a single location, providing a holistic view of the client. The functionality that makes up the DD/ABD Intake process includes:

- **Intake Management and Self-Service Account for Area Agencies** – These accounts, which will leverage the NH EASY interface, will allow the area agencies to view and maintain DD/ABD intakes.
- **Medical Assessment Import and workflow** – This process provides a process for Area agencies and BDS staff to manage medical assessments.
- **Financial Eligibility Intake** – Area agencies will be able to initiate a request for a financial eligibility determination on behalf of clients using NH EASY.

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- **Waitlist** –A comprehensive “waitlist” registry used to manage budget constraints for the ABD population includes a comprehensive set of functionalities that improves transparency and enhances BDS’ ability to manage the capacity of its waivers.
- **Document Upload** – Area agencies and BDS will be able to upload documents, including assessments, evaluations and other documentation, directly to the client record in NH EASY and New HEIGHTS.
- **Extract Medical Services** – Background processes will be developed to extract medical services information from assessment tools.


### **2.1.2 Renewal, Notice and Budget Management**

This functionality will allow the Area Agencies and BDS staff to maintain DD/ABD eligibility for initial application, renewals, plans and services, generating notices/letters and other case management functionality. NH EASY will provide the interface for Area Agencies and New HEIGHTS will be for the BDS staff to perform their activities. The features include:

- **Dashboards for Area Agencies and BDS Staff** - will provide an overarching count of cases for each step of workflow and quick launch to list of the cases in that category.
- **Correspondence** - Two-way communication within the system in order to allow BDS staff and Area Agencies (AAs) to communicate securely in real-time.
- **Renewal Process** - This functionality tracks the renewals and provides necessary features to automate many of the manual processes.
- **Generate Notices/Letters** to clients to notify them of important decisions about their case
- **Generate operational reports** to measure program efficiency.
- **Financial Management & Budgeting** – This functionality provides the budget controls and financial management at the state level as well as at area agency level.
- **Self-Service for Clients** - Extending the NH EASY Self Service application for the DD/ABD population to show the status of plans, services, renewals and allow clients to upload their documentation providing transparency and seamless processes from application to Medicaid enrollment.

### **2.1.3 Plans and Services Management**

This set of functionalities will enable BDS to manage plans and services for all DD/ABD cases in the system used for prior authorization management in the MMIS via an interface from New HEIGHTS. The functionality includes:

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- **Plan Management** – Area agencies and BDS will be able to view and manage key plan information such as redetermination dates, re-assessment dates, contact information and case notes for all member plans.
- **Service Management** – Area agencies and BDS will also be able to request and approve new services for a client, view near real-time information about services rendered to a client and view historical information from previous service plans.
- **Prior Authorizations and MMIS Interface** – The data and document uploads required for medical eligibility and prior authorization reviews will be supported via NH EASY and through web service API's for Area Agencies. The inputs will be available in the case worker queue in New HEIGHTS. In conjunction with the interface with the MMIS system, this will digitize the medical eligibility determination and prior authorization.
- **Waiver** – This replaces the current standalone waiver application by integrating the waiver process into the Prior Authorization workflow in addition to providing the tracking and approval processes.

#### **2.1.4 Enterprise Business Intelligence (EBI)**

The scope of EBI and dashboard enhancements and new analytics that will be available to support the DD program include:

- **EDW/EBI** – The overall EBI data model and ETL used to populate DD/ABD data from New HEIGHTS will be updated and enhanced by building off and expanding on data currently populated in the EBI for the CFI waiver and other Medicaid programs. Data for DD/ABD programs including waitlist, plan details, service details, AA, SC Caseload, intake progress details, and budget/allocation details will have the source changed from existing systems (BTS and Leads) to NH EASY and New HEIGHTS in alignment with current CFI data collected and available in EBI. Specifically, data newly available in New HEIGHTS for budgeted and utilized amounts by person, service, cost center, AA and statewide will be populated in the EBI.
- **EDW/EBI new functionality** – The EBI data model will be expanded and ETL processes developed to load and store DD results of assessments from New HEIGHTS in the EBI. Also, Waitlist data will be matched to intake/enrollment records for individuals allowing single source tracking of individuals move off of the waitlist and approval of services.
- **Public Facing DD Waitlist Dashboard** - A public facing waitlist dashboard showing basic waitlist status details and well as the DD programs progress in addressing the waitlist will be created and published in the public facing portal.

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- **DHHS Portal Dashboards** – The existing internal DD waitlist dashboard will be enhanced to pull from New Heights data and to allow the tracking between individuals coming off the waitlist and individuals enrolling and beginning to receive services in the DD program. The existing LTSS enrollment LTSS executive dashboards will be enhanced to populate DD data from the data that will be available from New Heights. Three new DD dashboards focusing on budget to actual comparisons and budget projections for statewide and at the AA and cost center level will be designed and developed based on the new data available. A new dashboard based on DD assessment data to compare assessment results to services planned analysis dashboard or a planned service comparison by Area Agency dashboard will also be created.

### **2.1.5 Accessibility Testing, Conversion and Security Review**

The scope of this project includes:

- Converting and loading the data from all the current silo systems into New HEIGHTS DD/ABD database.
- Executing accessibility review on the new NH EASY functions to validate the new system supports ADA through the portal.
- Static and dynamic security assessment resolution for security vulnerabilities identified through the current New HEIGHTS and NH EASY testing protocols.

### **2.1.6 Training and Change Management**

The scope of this project includes providing training and change management for BDS staff and Area Agencies. Additionally, the scope also includes the staff augmentation to support functional and testing support for this system development based on hours as defined in Section 5 Milestones.

## **2.2 SNAP E&T**

This project is to augment participation tracking and outcome management with improved case management for the SNAP E&T program through New HEIGHTS. These objectives will be implemented in New HEIGHTS, including:

### **2.2.1 Referral, Enrollment, Assessment and Maintain Activities**

The lifecycle of E&T process starts with referral from the eligibility determination process when the individual opens for the SNAP benefits and volunteers to participate in the SNAP E&T Program.

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The key processes associated with this functionality will transition tracking from a manual process to a system-based process.

### **2.2.2 Search SNAP E&T**

The Search SNAP E&T function will allow the SNAP E&T Employment Counselors to maintain and look up their SNAP E&T caseload. The search output includes demographic information, enrollment dates, status and history, eligibility status, access to documents and case notes.

### **2.2.3 Document Imaging for SNAP E&T**

Addition of scan or upload documents at State Office as well as in the Centralized Scanning Unit using the existing New HEIGHTS processes with taxonomy values defined for SNAP E&T. Once documents are indexed, they will be uploaded to New HEIGHTS and routed to a SNAP E&T Employment Counselor for an action.

### **2.2.4 SNAP E&T Dashboard**

Dashboard and/or reports for the following:

- Individuals (number of individuals in a non-Closed status);
- Referred over thirty days, not enrolled;
- Inactive participants;
- Overdue activities;
- ETS Ending Overdue alerts; and
- Employment Changed alerts.

The dashboard will have a timeline with 30, 60, and 90-day intervals for case management markers for review by Program management.

### **2.2.5 Self-Employment, Certifications and Education**

Automatically determine when a SNAP E&T participant with non-NHES employment closes in SNAP and trigger required communication letters.

### **2.2.6 NHES Interface for Data Feed**

Develop an interface which will be used to send the SNAP E&T individual information to NHES daily. The information would be sent based on a trigger created during the "Enrollment" process.

### **2.2.7 Federal Reporting**

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Support SNAP E&T Program management by providing an extracts and reports regarding the individuals participating in SNAP E&T to facilitate Federal reporting.

### **2.2.8 Participation Nudges**

Develop "nudges" to inform and encourage potentially eligible families to apply/seek services. For example, if a household has an ABAWD SNAP participant, a nudge will be provided to encourage SNAP E&T participation.

### **2.3 WIC Integration**

This project includes creating an automated interface with the NH WIC MIS (StarLINC) and the NH EASY database, in order to export SNAP and Medicaid enrolled women, infants and children under the age of five from NH EASY into the NH WIC StarLINC system for a streamlined household application for eligible families applying for food assistance in NH.

### **2.4 COVID-19 Support**

The scope of services is comprised of multiple projects as defined below:

#### **2.4.1 COVID Ongoing Support Due to Extended Emergency**

This is to implement or continue to support the following COVID-related actives through the public health emergency (PHE) estimated end date of December 2021.

- Provide continuous Medicaid/QMB coverage for individuals who satisfy the criteria to remain open as part the COVID emergency
- Run weekly process to track any Medicaid/QMB closures and reopen by applying rules for reopening and generate notices with special messages for reopening due to COVID
- For spenddown individuals, run weekly & monthly processes to open Medicaid and generate spenddown letter with special messages
- For individuals who were closed due to lost contact, reopen Medicaid, but override enrollment to Fee for Service and add new closure reasons related to "Lost Contact" to the edit preventing workers from closing during the Public Health Emergency
- Support the COVID-19 testing program including MMIS corrections and retriggers for overlapping of Family Planning/Medicaid reopening's including spenddown
- Support SNAP emergency maximum allotments - Monthly & weekly issuances and generating Benefit Issuance reports for financial reconciliation
- Redetermination method changes and advancing redetermination dates including flimsies
- Continue to generate and calculate numbers for Management & Financial report

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### **2.4.2 COVID Unwind**

The purpose of this project is to implement functionality to support the cessation of the Federal COVID-19 emergency period:

- System modifications to generate notices, letters, flimsies, emails and text messages to remind and nudge clients to submit documentation to redetermine their eligibility
- Notifications to pending ineligibles and individuals 65+ or with Medicare to request resources for MSP evaluation
- System modifications to remove online and batch confirmation restrictions to allow closure of Medicaid eligibility if the client does not meet program eligibility
- Auto-process over Age/ Medicare Recipient terminations
- Changes to COLA mass change that were done to support the Public Health Emergency
- Notify clients and providers whose spenddown cases have been opened for continuous coverage that they must now submit medical bills to reopen
- Creation of educational materials to aid clients and providers during the unwind
- Migrate Complaints access database to New HEIGHTS

### **2.5 PEBT**

The scope of services is comprised of multiple projects as defined below:

#### **2.5.1 Pandemic EBT for the school year 2020/2021**

The purpose of this project is to provide Pandemic EBT (P-EBT) benefits for the school year 2020/2021 to eligible children who have temporarily lost access to free or reduced-price school meals due to the pandemic. The activities under this project include collecting each school's instruction model for each month, automatically issuing PEBT benefits for known New HEIGHTS clients, supporting manual requests via NH EASY and processing benefits for this population, submitting files to the EBT vendor and noticing clients and generating reports for financial reconciliation.

#### **2.5.2 Summer Pandemic EBT**

The purpose of this project is to provide Summer Pandemic EBT (P-EBT) benefits to the children who were eligible for free or reduced-price school meals due to the pandemic. The activities include automatically issuing PEBT benefits for known New HEIGHTS clients, supporting manual requests via NH EASY, and processing benefits for this population and noticing clients, EBT file submission and generating reports for financial reconciliation.

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### **2.5.3 Childcare Pandemic EBT**

The purpose of this project is to provide Pandemic EBT (P-EBT) benefits to the families who have lost access to free or reduced-price school meals and/or childcare meals due to school and childcare facility closures and/or reduced hours. The activities include automatically issuing PEBT benefits for children under the age of 6 in households that received SNAP at any time since October 1, 2020, and processing benefits for this population and noticing clients, EBT file submission and generating reports for financial reconciliation.

### **2.6 SNAP Automation & Error Reduction**

The scope of services is comprised of multiple projects as defined below:


#### **2.6.1 SNAP Error Tracking Automation**

The purpose of this project is to modernize the SNAP program error tracking process by providing graphical interface using Tableau with drill down functionality by the district office, worker, type, and other parameters.

#### **2.6.2 D-SNAP Automation**

The Disaster Supplemental Nutrition Assistance Program (D-SNAP) gives food assistance to low-income households with food loss or damage caused by a natural disaster. The purpose of this project is to automate the D-SNAP benefit request and issuance processes to provide the benefits timely and accurately. Currently, this program is administered manually by FSS workers in conjunction with the state EBT coordinator.

#### **2.6.3 EBT Invoicing Access Database Migration**

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The purpose of this project to migrate the EBT Invoicing access database to a newer technology to automate the workflow and provide easy access to the stakeholders and to retire to the current MS Access database which no longer meets security standards.

## **2.7 New HEIGHTS MARS-E Compliance Requirements**

To meet the New HEIGHTS MARS-E compliance commitment requires vulnerability management for the solution as well as the preparation and submission of the annual self-attestation and quarterly Plan of Action & Milestones (POAM) updates to the Centers for Medicare & Medicaid Services (CMS). These activities are outlined in the Interconnection Service Agreement (ISA) that CMS has with NH DHHS in order for New HEIGHTS to maintain its Authority to Connect (ATC) to the Federal Data Services Hub.

### **2.7.1 Vulnerability Assessments**

As a compliance requirement from CMS MARS-E, these services extend the security testing for the New HEIGHTS environment through November 2022, including assessments of DDI project approved by CMS through the APD process. The activities for this initiative include:

- Conduct twenty (20) monthly vulnerability scans of the NH EASY web application
- Conduct twenty (20) monthly vulnerability scans of the NH HEIGHTS web application
- Conduct four (4) quarterly static scan of the source code for New HEIGHTS
- Conduct four (4) quarterly static scan of the source code for NH EASY

### **2.7.2 Security and Privacy Self-Attestation**

The ISA that DHSS has with CMS requires that New HEIGHTS conduct a Privacy Impact Assessment (PIA) and a self-attestation of one third of the MARS-E security and privacy controls (and those explicitly prescribed by CMS/MARS-E) on an annual basis and present its findings to CMS as a condition of maintaining its ATC with the Federal Data Services Hub. This initiative will include conducting a privacy impact assessment (PIA) and the self-attestation and developing the required report in the CMS template for submission, specifically:

- Conduct PIA 2021 and prepare the CMS template for submission
- Conduct security and privacy self-attestation for 2022 and prepare the CMS report
- Conduct security and privacy self-attestation for 2023 and prepare the CMS report

### **2.7.3 Plan of Action & Milestones**

The ATC package submitted to CMS in Jan 2021 included a plan of actions and milestones


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document to enumerate and address the gaps/findings that were observed during the full MARS-E 2.0 security and privacy assessment. The POAM lists the details, including the plan with intermediate milestones required to remediate the gap. CMS requires an update to this document to be submitted for review to them every quarter to track progress of the remediation efforts. This initiative will include reviewing the POAM drafted by the State for submission to CMS each quarter till January 2023 to validate that it meets CMS standards and expectations.

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### 3 PROJECT MANAGEMENT PLAN

The Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/issue status and tracking using JIRA
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

### 4 ASSUMPTIONS

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, security scanning, subject matter expertise, and post implementation support for work associated with this Agreement.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) The scope of services does not include changes to the NH WIC MIS (StarLINC) system
- d) The scope of services does not include changes to the Area Agency systems, HRST, SIS electronic visit verification, the medical assessment questionnaire, or provider billing to the MMIS
- e) State staff will complete systems and regression testing with support from the assigned DD/ABD testing staff as defined in Milestone 5 below.
- f) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement with support from the assigned DD/ABD testing staff as defined in Milestone 5 below.

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- g) Milestone deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.
- h) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premise hardware/software to be deployed in the DoIT data center.
- i) The State shall have all necessary authority to commit the State with respect to the subject matter of this Amendment, including approval of the requirements to address any applicable policies, laws and regulations and of business rules and content.

**5 MILESTONES**

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Project Name	Hours
DD/ABD Intake - Intake Management & Self-Service Account for AAs	2,037
DD/ABD Intake - Functional Screen Import and workflow	1,629
DD/ABD Intake - API Interface	1,222
DD/ABD Intake - Financial Intake	1,629
DD/ABD Intake - Waitlist	3,665
DD/ABD Intake - Intake - Extract SIS/HRST	1,629
DD/ABD Case Management - Workflow Dashboards for BDS Staff	2,036
DD/ABD Case Management - Workflow Dashboards for Area Agencies	1,882
DD/ABD Case Management - Correspondence between BDS staff and AAs	1,009

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DD/ABD Case Management - Renewal Process	2,445
DD/ABD Case Management - Client Notices/Letters & Operational Reports	2,443
DD/ABD Case Management - Financial Management & Budgeting	2,443
DD/ABD Case Management - Self Service Account for Clients - View Only	1,833
DD/ABD Case Management - Self Service Account for Clients - Updates	1,833
DD/ABD Plans and Services - Plan Management	1,542
DD/ABD Plans and Services - Services Management	2,774
DD/ABD Plans and Services - Prior Authorizations	2,466
DD/ABD Plans and Services - MMIS Interface	2,466
DD/ABD Plans and Services - Waiver	1,233
DD/ABD - EBI - EDW/EBI changes	4,195
DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard	3,595
DD/ABD - EBI - DD Assessment Data Integration and Dashboard	1,331
DD/ABD - EBI - Extracting Data from New HEIGHTS	1,233
DD/ABD Case Management - Data Conversion	4,887
DD/ABD Security - Accessibility Testing	564
DD/ABD Security - Security Review	2,851
DD/ABD Change Management - Training & Change Management	6,518
DD/ABD Change Management - Quality Assurance	14,258
SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, & Maintain Activities	1794
SNAP E&T - Search SNAP E&T	348
SNAP E&T - Document Imaging for SNAP E&T	406
SNAP E&T - SNAP E&T Dashboard	464
SNAP E&T - Self-Employment, Certifications, Education	232
SNAP E&T - NHES Interface for Data Feed and WIOA Reporting	406
SNAP E&T - Federal Reporting	348
SNAP E&T - Participation Nudges	116
WIC - Automate SNAP/MA referral to WIC	500
COVID-19 Support - COVID Ongoing Support Due to Extended Emergency	880
COVID-19 Support - COVID Unwind	5,110
PEBT - Pandemic EBT for the school year 2020/2021	2,700
PEBT - Summer Pandemic EBT	1,967
PEBT - Childcare Pandemic EBT	1,167
SNAP Automation - SNAP Error Tracking Automation	2,375
SNAP Automation - D-SNAP Automation	3,542
SNAP Automation - EBT Invoicing Access Database Migration	2,000
Security - CMS: POAM Quarterly Submission	321
Security - CMS: PIA-2021 & Security & Privacy Self-Attestation 2022/2023	2,101

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
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Security - VM: Monthly Dynamic Scans	2,920
Security - VM: Quarterly Code Scans	200

## 6 DELIVERABLES

The State will approve all Deliverables according to the review process described below.

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without condition. Within ten working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.
- b) Within five working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have thirty working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

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**Attachment B-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 5**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
1	Maintenance and Enhancements - July 2013	07/31/13	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$ 458,333.33	\$ 916,666.66	\$ 916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99
4	Maintenance and Enhancements - October 2013	10/31/13	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
16	Maintenance and Enhancements - October 2014	10/31/14	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
17	Maintenance and Enhancements - November 2014	11/28/14	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
18	Maintenance and Enhancements - December 2014	12/31/14	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
19	Maintenance and Enhancements - January 2015	01/30/15	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
20	Maintenance and Enhancements - February 2015	02/27/15	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
21	Maintenance and Enhancements - March 2015	03/31/15	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
22	Maintenance and Enhancements - April 2015	04/30/15	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
23	Maintenance and Enhancements - May 2015	05/29/15	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64

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24	Maintenance and Enhancements - June 2015	06/30/15	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
25	Maintenance and Enhancements - July 2015	07/31/15	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
26	Maintenance and Enhancements - August 2015	08/31/15	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
27	Maintenance and Enhancements - September 2015	09/30/15	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
28	Maintenance and Enhancements - October 2015	10/30/15	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
49	Maintenance and Enhancements - July 2017	07/31/17	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30

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50	Maintenance and Enhancements - August 2017	08/31/17	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
51	Maintenance and Enhancements - September 2017	09/29/17	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
52	Maintenance and Enhancements - October 2017	10/31/17	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
54	Maintenance and Enhancements - December 2017	12/29/17	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
57	Maintenance and Enhancements - April 2018	05/12/18	\$ 958,333.33	\$ 4,624,999.97	\$ 3,249,999.98
58	Maintenance and Enhancements - March 2018	05/15/18	\$ 958,333.33	\$ 5,583,333.30	\$ 4,208,333.31
59	Batch Application Migration - Release 1 (Java) - Requirements & Design	06/01/18	\$ 152,565.00	\$ 5,735,898.30	\$ 4,360,898.31
60	Client Scheduling Enhancements - Requirements & Design	06/01/18	\$ 20,364.95	\$ 5,756,263.25	\$ 4,381,263.26
61	Online Applications Migration - New HEIGHTS RPC, Kofax & Mule Applications	06/01/18	\$ 145,200.00	\$ 5,901,463.25	\$ 4,526,463.26
62	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	06/01/18	\$ 167,055.00	\$ 6,068,518.25	\$ 4,693,518.26
63	Address Verification and Fraud Alert - Requirements & Design	06/01/18	\$ 76,368.34	\$ 6,144,886.59	\$ 4,769,886.60
64	Maintenance and Enhancements - May 2018	06/01/18	\$ 958,333.33	\$ 7,103,219.92	\$ 5,728,219.93
65	Access Front End Modernization - Requirements & Design	07/26/18	\$ 28,600.00	\$ 28,600.00	\$ 5,756,819.93
66	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 1)	07/26/18	\$ 10,000.00	\$ 38,600.00	\$ 5,766,819.93
67	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 2)	07/26/18	\$ 10,000.00	\$ 48,600.00	\$ 5,776,819.93
68	Quality Assurance - Testing Support - 1	07/26/18	\$ 181,650.00	\$ 230,250.00	\$ 5,958,469.93
69	NH EASY Application Modernization - Requirements & Design	07/26/18	\$ 210,830.00	\$ 441,080.00	\$ 6,169,299.93

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70	Estate Recovery Integration - Requirements & Design	07/26/18	\$ 69,140.00	\$ 510,220.00	\$ 6,238,439.93
71	Automated Help Desk Tickets - Requirements & Design	07/26/18	\$ 40,729.78	\$ 550,949.78	\$ 6,279,169.71
72	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	07/26/18	\$ 30,547.34	\$ 581,497.12	\$ 6,309,717.05
73	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy policy	07/26/18	\$ 35,000.00	\$ 616,497.12	\$ 6,344,717.05
74	Verification Checklist Enhancements - Requirements & Design	07/26/18	\$ 109,461.34	\$ 725,958.46	\$ 6,454,178.39
75	Quality Assurance - Testing Support - 2	07/26/18	\$ 399,630.00	\$ 1,125,588.46	\$ 6,853,808.39
76	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 1	07/26/18	\$ 35,000.00	\$ 1,160,588.46	\$ 6,888,808.39
77	Enhanced Expected Change Functionality - Requirements & Design	07/26/18	\$ 68,731.50	\$ 1,229,319.96	\$ 6,957,539.89
78	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	07/26/18	\$ 35,638.59	\$ 1,264,958.55	\$ 6,993,178.48
79	Client Scheduling Enhancements - Construction & Integration	07/26/18	\$ 134,987.54	\$ 1,399,946.09	\$ 7,128,166.02
80	Verification Checklist Enhancements - Construction & Unit	07/26/18	\$ 725,556.40	\$ 2,125,502.49	\$ 7,853,722.42
81	Automated Help Desk Tickets - Construction & Unit	07/26/18	\$ 269,974.34	\$ 2,395,476.83	\$ 8,123,696.76
82	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	07/26/18	\$ 236,227.73	\$ 2,631,704.56	\$ 8,359,924.49
83	Verification Checklist Enhancements - Systems Testing	07/26/18	\$ 199,442.39	\$ 2,831,146.95	\$ 8,559,366.88
84	MCI Integration - Requirements & Design	07/26/18	\$ 50,000.00	\$ 2,881,146.95	\$ 8,609,366.88
85	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 2	07/26/18	\$ 35,000.00	\$ 2,916,146.95	\$ 8,644,366.88
86	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	07/26/18	\$ 167,055.00	\$ 3,083,201.95	\$ 8,811,421.88
87	Specified Closing/Denial Reasons - Requirements & Design	07/26/18	\$ 35,638.59	\$ 3,118,840.54	\$ 8,847,060.47
88	Client Scheduling Enhancements - Implementation	07/26/18	\$ 47,235.02	\$ 3,166,075.56	\$ 8,894,295.49

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89	Verification Checklist Enhancements - Implementation	07/26/18	\$ 54,445.27	\$ 3,220,520.83	\$ 8,948,740.76
90	Automated Help Desk Tickets - Systems Testing	07/26/18	\$ 94,469.77	\$ 3,314,990.60	\$ 9,043,210.53
91	Address Verification and Fraud Alert - Construction & Unit	07/26/18	\$ 506,201.88	\$ 3,821,192.48	\$ 9,549,412.41
92	Enhanced Expected Change Functionality - Construction & Unit	07/26/18	\$ 455,581.69	\$ 4,276,774.17	\$ 10,004,994.10
93	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	07/26/18	\$ 82,661.12	\$ 4,359,435.29	\$ 10,087,655.22
94	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/26/18	\$ 75,000.00	\$ 4,434,435.29	\$ 10,162,655.22
95	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS Data Flow Mapping	07/26/18	\$ 90,000.00	\$ 4,524,435.29	\$ 10,252,655.22
96	Address Verification and Fraud Alert - Systems Testing	07/26/18	\$ 177,130.83	\$ 4,701,566.12	\$ 10,429,786.05
97	Enhanced Expected Change Functionality - Systems Testing	07/26/18	\$ 159,417.75	\$ 4,860,983.87	\$ 10,589,203.80
98	Specified Closing/Denial Reasons - Construction & Integration	07/26/18	\$ 236,227.73	\$ 5,097,211.60	\$ 10,825,431.53
99	Maintenance and Enhancements - June 2018	07/30/18	\$ 958,333.33	\$ 6,055,544.93	\$ 11,783,764.86
100	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 3)	09/14/18	\$ 10,000.00	\$ 6,065,544.93	\$ 11,793,764.86
101	Quality Assurance - Testing Support - 3	09/14/18	\$ 508,620.00	\$ 6,574,164.93	\$ 12,302,384.86
102	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy incidence response plan	09/14/18	\$ 45,000.00	\$ 6,619,164.93	\$ 12,347,384.86
103	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	09/14/18	\$ 89,892.00	\$ 6,709,056.93	\$ 12,437,276.86
104	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 3	09/14/18	\$ 35,000.00	\$ 6,744,056.93	\$ 12,472,276.86
105	Eligibility Status Determination and Initial Implementation - Requirements	09/14/18	\$ 48,978.80	\$ 6,793,035.73	\$ 12,521,255.66
106	Digital Information Campaign - Multimedia - Requirements	09/14/18	\$ 105,193.40	\$ 6,898,229.13	\$ 12,626,449.06

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107	Digital Information Campaign - Multimedia - Design	09/14/18	\$ 105,193.40	\$ 7,003,422.53	\$ 12,731,642.46
108	Maintenance and Enhancements - July 2018	09/17/18	\$ 625,000.00	\$ 7,628,422.53	\$ 13,356,642.46
109	Maintenance and Enhancements - August 2018	09/17/18	\$ 625,000.00	\$ 8,253,422.53	\$ 13,981,642.46
110	Online Applications Migration - New HEIGHTS WEB, Kiosk, FFM Inbound/Outbound Conversion	10/03/18	\$ 145,200.00	\$ 8,398,622.53	\$ 145,200.00
111	Online & Batch Utility Migration - SORT & ADHOC SQL Generic Process	10/03/18	\$ 90,825.00	\$ 8,489,447.53	\$ 236,025.00
112	Ongoing New HEIGHTS Risk and Compliance Management - Risk and compliance management calendar	10/03/18	\$ 60,000.00	\$ 8,549,447.53	\$ 296,025.00
113	Online & Batch Utility Migration - REXX Conversion - Group-1	10/03/18	\$ 102,900.00	\$ 8,652,347.53	\$ 398,925.00
114	Estate Recovery Integration - Construction & Integration	10/03/18	\$ 304,648.00	\$ 8,956,995.53	\$ 703,573.00
115	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	10/03/18	\$ 132,143.00	\$ 9,089,138.53	\$ 835,716.00
116	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	10/03/18	\$ 222,810.00	\$ 9,311,948.53	\$ 1,058,526.00
117	NH EASY Application Modernization - Construction & Integration	10/03/18	\$ 1,370,400.00	\$ 10,682,348.53	\$ 2,428,926.00
118	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	10/03/18	\$ 202,480.75	\$ 10,884,829.28	\$ 2,631,406.75
119	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	10/03/18	\$ 35,638.59	\$ 10,920,467.87	\$ 2,667,045.34
120	Online & Batch Utility Migration - REXX Conversion - Group-2	10/03/18	\$ 102,900.00	\$ 11,023,367.87	\$ 2,769,945.34
121	Job Scheduler & Batch Jobs Migration - Requirements	10/03/18	\$ 144,375.00	\$ 11,167,742.87	\$ 2,914,320.34
122	Enhanced Document Imaging and Content Management - Requirements & Design	10/03/18	\$ 89,790.00	\$ 11,257,532.87	\$ 3,004,110.34
123	Date Specific Enrollment - Requirements & Design	10/03/18	\$ 9,499.00	\$ 11,267,031.87	\$ 3,013,609.34
124	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 4	10/03/18	\$ 35,000.00	\$ 11,302,031.87	\$ 3,048,609.34

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125	Job Scheduler & Batch Jobs Migration - Design	10/03/18	\$ 144,375.00	\$ 11,446,406.87	\$ 3,192,984.34
126	Eligibility Status Determination and Initial Implementation - Design	10/03/18	\$ 48,978.80	\$ 11,495,385.67	\$ 3,241,963.14
127	Quality Assurance - Testing Support - 4	10/03/18	\$ 508,620.00	\$ 12,004,005.67	\$ 3,750,583.14
128	MCO Pre-Selection at Application - Requirements & Design	10/03/18	\$ 38,591.00	\$ 12,042,596.67	\$ 3,789,174.14
129	MCO Passive Enrollment - Requirements & Design	10/03/18	\$ 11,874.00	\$ 12,054,470.67	\$ 3,801,048.14
130	New HEIGHTS Member Eligibility - Requirements & Design	10/03/18	\$ 8,906.00	\$ 12,063,376.67	\$ 3,809,954.14
131	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	10/03/18	\$ 171,425.80	\$ 12,234,802.47	\$ 3,981,379.94
132	Activity Tracking - New HEIGHTS - Requirements	10/03/18	\$ 134,865.28	\$ 12,369,667.75	\$ 4,116,245.22
133	Online Applications Migration - Rule Engine Application Conversion	10/03/18	\$ 145,200.00	\$ 12,514,867.75	\$ 4,261,445.22
134	Specified Closing/Denial Reasons - Implementation	10/03/18	\$ 82,661.12	\$ 12,597,528.87	\$ 4,344,106.34
135	Digital Information Campaign - Multimedia - Development	10/03/18	\$ 140,256.77	\$ 12,737,785.64	\$ 4,484,363.11
136	CMS Annual Attestation - CMS Annual Attestation Final Report	10/03/18	\$ 120,000.00	\$ 12,857,785.64	\$ 4,604,363.11
137	Maintenance and Enhancements - September 2018	10/10/18	\$ 625,000.00	\$ 13,482,785.64	\$ 5,229,363.11
138	Maintenance and Enhancements - October 2018	10/29/18	\$ 625,000.00	\$ 14,107,785.64	\$ 5,854,363.11
139	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 4)	10/30/18	\$ 10,000.00	\$ 14,117,785.64	\$ 5,864,363.11
140	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 5	10/30/18	\$ 35,000.00	\$ 14,152,785.64	\$ 5,899,363.11
141	Estate Recovery Integration - System Test	10/30/18	\$ 54,016.00	\$ 14,206,801.64	\$ 5,953,379.11
142	MCO Pre-Selection at Application - Construction & Integration	10/30/18	\$ 156,960.00	\$ 14,363,761.64	\$ 6,110,339.11
143	Infrastructure Install & Training - Tool and Platform Evaluation	11/29/18	\$ 72,800.00	\$ 14,436,561.64	\$ 6,183,139.11
144	Infrastructure Install & Training - Requirements & Design	11/29/18	\$ 249,600.00	\$ 14,686,161.64	\$ 6,432,739.11

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145	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	11/29/18	\$ 167,055.00	\$ 14,853,216.64	\$ 6,599,794.11
146	Online & Batch Utility Migration - Data Access Design for Batch Jobs	11/29/18	\$ 163,485.00	\$ 15,016,701.64	\$ 6,763,279.11
147	Improve Security Governance over Unstructured Data - UDM roadmap and operating model	11/29/18	\$ 60,000.00	\$ 15,076,701.64	\$ 6,823,279.11
148	Application & Server Security - Requirements & Design	11/29/18	\$ 152,565.00	\$ 15,229,266.64	\$ 6,975,844.11
149	Activity Tracking - NH EASY - Requirements	11/29/18	\$ 63,519.56	\$ 15,292,786.20	\$ 7,039,363.67
150	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 6	11/29/18	\$ 35,000.00	\$ 15,327,786.20	\$ 7,074,363.67
151	Estate Recovery Integration - Implementation	11/29/18	\$ 102,148.00	\$ 15,429,934.20	\$ 7,176,511.67
152	Fraud Prevention Using Behavioral Prompts in Self-service - Construction & Integration	11/29/18	\$ 236,227.73	\$ 15,666,161.93	\$ 7,412,739.40
153	Eligibility Status Determination and Initial Implementation - Integration Testing	11/29/18	\$ 97,957.60	\$ 15,764,119.53	\$ 7,510,697.00
154	Quality Assurance - Testing Support - S	11/29/18	\$ 508,620.00	\$ 16,272,739.53	\$ 8,019,317.00
155	Digital Information Campaign - Content Development - Requirements	11/29/18	\$ 105,193.40	\$ 16,377,932.93	\$ 8,124,510.40
156	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration testing of new HEIGHTS environment	12/12/18	\$ 40,000.00	\$ 16,417,932.93	\$ 8,164,510.40
157	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 1)	12/12/18	\$ 10,000.00	\$ 16,427,932.93	\$ 8,174,510.40
158	Data File Migration & Archival/Retention Process - PDF Migration	12/12/18	\$ 108,990.00	\$ 16,536,922.93	\$ 8,283,500.40
159	Maintenance and Enhancements - November 2018	12/18/18	\$ 625,000.00	\$ 17,161,922.93	\$ 8,908,500.40
160	Maintenance and Enhancements - December 2018	01/03/19	\$ 625,000.00	\$ 17,786,922.93	\$ 9,533,500.40

  
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161	Extract & Schema - Sourced From Existing EDW - Requirements & Design	01/10/19	\$ 104,000.00	\$ 17,890,922.93	\$ 9,637,500.40
162	EBI Security - Security and Privacy Requirements	01/10/19	\$ 50,000.00	\$ 17,940,922.93	\$ 9,687,500.40
163	Data Mart Extension - Data Sourced From New HEIGHTS - Requirements & Design	01/10/19	\$ 95,000.00	\$ 18,035,922.93	\$ 9,782,500.40
164	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	01/10/19	\$ 104,000.00	\$ 18,139,922.93	\$ 9,886,500.40
165	New HIEGHTS Security Incident Response Plan - Security incident response plan updates and knowledge transfer	01/10/19	\$ 60,000.00	\$ 18,199,922.93	\$ 9,946,500.40
166	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 1	01/10/19	\$ 163,485.00	\$ 18,363,407.93	\$ 10,109,985.40
167	Batch Application Migration - Release 1(Java) - Construction & Integration	01/10/19	\$ 203,385.00	\$ 18,566,792.93	\$ 10,313,370.40
168	EBI Security - Architecture & Design	01/10/19	\$ 75,000.00	\$ 18,641,792.93	\$ 10,388,370.40
169	Infrastructure Install & Training - Construction & Integration	01/10/19	\$ 301,600.00	\$ 18,943,392.93	\$ 10,689,970.40
170	Access Front End Modernization - Construction & Integration	01/10/19	\$ 46,800.00	\$ 18,990,192.93	\$ 10,736,770.40
171	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 2	01/10/19	\$ 163,485.00	\$ 19,153,677.93	\$ 10,900,255.40
172	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	01/10/19	\$ 156,000.00	\$ 19,309,677.93	\$ 11,056,255.40
173	MCI Integration - Construction & Integration	01/10/19	\$ 70,000.00	\$ 19,379,677.93	\$ 11,126,255.40
174	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 19,602,487.93	\$ 11,349,065.40
175	Infrastructure Install & Training - System Test	01/10/19	\$ 156,000.00	\$ 19,758,487.93	\$ 11,505,065.40
176	Batch Application Migration - Release 1(Java) - System Test	01/10/19	\$ 101,640.00	\$ 19,860,127.93	\$ 11,606,705.40
177	Batch Application Migration - Release 2 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 19,971,427.93	\$ 11,718,005.40

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178	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 5)	01/10/19	\$ 10,000.00	\$ 19,981,427.93	\$ 11,728,005.40
179	Online & Batch Utility Migration - REXX Conversion - Group-3	01/10/19	\$ 102,900.00	\$ 20,084,327.93	\$ 11,830,905.40
180	Access Front End Modernization - System Test	01/10/19	\$ 15,600.00	\$ 20,099,927.93	\$ 11,846,505.40
181	Batch Application Migration - Release 1(Java) - Implementation	01/10/19	\$ 51,030.00	\$ 20,150,957.93	\$ 11,897,535.40
182	Infrastructure Install & Training - Implementation	01/10/19	\$ 104,000.00	\$ 20,254,957.93	\$ 12,001,535.40
183	Batch Application Migration - Release 2 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 20,310,817.93	\$ 12,057,395.40
184	Access Front End Modernization - Implementation	01/10/19	\$ 5,200.00	\$ 20,316,017.93	\$ 12,062,595.40
185	Batch Application Migration - Release 3 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 20,427,317.93	\$ 12,173,895.40
186	NH EASY Application Modernization - Systems Testing	01/10/19	\$ 421,662.00	\$ 20,848,979.93	\$ 12,595,557.40
187	Study to migrate New HEIGHTS to the Other Platform - Requirements	01/10/19	\$ 108,990.00	\$ 20,957,969.93	\$ 12,704,547.40
188	Infrastructure Install & Training - Installation and configuration of the primary platform components	01/10/19	\$ 150,000.00	\$ 21,107,969.93	\$ 12,854,547.40
189	Extract & Schema - New Data Based on Data Mart Extension - System Test	01/10/19	\$ 104,000.00	\$ 21,211,969.93	\$ 12,958,547.40
190	MCI Integration - System Test	01/10/19	\$ 40,000.00	\$ 21,251,969.93	\$ 12,998,547.40
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (full source code)	01/10/19	\$ 25,000.00	\$ 21,276,969.93	\$ 13,023,547.40
192	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	01/10/19	\$ 108,990.00	\$ 21,385,959.93	\$ 13,132,537.40
193	Enhanced Document Imaging and Content Management - Construction	01/10/19	\$ 340,000.00	\$ 21,725,959.93	\$ 13,472,537.40
194	Infrastructure Install & Training - Power Users Train the Trainer / Access Front End Modernization	01/10/19	\$ 100,000.00	\$ 21,825,959.93	\$ 13,572,537.40

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195	Extract & Schema - New Data Based on Data Mart Extension - Implementation	01/10/19	\$ 78,000.00	\$ 21,903,959.93	\$ 13,650,537.40
196	MCI Integration - Implementation	01/10/19	\$ 20,000.00	\$ 21,923,959.93	\$ 13,670,537.40
197	Online & Batch Utility Migration - File Transfer Conversion	01/10/19	\$ 163,485.00	\$ 22,087,444.93	\$ 13,834,022.40
198	Batch Application Migration - Release 3 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 22,143,304.93	\$ 13,889,882.40
199	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 22,366,114.93	\$ 14,112,692.40
200	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	01/10/19	\$ 256,620.00	\$ 22,622,734.93	\$ 14,369,312.40
201	Enhanced Document Imaging and Content Management - Unit/Integration Testing	01/10/19	\$ 241,780.00	\$ 22,864,514.93	\$ 14,611,092.40
202	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 6)	01/10/19	\$ 10,000.00	\$ 22,874,514.93	\$ 14,621,092.40
203	Study to migrate New HEIGHTS to the Other Platform - Analysis & Design	01/10/19	\$ 108,990.00	\$ 22,983,504.93	\$ 14,730,082.40
204	Data File Migration & Archival/Retention Process - MVS Dataset Migration	01/10/19	\$ 108,990.00	\$ 23,092,494.93	\$ 14,839,072.40
205	NH EASY Application Modernization - Implementation	01/10/19	\$ 105,415.56	\$ 23,197,910.49	\$ 14,944,487.96
206	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Implementation	01/10/19	\$ 70,852.33	\$ 23,268,762.82	\$ 15,015,340.29
207	Batch Application Migration - Release 4 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 23,380,062.82	\$ 15,126,640.29
208	Activity Tracking - New HEIGHTS - Design	01/10/19	\$ 134,865.28	\$ 23,514,928.10	\$ 15,261,505.57
209	Application & Server Security - Construction & Integration	01/10/19	\$ 203,385.00	\$ 23,718,313.10	\$ 15,464,890.57
210	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 7	01/10/19	\$ 35,000.00	\$ 23,753,313.10	\$ 15,499,890.57
211	Activity Tracking - NH EASY - Design	01/10/19	\$ 63,519.56	\$ 23,816,832.66	\$ 15,563,410.13

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212	Job Scheduler & Batch Jobs Migration - Integration Testing	01/10/19	\$ 128,310.00	\$ 23,945,142.66	\$ 15,691,720.13
213	Enhanced Document Imaging and Content Management - Systems/UAT	01/10/19	\$ 107,740.00	\$ 24,052,882.66	\$ 15,799,460.13
214	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 2)	01/10/19	\$ 10,000.00	\$ 24,062,882.66	\$ 15,809,460.13
215	Batch Application Migration - Release 4 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 24,118,742.66	\$ 15,865,320.13
216	Date Specific Enrollment - System Test	01/10/19	\$ 24,639.00	\$ 24,143,381.66	\$ 15,889,959.13
217	MCO Passive Enrollment - System Test	01/10/19	\$ 55,437.00	\$ 24,198,818.66	\$ 15,945,396.13
218	MCO Pre-Selection at Application - System Test	01/10/19	\$ 27,830.00	\$ 24,226,648.66	\$ 15,973,226.13
219	Application & Server Security - System Test	01/10/19	\$ 152,670.00	\$ 24,379,318.66	\$ 16,125,896.13
220	Eligibility Status Determination and Initial Implementation - Systems Testing	01/10/19	\$ 97,957.60	\$ 24,477,276.26	\$ 16,223,853.73
221	Infrastructure Install & Training - Post Implementation	01/10/19	\$ 500,000.00	\$ 24,977,276.26	\$ 16,723,853.73
222	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 7)	01/10/19	\$ 10,000.00	\$ 24,987,276.26	\$ 16,733,853.73
223	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 8	01/10/19	\$ 35,000.00	\$ 25,022,276.26	\$ 16,768,853.73
224	Digital Information Campaign - Content Development - Design	01/10/19	\$ 105,193.40	\$ 25,127,469.66	\$ 16,874,047.13
225	Data File Migration & Archival/Retention Process - Retention & Archival Process	01/10/19	\$ 108,990.00	\$ 25,236,459.66	\$ 16,983,037.13
226	Online Applications Migration - NH EASY Gateway & Core Application Conversion	01/10/19	\$ 145,200.00	\$ 25,381,659.66	\$ 17,128,237.13
227	Date Specific Enrollment - Implementation	01/10/19	\$ 7,496.00	\$ 25,389,155.66	\$ 17,135,733.13
228	MCO Passive Enrollment - Implementation	01/10/19	\$ 15,915.00	\$ 25,405,070.66	\$ 17,151,648.13
229	MCO Pre-Selection at Application - Implementation	01/10/19	\$ 52,951.00	\$ 25,458,021.66	\$ 17,204,599.13

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230	Infrastructure Install & Training - Power and Business Users / All Functionality	01/10/19	\$ 150,000.00	\$ 25,608,021.66	\$ 17,354,599.13
231	Quality Assurance - Testing Support - 6	01/10/19	\$ 508,620.00	\$ 26,116,641.66	\$ 17,863,219.13
232	Fraud Prevention Using Behavioral Prompts in Self-service - Implementation	01/10/19	\$ 82,661.12	\$ 26,199,302.78	\$ 17,945,880.25
233	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 3)	01/10/19	\$ 10,000.00	\$ 26,209,302.78	\$ 17,955,880.25
234	Eligibility Status Determination and Initial Implementation - Implementation	01/10/19	\$ 24,489.40	\$ 26,233,792.18	\$ 17,980,369.65
235	Job Scheduler & Batch Jobs Migration - System Test	01/10/19	\$ 289,170.00	\$ 26,522,962.18	\$ 18,269,539.65
236	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	01/10/19	\$ 108,990.00	\$ 26,631,952.18	\$ 18,378,529.65
237	New HEIGHTS Member Eligibility - System Test	01/10/19	\$ 54,205.00	\$ 26,686,157.18	\$ 18,432,734.65
238	Enhanced Document Imaging and Content Management - Production Pilot	03/05/19	\$ 13,598.00	\$ 26,699,755.18	\$ 18,446,332.65
239	Enhanced Document Imaging and Content Management - Post Production Support	03/05/19	\$ 11,143.00	\$ 26,710,898.18	\$ 18,457,475.65
240	New HEIGHTS Member Eligibility - Implementation	03/05/19	\$ 15,291.00	\$ 26,726,189.18	\$ 18,472,766.65
241	Intake Workflow - Requirements	03/06/19	\$ 162,426.00	\$ 26,888,615.18	\$ 18,635,192.65
242	Activity Tracking - New HEIGHTS - Construction & Unit Testing	03/06/19	\$ 472,028.48	\$ 27,360,643.66	\$ 19,107,221.13
243	Activity Tracking - NH EASY - Construction & Unit Testing	03/06/19	\$ 222,318.46	\$ 27,582,962.12	\$ 19,329,539.59
244	Federal, State Reporting & QC Sampling - Requirements	03/06/19	\$ 51,526.80	\$ 27,634,488.92	\$ 19,381,066.39
245	Maintenance and Enhancements - January 2019	03/06/19	\$ 625,000.00	\$ 28,259,488.92	\$ 20,006,066.39
246	Maintenance and Enhancements - February 2019	03/06/19	\$ 625,000.00	\$ 28,884,488.92	\$ 20,631,066.39
247	Maintenance and Enhancements - March 2019	04/01/19	\$ 625,000.00	\$ 29,509,488.92	\$ 21,256,066.39
248	Managed Care PMO - PMO Q1-18	04/29/19	\$ 43,264.00	\$ 29,552,752.92	\$ 21,299,330.39

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249	NH EASY Individual Accounts - Requirements & Design	04/29/19	\$ 44,528.00	\$ 29,597,280.92	\$ 21,343,858.39
250	Core Managed Care Enhancements - Requirements & Design	04/29/19	\$ 53,434.00	\$ 29,650,714.92	\$ 21,397,292.39
251	NH EASY Individual Accounts - Construction & Integration	04/29/19	\$ 83,712.00	\$ 29,734,426.92	\$ 21,481,004.39
252	Addition of a New MCO - Requirements & Design	04/29/19	\$ 8,312.00	\$ 29,742,738.92	\$ 21,489,316.39
253	NH EASY Individual Accounts - System Test	04/29/19	\$ 14,843.00	\$ 29,757,581.92	\$ 21,504,159.39
254	Activity Tracking - New HEIGHTS - Integration Testing	05/01/19	\$ 269,730.56	\$ 30,027,312.48	\$ 21,773,889.95
255	Digital Information Campaign - Content Development - Development	05/01/19	\$ 140,257.77	\$ 30,167,570.25	\$ 21,914,147.72
256	Maintenance and Enhancements - April 2019	05/01/19	\$ 625,000.00	\$ 30,792,570.25	\$ 22,539,147.72
257	Data Mart Extension - Data Sourced From New HEIGHTS - System Test	05/06/19	\$ 55,000.00	\$ 30,847,570.25	\$ 22,594,147.72
258	Data Mart Extension - Claims Data From MMIS - Requirements & Design	05/14/19	\$ 245,000.00	\$ 31,092,570.25	\$ 22,839,147.72
259	Data Mart Extension - Data Sourced From New Heights - Construction & Integration	05/14/19	\$ 119,000.00	\$ 31,211,570.25	\$ 22,958,147.72
260	Data Mart Extension - Data Sourced From New Heights - Implementation	05/14/19	\$ 40,000.00	\$ 31,251,570.25	\$ 22,998,147.72
261	Improve Security Governance over Unstructured Data - Data risk remediation	05/14/19	\$ 165,000.00	\$ 31,416,570.25	\$ 23,163,147.72
262	Managed Care PMO - PMO Q4-18	05/14/19	\$ 43,264.00	\$ 31,459,834.25	\$ 23,206,411.72
263	Activity Tracking - NH EASY - Integration Testing	05/14/19	\$ 127,039.12	\$ 31,586,873.37	\$ 23,333,450.84
264	Conversion Notices - Requirements & Design	05/14/19	\$ 7,124.00	\$ 31,593,997.37	\$ 23,340,574.84
265	Core Managed Care Enhancements - Construction & Integration	05/14/19	\$ 167,424.00	\$ 31,761,421.37	\$ 23,507,998.84
266	Maintenance and Enhancements - May 2019	05/28/19	\$ 625,000.00	\$ 32,386,421.37	\$ 24,132,998.84
267	LTSS Dashboard - Requirements & Design	06/24/19	\$ 208,000.00	\$ 32,594,421.37	\$ 24,340,998.84
268	Managed Care PMO - PMO Q1-19	06/24/19	\$ 43,264.00	\$ 32,637,685.37	\$ 24,384,262.84
269	NH EASY Individual Accounts - Implementation	06/24/19	\$ 30,635.00	\$ 32,668,320.37	\$ 24,414,897.84

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270	Suspension & Re-Application - Requirements	06/25/19	\$ 34,216.00	\$ 32,702,536.37	\$ 24,449,113.84
271	Federal, State Reporting & QC Sampling - Design	06/25/19	\$ 51,526.80	\$ 32,754,063.17	\$ 24,500,640.64
272	Suspension & Re-Application - Design	06/25/19	\$ 34,216.00	\$ 32,788,279.17	\$ 24,534,856.64
273	Activity Tracking - New HEIGHTS - Systems Testing	06/25/19	\$ 269,730.56	\$ 33,058,009.73	\$ 24,804,587.20
274	Activity Tracking - NH EASY - Systems Testing	06/25/19	\$ 127,039.12	\$ 33,185,048.85	\$ 24,931,626.32
275	Federal, State Reporting & QC Sampling - Construction & Unit Testing	06/25/19	\$ 180,343.80	\$ 33,365,392.65	\$ 25,111,970.12
276	Activity Tracking - New HEIGHTS - Implementation	06/25/19	\$ 67,432.64	\$ 33,432,825.29	\$ 25,179,402.76
277	Activity Tracking - NH EASY - Implementation	06/25/19	\$ 31,759.78	\$ 33,464,585.07	\$ 25,211,162.54
278	Maintenance and Enhancements - June 2019	06/26/19	\$ 625,000.00	\$ 34,089,585.07	\$ 25,836,162.54
279	Extract & Schema - Sourced From Existing EDW - Construction & Integration	07/19/19	\$ 130,000.00	\$ 130,000.00	\$ 25,966,162.54
280	Improve Security Governance over Unstructured Data - UDM tool integration, configuration, and data discovery	07/19/19	\$ 80,000.00	\$ 210,000.00	\$ 26,046,162.54
281	Improve Security Governance over Unstructured Data - Unstructured Data Risk Remediation Preparation and Plan	07/19/19	\$ 140,000.00	\$ 350,000.00	\$ 26,186,162.54
282	Data Mart Extension - Claims Data From MMIS - Construction & Integration	07/19/19	\$ 335,430.86	\$ 685,430.86	\$ 26,521,593.40
283	LTSS Dashboard - Construction & Integration	07/19/19	\$ 176,800.00	\$ 862,230.86	\$ 26,698,393.40
284	Digital Information Campaign - Navigation Delivery model - Requirements	07/19/19	\$ 105,193.40	\$ 967,424.26	\$ 26,803,586.80
285	Digital Information Campaign - Navigation Delivery model - Design	07/19/19	\$ 105,193.40	\$ 1,072,617.66	\$ 26,908,780.20
286	Automatically Run Newborns from DOB - Requirements & Design	07/19/19	\$ 48,366.64	\$ 1,120,984.30	\$ 26,957,146.84
287	Suspension & Re-Application - Construction & Unit Testing	07/19/19	\$ 119,756.00	\$ 1,240,740.30	\$ 27,076,902.84
288	Federal, State Reporting & QC Sampling - Integration Testing	07/19/19	\$ 103,053.60	\$ 1,343,793.90	\$ 27,179,956.44
289	Suspension & Re-Application - Integration Testing	07/19/19	\$ 68,432.00	\$ 1,412,225.90	\$ 27,248,388.44

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290	Federal, State Reporting & QC Sampling - Systems Testing	07/19/19	\$ 103,053.60	\$ 1,515,279.50	\$ 27,351,442.04
291	Maintenance and Enhancements - July 2019	07/26/19	\$ 625,000.00	\$ 2,140,279.50	\$ 27,976,442.04
292	LTSS Dashboard Changes for MEA Processing - Requirements & Design	08/07/19	\$ 9,499.00	\$ 2,149,778.50	\$ 27,985,941.04
293	Extract & Schema - Sourced From Existing EDW - System Test	08/07/19	\$ 83,200.00	\$ 2,232,978.50	\$ 28,069,141.04
294	Data Mart Extension - Claims Data From MMIS - System Test	08/07/19	\$ 200,000.00	\$ 2,432,978.50	\$ 28,269,141.04
295	LTSS Unit Workflow Management - Requirements & Design	08/07/19	\$ 44,528.00	\$ 2,477,506.50	\$ 28,313,669.04
296	EBI Security - Control Evaluation & Security Testing	08/07/19	\$ 75,000.00	\$ 2,552,506.50	\$ 28,388,669.04
297	LTSS Dashboard - System Test	08/07/19	\$ 218,400.00	\$ 2,770,906.50	\$ 28,607,069.04
298	Digital Information Campaign - Navigation Delivery model - Development	08/07/19	\$ 140,257.77	\$ 2,911,164.27	\$ 28,747,326.81
299	Conversion Notices - System Test	08/07/19	\$ 12,319.00	\$ 2,923,483.27	\$ 28,759,645.81
300	Suspension & Re-Application - Systems Testing	08/07/19	\$ 68,432.00	\$ 2,991,915.27	\$ 28,828,077.81
301	Core Managed Care Enhancements - System Test	08/07/19	\$ 29,685.00	\$ 3,021,600.27	\$ 28,857,762.81
302	Federal, State Reporting & QC Sampling - Implementation	08/07/19	\$ 25,763.40	\$ 3,047,363.67	\$ 28,883,526.21
303	Suspension & Re-Application - Implementation	08/07/19	\$ 17,108.00	\$ 3,064,471.67	\$ 28,900,634.21
304	Addition of a New MCO - System Test	08/07/19	\$ 49,277.00	\$ 3,113,748.67	\$ 28,949,911.21
305	Intake Workflow - Reverse Engineering, Framework Development and User Story Development	08/07/19	\$ 207,606.00	\$ 3,321,354.67	\$ 29,157,517.21
306	Intake Workflow - Salesforce Infrastructure, Product Backlog, User Engagement, Business proof-of-concept	08/07/19	\$ 227,140.00	\$ 3,548,494.67	\$ 29,384,657.21
307	Intake Workflow - Salesforce security, architecture and Framework Setup, Code and Data Schema Walkthrough, Data Integration	08/07/19	\$ 216,310.00	\$ 3,764,804.67	\$ 29,600,967.21
308	Intake Workflow - Hybrid Agile Planning, Infrastructure, Security, Communications and Change Management Plan, Sprint Planning	08/07/19	\$ 94,018.00	\$ 3,858,822.67	\$ 29,694,985.21

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309	Intake Workflow - Sprint 1 (Enterprise Planning, Infrastructure and Framework Setup, User Story Alignment)	08/07/19	\$ 120,250.00	\$ 3,979,072.67	\$ 29,815,235.21
310	Intake Workflow - Sprint 2 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,099,322.67	\$ 29,935,485.21
311	Intake Workflow - Sprint 3 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,219,572.67	\$ 30,055,735.21
312	Intake Workflow - Sprint 4 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,339,822.67	\$ 30,175,985.21
313	Intake Workflow - Sprint 5 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,460,072.67	\$ 30,296,235.21
314	Extract & Schema - Sourced From Existing EDW - Implementation	08/09/19	\$ 52,000.00	\$ 4,512,072.67	\$ 30,348,235.21
315	Data Mart Extension - Claims Data From MMIS - Implementation	08/09/19	\$ 55,000.00	\$ 4,567,072.67	\$ 30,403,235.21
316	Conversion Notices - Implementation	08/09/19	\$ 3,985.00	\$ 4,571,057.67	\$ 30,407,220.21
317	Core Managed Care Enhancements - Implementation	08/09/19	\$ 57,708.00	\$ 4,628,765.67	\$ 30,464,928.21
318	Addition of a New MCO - Implementation	08/09/19	\$ 13,922.00	\$ 4,642,687.67	\$ 30,478,850.21
319	Intake Workflow - Sprint 6 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/13/19	\$ 120,250.00	\$ 4,762,937.67	\$ 30,599,100.21
320	Maintenance and Enhancements - August 2019	08/23/19	\$ 625,000.00	\$ 5,387,937.67	\$ 31,224,100.21
321	LTSS Unit Workflow Management - Construction & Integration	09/19/19	\$ 83,712.00	\$ 5,471,649.67	\$ 31,307,812.21
322	Database & DB Tools Migration - DB Conversion - Requirements & Design	09/19/19	\$ 130,725.00	\$ 5,602,374.67	\$ 31,438,537.21
323	Automatically Run Newborns from DOB - Construction & Unit	09/19/19	\$ 320,594.71	\$ 5,922,969.38	\$ 31,759,131.92

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324	Intake Workflow - Sprint 7 (User Story Refinement, Design and Development of User Stories, Provisioning of infrastructure and Extending Enterprise Assets)	09/19/19	\$ 120,250.00	\$ 6,043,219.38	\$ 31,879,381.92
325	DD Waitlist Dashboard - Requirements & Design	10/01/19	\$ 9,499.00	\$ 6,052,718.38	\$ 9,499.00
326	DD Waitlist Dashboard - System Test	10/01/19	\$ 24,639.00	\$ 6,077,357.38	\$ 34,138.00
327	DD Waitlist Dashboard - Implementation	10/01/19	\$ 7,496.00	\$ 6,084,853.38	\$ 41,634.00
328	Sprint 10 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/01/19	\$ 92,010.00	\$ 6,176,863.38	\$ 133,644.00
329	Maintenance and Enhancements - September 2019	10/16/19	\$ 625,000.00	\$ 6,801,863.38	\$ 758,644.00
330	Sprint 11 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/22/19	\$ 92,010.00	\$ 6,893,873.38	\$ 850,654.00
331	LTSS Dashboard Changes for MEA Processing - System Test	11/08/19	\$ 34,494.00	\$ 6,928,367.38	\$ 885,148.00
332	LTSS Unit Workflow Management - System Test	11/08/19	\$ 14,843.00	\$ 6,943,210.38	\$ 899,991.00
333	LTSS Dashboard Changes for MEA Processing - Implementation	11/08/19	\$ 10,114.00	\$ 6,953,324.38	\$ 910,105.00
334	LTSS Unit Workflow Management - Implementation	11/08/19	\$ 30,635.00	\$ 6,983,959.38	\$ 940,740.00
335	Managed Care PMO - PMO Q2-19	11/08/19	\$ 43,264.00	\$ 7,027,223.38	\$ 984,004.00
336	Automatically Run Newborns from DOB - Systems Testing	11/08/19	\$ 88,125.71	\$ 7,115,349.09	\$ 1,072,129.71
337	Automatically Run Newborns from DOB - Implementation	11/08/19	\$ 24,057.21	\$ 7,139,406.30	\$ 1,096,186.92
338	Improve Security Governance over Unstructured Data - UDM transition and knowledge transfer	11/08/19	\$ 35,000.00	\$ 7,174,406.30	\$ 1,131,186.92
339	Managed Care PMO - PMO Q3-19	11/08/19	\$ 43,264.00	\$ 7,217,670.30	\$ 1,174,450.92
340	Intake Workflow - Sprint 8 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,337,920.30	\$ 1,294,700.92

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341	Intake Workflow - Sprint 9 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,458,170.30	\$ 1,414,950.92
342	Infrastructure Install & Training - Power Users / DHHS Dashboard	11/08/19	\$ 100,000.00	\$ 7,558,170.30	\$ 1,514,950.92
343	Maintenance and Enhancements - October 2019	11/11/19	\$ 625,000.00	\$ 8,183,170.30	\$ 2,139,950.92
344	Sprint 12 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	11/12/19	\$ 85,250.00	\$ 8,268,420.30	\$ 2,225,200.92
345	Database & DB Tools Migration - DB Conversion - Construction & Integration	11/27/19	\$ 174,300.00	\$ 8,442,720.30	\$ 2,399,500.92
346	Database & DB Tools Migration - Setting up DB Tools & Configuration - Development	11/27/19	\$ 72,660.00	\$ 8,515,380.30	\$ 2,472,160.92
347	Database & DB Tools Migration - Performance Testing & Tuning - 1	11/27/19	\$ 54,600.00	\$ 8,569,980.30	\$ 2,526,760.92
348	Database & DB Tools Migration - Setting up DB Tools & Configuration - Testing	11/29/19	\$ 72,660.00	\$ 8,642,640.30	\$ 2,599,420.92
349	Database & DB Tools Migration - DB Conversion - System Test	11/29/19	\$ 87,150.00	\$ 8,729,790.30	\$ 2,686,570.92
350	Maintenance and Enhancements - November 2019	11/30/19	\$ 625,000.00	\$ 9,354,790.30	\$ 3,311,570.92
351	Sprint 13 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Code Merge, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/03/19	\$ 130,000.00	\$ 9,484,790.30	\$ 3,441,570.92
352	Sprint 14 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/24/19	\$ 130,000.00	\$ 9,614,790.30	\$ 3,571,570.92
353	Database & DB Tools Migration - DB Conversion - Implementation	12/27/19	\$ 43,785.00	\$ 9,658,575.30	\$ 3,615,355.92
354	Database & DB Tools Migration - Performance Testing & Tuning - 2	12/27/19	\$ 54,600.00	\$ 9,713,175.30	\$ 3,669,955.92

  
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355	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	12/27/19	\$ 72,600.00	\$ 9,785,775.30	\$ 3,742,555.92
356	Maintenance and Enhancements - December 2019	12/31/19	\$ 625,000.00	\$ 10,410,775.30	\$ 4,367,555.92
357	Sprint 15 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps)	01/14/20	\$ 227,086.00	\$ 10,637,861.30	\$ 4,594,641.92
358	Maintenance and Enhancements - January 2020	01/31/20	\$ 625,000.00	\$ 11,262,861.30	\$ 5,219,641.92
359	Sprint 16 (Completion of development of user stories, Defect Fixes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps - SIT)	02/04/20	\$ 144,094.00	\$ 11,406,955.30	\$ 5,363,735.92
360	Financial Passive Renewal - Requirements & Design	02/07/20	\$ 71,244.00	\$ 11,478,199.30	\$ 5,434,979.92
361	Sprint 17 (Defect Fixes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets, DevOps - UAT)	02/25/20	\$ 143,307.00	\$ 11,621,506.30	\$ 5,578,286.92
362	Maintenance and Enhancements - February 2020	02/29/20	\$ 625,000.00	\$ 12,246,506.30	\$ 6,203,286.92
363	Sprint 18 (Regression, Data Migration, Hardening and Go-live, Post Go-Live)	03/17/20	\$ 125,759.00	\$ 12,372,265.30	\$ 6,329,045.92
364	Financial Passive Renewal - Construction & Integration	03/20/20	\$ 409,405.00	\$ 12,781,670.30	\$ 6,738,450.92
365	Enhanced Case Task Workflow Management - Requirements & Design	03/27/20	\$ 35,000.00	\$ 12,816,670.30	\$ 6,773,450.92
366	System Security Plan (SSP) - Part A: System Identification	03/27/20	\$ 50,000.00	\$ 12,866,670.30	\$ 6,823,450.92
367	Maintenance and Enhancements - March 2020	03/31/20	\$ 625,000.00	\$ 13,491,670.30	\$ 7,448,450.92
368	Sprint 19 (Post Go-Live Support) Summary	04/07/20	\$ 42,000.00	\$ 13,533,670.30	\$ 7,490,450.92
369	Privacy Impact Assessment (PIA)	04/17/20	\$ 65,000.00	\$ 13,598,670.30	\$ 7,555,450.92
370	Financial Passive Renewal - System Test	04/24/20	\$ 72,590.00	\$ 13,671,260.30	\$ 7,628,040.92
371	Sprint 20 (Post Go-Live Support) Summary	04/28/20	\$ 17,754.00	\$ 13,689,014.30	\$ 7,645,794.92

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372	Maintenance and Enhancements - April 2020	04/30/20	\$ 625,000.00	\$ 14,314,014.30	\$ 8,270,794.92
373	Information Security Risk Assessment (ISRA)	05/01/20	\$ 55,000.00	\$ 14,369,014.30	\$ 8,325,794.92
374	System Security Plan (SSP) - Part C: Privacy Controls	05/15/20	\$ 75,000.00	\$ 14,444,014.30	\$ 8,400,794.92
375	Security & Privacy Assessment Report (SAR)	05/15/20	\$ 55,000.00	\$ 14,499,014.30	\$ 8,455,794.92
376	System Security Plan (SSP) - Part B: Security Controls	05/22/20	\$ 75,000.00	\$ 14,574,014.30	\$ 8,530,794.92
377	Enhanced Case Task Workflow Management - Construction & Integration Testing	05/29/20	\$ 234,500.00	\$ 14,808,514.30	\$ 8,765,294.92
378	System Security Plan (SSP) - Controls workbooks	05/29/20	\$ 40,000.00	\$ 14,848,514.30	\$ 8,805,294.92
379	Automate Processing Medicaid Applications using OCR - Requirements	05/29/20	\$ 54,750.00	\$ 14,903,264.30	\$ 8,860,044.92
380	Pandemic EBT - Development & Implementation	05/29/20	\$ 146,520.00	\$ 15,049,784.30	\$ 9,006,564.92
381	EA (Supplements) to SNAP Households - Development & Implementation	05/29/20	\$ 33,840.00	\$ 15,083,624.30	\$ 9,040,404.92
382	Continuous Coverage for Medicaid Beneficiaries - Development & Implementation	05/29/20	\$ 131,280.00	\$ 15,214,904.30	\$ 9,171,684.92
383	Stopping Benefit Recovery Processes - Development & Implementation	05/29/20	\$ 21,000.00	\$ 15,235,904.30	\$ 9,192,684.92
384	Extend Certification periods for SNAP, Child Care & Cash - Development & Implementation	05/29/20	\$ 30,840.00	\$ 15,266,744.30	\$ 9,223,524.92
385	Zero Cost Share and Continuous coverage for Child Care - Development & Implementation	05/29/20	\$ 24,000.00	\$ 15,290,744.30	\$ 9,247,524.92
386	Remote Case Management - Development & Implementation	05/29/20	\$ 124,920.00	\$ 15,415,664.30	\$ 9,372,444.92
387	Maintenance and Enhancements - May 2020	05/31/20	\$ 625,000.00	\$ 16,040,664.30	\$ 9,997,444.92
388	Final Consolidated SSP (ready for submission)	06/02/20	\$ 50,000.00	\$ 16,090,664.30	\$ 10,047,444.92
389	Plan of Action and Milestone (POAM)	06/08/20	\$ 50,000.00	\$ 16,140,664.30	\$ 10,097,444.92
390	Financial Passive Renewal - Implementation	06/26/20	\$ 135,172.00	\$ 16,275,836.30	\$ 10,232,616.92
391	Enhanced Case Task Workflow Management - Systems Testing	06/26/20	\$ 63,000.00	\$ 16,338,836.30	\$ 10,295,616.92

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
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392	Pandemic EBT - Post Implementation Review	06/26/20	\$ 25,200.00	\$ 16,364,036.30	\$ 10,320,816.92
393	Special Medicaid Eligibility for Uninsured Individuals - Development & Implementation	06/26/20	\$ 242,160.00	\$ 16,606,196.30	\$ 10,562,976.92
394	EA (Supplements) to SNAP Households - Post Implementation Review	06/26/20	\$ 29,280.00	\$ 16,635,476.30	\$ 10,592,256.92
395	Continuous Coverage for Medicaid Beneficiaries - Post Implementation Review	06/26/20	\$ 98,400.00	\$ 16,733,876.30	\$ 10,690,656.92
396	Stopping Benefit Recovery Processes - Post Implementation Review	06/26/20	\$ 7,920.00	\$ 16,741,796.30	\$ 10,698,576.92
397	Remote Case Management - Post Implementation Review	06/26/20	\$ 73,920.00	\$ 16,815,716.30	\$ 10,772,496.92
398	OCR - SNAP Rede Application - Requirements & Design	06/26/20	\$ 100,008.00	\$ 16,915,724.30	\$ 10,872,504.92
399	Recertification Tracking - Requirements & Design	06/26/20	\$ 28,416.00	\$ 16,944,140.30	\$ 10,900,920.92
400	Maintenance and Enhancements - June 2020	06/30/20	\$ 625,000.00	\$ 17,569,140.30	\$ 11,525,920.92
401	Automate Processing Medicaid Applications using OCR - Design	07/02/20	\$ 54,750.00	\$ 54,750.00	\$ 11,580,670.92
402	Maintenance and Enhancements - July 2020	07/31/20	\$ 625,000.00	\$ 679,750.00	\$ 12,205,670.92
403	Special Medicaid Eligibility for Uninsured Individuals - Post Implementation Review	07/31/20	\$ 24,000.00	\$ 703,750.00	\$ 12,229,670.92
404	CMS ATC Approval Hold Back (10%)	08/14/20	\$ 60,000.00	\$ 763,750.00	\$ 12,289,670.92
405	Enhanced Case Task Workflow Management - Implementation	08/28/20	\$ 17,500.00	\$ 781,250.00	\$ 12,307,170.92
406	Interconnection Security Agreement (ISA)	08/28/20	\$ 25,000.00	\$ 806,250.00	\$ 12,332,170.92
407	Automate Processing Medicaid Applications using OCR - Construction & Unit Testing	08/28/20	\$ 219,000.00	\$ 1,025,250.00	\$ 12,551,170.92
408	Maintenance and Enhancements - August 2020	08/31/20	\$ 625,000.00	\$ 1,650,250.00	\$ 13,176,170.92
409	Pandemic EBT - Program Termination	08/31/20	\$ 23,640.00	\$ 1,673,890.00	\$ 13,199,810.92
410	Special Medicaid Eligibility for Uninsured Individuals - Program Termination	08/31/20	\$ 24,000.00	\$ 1,697,890.00	\$ 13,223,810.92

  
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411	Continuous Coverage for Medicaid Beneficiaries - Program Termination	08/31/20	\$ 66,000.00	\$ 1,763,890.00	\$ 13,289,810.92
412	Stopping Benefit Recovery Processes - Program Termination	08/31/20	\$ 9,960.00	\$ 1,773,850.00	\$ 13,299,770.92
413	Extend Certification periods for SNAP, Child Care & Cash - Program Termination	08/31/20	\$ 9,600.00	\$ 1,783,450.00	\$ 13,309,370.92
414	Zero Cost Share and Continuous coverage for Child Care - Program Termination	08/31/20	\$ 13,560.00	\$ 1,797,010.00	\$ 13,322,930.92
415	Remote Case Management - Program Termination	08/31/20	\$ 108,120.00	\$ 1,905,130.00	\$ 13,431,050.92
416	OCR - SNAP Rede Application - Construction & Integration Testing	08/31/20	\$ 250,020.00	\$ 2,155,150.00	\$ 13,681,070.92
417	Recertification Tracking - Construction & Integration Testing	08/31/20	\$ 71,040.00	\$ 2,226,190.00	\$ 13,752,110.92
418	Client Notice Consolidation for Medicaid - Requirements & Design	09/25/20	\$ 32,500.00	\$ 2,258,690.00	\$ 13,784,610.92
419	Automate Processing Medicaid Applications using OCR - Integration Testing	09/25/20	\$ 82,125.00	\$ 2,340,815.00	\$ 13,866,735.92
420	Maintenance and Enhancements - September 2020	09/30/20	\$ 625,000.00	\$ 2,965,815.00	\$ 14,491,735.92
421	OCR - SNAP Rede Application - Systems Testing	09/30/20	\$ 150,012.00	\$ 3,115,827.00	\$ 14,641,747.92
422	Recertification Tracking - Systems Testing	09/30/20	\$ 42,624.00	\$ 3,158,451.00	\$ 14,684,371.92
423	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Requirement & Design	10/23/20	\$ 36,000.00	\$ 3,194,451.00	\$ 36,000.00
424	Client Notice Consolidation for Medicaid - Construction & Integration Testing	10/30/20	\$ 217,750.00	\$ 3,412,201.00	\$ 253,750.00
425	Maintenance and Enhancements - October 2020	10/31/20	\$ 625,000.00	\$ 4,037,201.00	\$ 878,750.00
426	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - August	10/31/20	\$ 60,000.00	\$ 4,097,201.00	\$ 938,750.00
427	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - September	10/31/20	\$ 60,000.00	\$ 4,157,201.00	\$ 998,750.00

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428	Self-Service & Call Center - Verification Tracking - Requirement & Design	10/31/20	\$ 72,000.00	\$ 4,229,201.00	\$ 1,070,750.00
429	Backend Automation - Pre-Application for Phone Interviews - Requirement & Design	10/31/20	\$ 24,000.00	\$ 4,253,201.00	\$ 1,094,750.00
430	Notices - Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Requirement & Design	10/31/20	\$ 36,000.00	\$ 4,289,201.00	\$ 1,130,750.00
431	Self-Service - Online Scheduling - Requirement & Design	10/31/20	\$ 36,000.00	\$ 4,325,201.00	\$ 1,166,750.00
432	Automate Processing Medicaid Applications using OCR - Systems Testing	11/13/20	\$ 109,500.00	\$ 4,434,701.00	\$ 1,276,250.00
433	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - October	11/15/20	\$ 60,000.00	\$ 4,494,701.00	\$ 1,336,250.00
434	COVID Direct Support - COVID Unwind - Redetermination Overdues	11/15/20	\$ 62,400.00	\$ 4,557,101.00	\$ 1,398,650.00
435	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Development & Unit Testing	11/15/20	\$ 72,000.00	\$ 4,629,101.00	\$ 1,470,650.00
436	Self-Service - FAQ Chat Bot - Requirement & Design	11/15/20	\$ 60,000.00	\$ 4,689,101.00	\$ 1,530,650.00
437	Self-Service - Client Self-Service Document Indexing - Requirement & Design	11/15/20	\$ 36,000.00	\$ 4,725,101.00	\$ 1,566,650.00
438	Phone Application - Video Interview - Requirement & Design	11/15/20	\$ 36,000.00	\$ 4,761,101.00	\$ 1,602,650.00
439	Client Notice Consolidation for Medicaid - Systems Testing	11/27/20	\$ 58,500.00	\$ 4,819,601.00	\$ 1,661,150.00
440	Maintenance and Enhancements - November 2020	11/30/20	\$ 625,000.00	\$ 5,444,601.00	\$ 2,286,150.00
441	LTSS Enhancements - Requirements & Design	11/30/20	\$ 19,418.00	\$ 5,464,019.00	\$ 2,305,568.00
442	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - November	11/30/20	\$ 63,120.00	\$ 5,527,139.00	\$ 2,368,688.00
443	COVID Direct Support - COVID Unwind - Spenddown Terminations	11/30/20	\$ 62,400.00	\$ 5,589,539.00	\$ 2,431,088.00
444	COVID Direct Support - COVID Unwind - Medicaid Terminations	11/30/20	\$ 62,400.00	\$ 5,651,939.00	\$ 2,493,488.00

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445	Self-Service & Call Center - Verification Tracking - Development & Unit Testing	11/30/20	\$ 180,000.00	\$ 5,831,939.00	\$ 2,673,488.00
446	Self-Service - FAQ Chat Bot - Development & Unit Testing	11/30/20	\$ 144,000.00	\$ 5,975,939.00	\$ 2,817,488.00
447	Self-Service - E-Notices or Paper - Implementation	11/30/20	\$ 19,200.00	\$ 5,995,139.00	\$ 2,836,688.00
448	Backend Automation - Pre-Application for Phone Interviews - Development & Unit Testing	11/30/20	\$ 60,000.00	\$ 6,055,139.00	\$ 2,896,688.00
449	Notices - Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Development & Unit Testing	11/30/20	\$ 60,000.00	\$ 6,115,139.00	\$ 2,956,688.00
450	Self-Service - Enhanced Mobile Document Upload - Requirement & Design	11/30/20	\$ 24,000.00	\$ 6,139,139.00	\$ 2,980,688.00
451	Call Center - Voice to Text - Requirement & Design	11/30/20	\$ 36,000.00	\$ 6,175,139.00	\$ 3,016,688.00
452	Automate Processing Medicaid Applications using OCR - Implementation	12/10/20	\$ 27,375.00	\$ 6,202,514.00	\$ 3,044,063.00
453	Self-Service - FAQ Chat Bot - Integration Testing	12/10/20	\$ 36,000.00	\$ 6,238,514.00	\$ 3,080,063.00
454	Self-Service - Client Self-Service Document Indexing - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,310,514.00	\$ 3,152,063.00
455	Self-Service - Marketing Notice - Implementation	12/10/20	\$ 19,200.00	\$ 6,329,714.00	\$ 3,171,263.00
456	Call Center - Voice to Text - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,401,714.00	\$ 3,243,263.00
457	Phone Application - Video Interview - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,473,714.00	\$ 3,315,263.00
458	Self-Service - Online Scheduling - Development & Unit Testing	12/10/20	\$ 91,200.00	\$ 6,564,914.00	\$ 3,406,463.00
459	Client Notice Consolidation for Medicaid - Implementation	12/11/20	\$ 16,250.00	\$ 6,581,164.00	\$ 3,422,713.00
460	Backend Automation - Automate Scheduling and Checklist Generation for SNAP Cases - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,617,164.00	\$ 3,458,713.00
461	Self-Service & Call Center - Verification Tracking - Integration Testing	12/17/20	\$ 64,800.00	\$ 6,681,964.00	\$ 3,523,513.00
462	Phone Application - Video Interview - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,717,964.00	\$ 3,559,513.00

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463	Self-Service - Online Scheduling - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,753,964.00	\$ 3,595,513.00
464	COVID Direct Support - COVID Ongoing Support Due to Extended Emergency - Ongoing Support - December	12/24/20	\$ 63,115.00	\$ 6,817,079.00	\$ 3,658,628.00
465	COVID Direct Support - COVID Unwind - Over Age Terminations & Mass Change	12/24/20	\$ 62,400.00	\$ 6,879,479.00	\$ 3,721,028.00
466	Self-Service - Client Self-Service Document Indexing - Integration Testing	12/24/20	\$ 36,000.00	\$ 6,915,479.00	\$ 3,757,028.00
467	Self-Service - Enhanced Mobile Document Upload - Development & Unit Testing	12/24/20	\$ 43,200.00	\$ 6,958,679.00	\$ 3,800,228.00
468	Call Center - Voice to Text - Integration Testing	12/24/20	\$ 36,000.00	\$ 6,994,679.00	\$ 3,836,228.00
469	Maintenance and Enhancements - December 2020	12/31/20	\$ 625,000.00	\$ 7,619,679.00	\$ 4,461,228.00
470	LTSS Enhancements - Construction & Integration Testing	01/08/21	\$ 130,105.00	\$ 7,749,784.00	\$ 4,591,333.00
471	Maintenance and Enhancements - January 2021	01/31/21	\$ 625,000.00	\$ 8,374,784.00	\$ 5,216,333.00
472	LTSS Enhancements - Systems Testing	02/05/21	\$ 34,954.00	\$ 8,409,738.00	\$ 5,251,287.00
473	LTSS Enhancements - Implementation	02/26/21	\$ 9,709.00	\$ 8,419,447.00	\$ 5,260,996.00
474	Maintenance and Enhancements - February 2021	02/28/21	\$ 625,000.00	\$ 9,044,447.00	\$ 5,885,996.00
475	Maintenance and Enhancements - March 2021	03/31/21	\$ 625,000.00	\$ 9,669,447.00	\$ 6,510,996.00
476	Maintenance and Enhancements - April 2021	04/30/21	\$ 625,000.00	\$ 10,294,447.00	\$ 7,135,996.00
477	Maintenance and Enhancements - May 2021	05/31/21	\$ 625,000.00	\$ 10,919,447.00	\$ 7,760,996.00
478	Maintenance and Enhancements - June 2021	06/30/21	\$ 625,000.00	\$ 11,544,447.00	\$ 8,385,996.00
479	Maintenance and Enhancements - July 2021	07/31/21	\$ 625,000.00	\$ 625,000.00	\$ 9,010,996.00
480	Security - VM: Full Dynamic Scan Report - Full Dynamic Scan Report	08/30/21	\$ 87,000.00	\$ 712,000.00	\$ 9,097,996.00
481	Maintenance and Enhancements - August 2021	08/31/21	\$ 625,000.00	\$ 1,337,000.00	\$ 9,722,996.00
482	WIC - Automate SNAP/MA Referral to WIC - Requirements & Design	08/31/21	\$ 9,000.00	\$ 1,346,000.00	\$ 9,731,996.00

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483	Security - CMS: POAM Submission - 1 - Review of the Quarterly POAM Submission to CMS	09/03/21	\$ 5,500.00	\$ 1,351,500.00	\$ 9,737,496.00
484	Security - VM: Full Static Code Scan - Full Static Source Code Review Report	09/03/21	\$ 12,000.00	\$ 1,363,500.00	\$ 9,749,496.00
485	Security - CMS: Security & Privacy Self Attestation - Annual Privacy Assessment 2021 for CMS ATC compliance	09/03/21	\$ 66,600.00	\$ 1,430,100.00	\$ 9,816,096.00
486	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-1	09/03/21	\$ 26,400.00	\$ 1,456,500.00	\$ 9,842,496.00
487	COVID-19 Support -Covid Unwind - Notices/Letters - Requirements & Design	09/03/21	\$ 11,700.00	\$ 1,468,200.00	\$ 9,854,196.00
488	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Requirements & Design	09/03/21	\$ 19,800.00	\$ 1,488,000.00	\$ 9,873,996.00
489	COVID-19 Support -Covid Unwind - Mass Change - Requirements & Design	09/03/21	\$ 7,740.00	\$ 1,495,740.00	\$ 9,881,736.00
490	COVID-19 Support -Covid Unwind - Nudging - Requirements & Design	09/03/21	\$ 11,700.00	\$ 1,507,440.00	\$ 9,893,436.00
491	COVID-19 Support -Covid Unwind - Training Materials - Requirements & Design	09/03/21	\$ 22,680.00	\$ 1,530,120.00	\$ 9,916,116.00
492	COVID-19 Support -Covid Unwind - Complaints DB Migration - Requirements & Design	09/03/21	\$ 18,360.00	\$ 1,548,480.00	\$ 9,934,476.00
493	PEBT -Pandemic EBT for the school year 2020/2021 - Auto Issuance	09/03/21	\$ 120,000.00	\$ 1,668,480.00	\$ 10,054,476.00
494	PEBT -Pandemic EBT for the school year 2020/2021 - Notices/Letters	09/03/21	\$ 48,000.00	\$ 1,716,480.00	\$ 10,102,476.00
495	PEBT -Summer Pandemic EBT - Requirements & Design	09/03/21	\$ 35,406.00	\$ 1,751,886.00	\$ 10,137,882.00
496	SNAP Automation -SNAP Error Tracking Automation - Requirements & Design	9/3/2021	\$ 42,750.00	\$ 1,794,636.00	\$ 10,180,632.00
497	SNAP Automation -D-SNAP Automation - Requirements & Design	9/3/2021	\$ 63,756.00	\$ 1,858,392.00	\$ 10,244,388.00
498	SNAP Automation -EBT Invoicing Access Database Migration - Requirements & Design	9/3/2021	\$ 36,000.00	\$ 1,894,392.00	\$ 10,280,388.00
499	PEBT -Childcare Pandemic EBT - Requirements & Design	9/3/2021	\$ 21,060.00	\$ 1,915,452.00	\$ 10,301,448.00
500	PEBT -Pandemic EBT for the school year 2020/2021 - NH EASY Application	09/10/21	\$ 48,000.00	\$ 1,963,452.00	\$ 10,349,448.00

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501	PEBT -Childcare Pandemic EBT - Construction & Unit Testing	9/10/2021	\$ 98,280.00	\$ 2,061,732.00	\$ 10,447,728.00
502	PEBT -Pandemic EBT for the school year 2020/2021 - Manual Issuance	09/17/21	\$ 108,000.00	\$ 2,169,732.00	\$ 10,555,728.00
503	PEBT -Childcare Pandemic EBT - Systems Testing	9/17/2021	\$ 14,040.00	\$ 2,183,772.00	\$ 10,569,768.00
504	COVID-19 Support -Covid Unwind - Notices/Letters - Construction & Unit Testing	09/24/21	\$ 54,600.00	\$ 2,238,372.00	\$ 10,624,368.00
505	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Construction & Unit Testing	09/24/21	\$ 92,400.00	\$ 2,330,772.00	\$ 10,716,768.00
506	COVID-19 Support -Covid Unwind - Nudging - Construction & Unit Testing	09/24/21	\$ 54,600.00	\$ 2,385,372.00	\$ 10,771,368.00
507	COVID-19 Support -Covid Unwind - Training Materials - Construction & Unit Testing	09/24/21	\$ 105,840.00	\$ 2,491,212.00	\$ 10,877,208.00
508	SNAP Automation -SNAP Error Tracking Automation - Construction & Unit Testing	9/24/2021	\$ 134,256.00	\$ 2,625,468.00	\$ 11,011,464.00
509	SNAP Automation -D-SNAP Automation - Construction & Unit Testing	9/24/2021	\$ 201,385.75	\$ 2,826,853.75	\$ 11,212,849.75
510	Maintenance and Enhancements - September 2021	09/30/21	\$ 625,000.00	\$ 3,451,853.75	\$ 11,837,849.75
511	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Sep 21	09/30/21	\$ 17,400.00	\$ 3,469,253.75	\$ 11,855,249.75
512	PEBT -Childcare Pandemic EBT - Implementation	9/30/2021	\$ 6,717.00	\$ 3,475,970.75	\$ 11,861,966.75
513	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-2	10/08/21	\$ 26,400.00	\$ 3,502,370.75	\$ 26,400.00
514	COVID-19 Support -Covid Unwind - Mass Change - Construction & Unit Testing	10/08/21	\$ 36,120.00	\$ 3,538,490.75	\$ 62,520.00
515	COVID-19 Support -Covid Unwind - Complaints DB Migration - Construction & Unit Testing	10/08/21	\$ 85,680.00	\$ 3,624,170.75	\$ 148,200.00
516	PEBT -Summer Pandemic EBT - Construction & Unit Testing	10/08/21	\$ 165,228.00	\$ 3,789,398.75	\$ 313,428.00
517	SNAP Automation -EBT Invoicing Access Database Migration - Construction & Unit Testing	10/8/2021	\$ 168,000.00	\$ 3,957,398.75	\$ 481,428.00
518	SNAP Automation -SNAP Error Tracking Automation - Integration Testing	10/29/2021	\$ 65,244.00	\$ 4,022,642.75	\$ 546,672.00
519	COVID-19 Support -Covid Unwind - Notices/Letters - Systems Testing	10/29/21	\$ 7,800.00	\$ 4,030,442.75	\$ 554,472.00

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520	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Systems Testing	10/29/21	\$ 13,200.00	\$ 4,043,642.75	\$ 567,672.00
521	COVID-19 Support -Covid Unwind - Nudging - Systems Testing	10/29/21	\$ 7,800.00	\$ 4,051,442.75	\$ 575,472.00
522	COVID-19 Support -Covid Unwind - Training Materials - Systems Testing	10/29/21	\$ 15,120.00	\$ 4,066,562.75	\$ 590,592.00
523	Security - VM: Quarterly Code Scan -Oct 21 - Quarterly Source Code Review Report Oct 2021	10/30/21	\$ 6,000.00	\$ 4,072,562.75	\$ 596,592.00
524	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Oct 21	10/31/21	\$ 17,400.00	\$ 4,089,962.75	\$ 613,992.00
525	Maintenance and Enhancements - October 2021	10/31/21	\$ 625,000.00	\$ 4,714,962.75	\$ 1,238,992.00
526	Security - CMS: POAM Submission - 2 - Review of the Quarterly POAM Submission to CMS	10/31/21	\$ 5,500.00	\$ 4,720,462.75	\$ 1,244,492.00
527	WIC - Automate SNAP/MA Referral to WIC - Construction & Unit	10/31/21	\$ 42,000.00	\$ 4,762,462.75	\$ 1,286,492.00
528	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-3	11/05/21	\$ 26,400.00	\$ 4,788,862.75	\$ 1,312,892.00
529	COVID-19 Support -Covid Unwind - Mass Change - Systems Testing	11/05/21	\$ 5,160.00	\$ 4,794,022.75	\$ 1,318,052.00
530	COVID-19 Support -Covid Unwind - Complaints DB Migration - Systems Testing	11/05/21	\$ 12,240.00	\$ 4,806,262.75	\$ 1,330,292.00
531	PEBT -Summer Pandemic EBT - Systems Testing	11/05/21	\$ 23,604.00	\$ 4,829,866.75	\$ 1,353,896.00
532	SNAP Automation -EBT Invoicing Access Database Migration - Systems Testing	11/5/2021	\$ 24,000.00	\$ 4,853,866.75	\$ 1,377,896.00
533	SNAP Automation -D-SNAP Automation - Integration Testing	11/19/2021	\$ 96,142.25	\$ 4,950,009.00	\$ 1,474,038.25
534	SNAP Automation -SNAP Error Tracking Automation - Systems Testing	11/19/2021	\$ 28,500.00	\$ 4,978,509.00	\$ 1,502,538.25
535	COVID-19 Support -Covid Unwind - Notices/Letters - Implementation	11/19/21	\$ 3,900.00	\$ 4,982,409.00	\$ 1,506,438.25
536	COVID-19 Support -Covid Unwind - Unwind COVID Restrictions - Implementation	11/19/21	\$ 6,600.00	\$ 4,989,009.00	\$ 1,513,038.25
537	COVID-19 Support -Covid Unwind - Nudging - Implementation	11/19/21	\$ 3,900.00	\$ 4,992,909.00	\$ 1,516,938.25
538	COVID-19 Support -Covid Unwind - Training Materials - Implementation	11/19/21	\$ 7,560.00	\$ 5,000,469.00	\$ 1,524,498.25

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539	Maintenance and Enhancements - November 2021	11/30/21	\$ 625,000.00	\$ 5,625,469.00	\$ 2,149,498.25
540	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Nov 21	11/30/21	\$ 17,400.00	\$ 5,642,869.00	\$ 2,166,898.25
541	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Requirements & Design	11/30/21	\$ 32,364.00	\$ 5,675,233.00	\$ 2,199,262.25
542	SNAP E&T - Search SNAP E&T - Requirements & Design	11/30/21	\$ 6,264.00	\$ 5,681,497.00	\$ 2,205,526.25
543	SNAP E&T - Document Imaging for SNAP E&T - Requirements & Design	11/30/21	\$ 7,308.00	\$ 5,688,805.00	\$ 2,212,834.25
544	SNAP E&T - SNAP E&T Dashboard - Requirements & Design	11/30/21	\$ 8,352.00	\$ 5,697,157.00	\$ 2,221,186.25
545	SNAP E&T - Self-Employment, Certifications, Education - Requirements & Design	11/30/21	\$ 4,176.00	\$ 5,701,333.00	\$ 2,225,362.25
546	SNAP E&T - NHES Interface for Data Feed and WIDA Reporting - Requirements & Design	11/30/21	\$ 7,308.00	\$ 5,708,641.00	\$ 2,232,670.25
547	SNAP E&T - Federal Reporting - Requirements & Design	11/30/21	\$ 6,264.00	\$ 5,714,905.00	\$ 2,238,934.25
548	SNAP E&T - Participation Nudges - Requirements & Design	11/30/21	\$ 2,088.00	\$ 5,716,993.00	\$ 2,241,022.25
549	COVID-19 Support -Ongoing Support Due to Extended Emergency - Period-4	12/17/21	\$ 26,400.00	\$ 5,743,393.00	\$ 2,267,422.25
550	COVID-19 Support -Covid Unwind - Mass Change - Implementation	12/17/21	\$ 2,580.00	\$ 5,745,973.00	\$ 2,270,002.25
551	COVID-19 Support -Coivd Unwind - Complaints DB Migration - Implementation	12/17/21	\$ 6,120.00	\$ 5,752,093.00	\$ 2,276,122.25
552	PEBT -Summer Pandemic EBT - Implementation	12/17/21	\$ 11,762.00	\$ 5,763,855.00	\$ 2,287,884.25
553	SNAP Automation -EBT Invoicing Access Database Migration - Implementation	12/17/2021	\$ 12,000.00	\$ 5,775,855.00	\$ 2,299,884.25
554	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Dec 21	12/31/21	\$ 17,400.00	\$ 5,793,255.00	\$ 2,317,284.25
555	Maintenance and Enhancements - December 2021	12/31/21	\$ 625,000.00	\$ 6,418,255.00	\$ 2,942,284.25
556	DD/ABD Intake - Intake Management & Self Service Account for AAs - Requirements & Design	12/31/21	\$ 36,667.44	\$ 6,454,922.44	\$ 2,978,951.69

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557	DD/ABD Intake - Functional Screen Import and Workflow - Requirements & Design	12/31/21	\$ 29,329.38	\$ 6,484,251.82	\$ 3,008,281.07
558	DD/ABD Intake - Financial Intake - Requirements & Design	12/31/21	\$ 29,329.38	\$ 6,513,581.20	\$ 3,037,610.45
559	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Requirements & Design	12/31/21	\$ 36,644.58	\$ 6,550,225.78	\$ 3,074,255.03
560	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Requirements & Design	12/31/21	\$ 21,991.32	\$ 6,572,217.10	\$ 3,096,246.35
561	DD/ABD Case Management - Correspondence between BDS staff and AAs - Requirements & Design	12/31/21	\$ 18,333.72	\$ 6,590,550.82	\$ 3,114,580.07
562	DD/ABD Plans and Services - Plan Management - Requirements & Design	12/31/21	\$ 27,752.04	\$ 6,618,302.86	\$ 3,142,332.11
563	DD/ABD Plans and Services - Services Management - Requirements & Design	12/31/21	\$ 49,926.24	\$ 6,668,229.10	\$ 3,192,258.35
564	DD/ABD Plans and Services - Prior Authorizations - Requirements & Design	12/31/21	\$ 44,394.12	\$ 6,712,623.22	\$ 3,236,652.47
565	DD/ABD Plans and Services - MMIS Interface - Requirements & Design	12/31/21	\$ 44,394.12	\$ 6,757,017.34	\$ 3,281,046.59
566	DD/ABD - EBI - EDW/EBI Changes - Requirements & Design	12/31/21	\$ 75,506.58	\$ 6,832,523.92	\$ 3,356,553.17
567	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Requirements & Design	12/31/21	\$ 64,716.66	\$ 6,897,240.58	\$ 3,421,269.83
568	DD/ABD Case Management - Data Conversion Phase-1 - Requirements & Design	12/31/21	\$ 52,500.00	\$ 6,949,740.58	\$ 3,473,769.83
569	DD/ABD Change Management - Training & Change Management - 1 - Requirements & Design	12/31/21	\$ 58,658.76	\$ 7,008,399.34	\$ 3,532,428.59
570	WIC - Automate SNAP/MA Referral to WIC - Systems Testing	12/31/21	\$ 6,000.00	\$ 7,014,399.34	\$ 3,538,428.59
571	SNAP Automation -D-SNAP Automation - Systems Testing	1/28/2022	\$ 42,504.00	\$ 7,056,903.34	\$ 3,580,932.59
572	SNAP Automation -SNAP Error Tracking Automation - Implementation	1/28/2022	\$ 14,250.00	\$ 7,071,153.34	\$ 3,595,182.59

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573	Security - VM: Quarterly Code Scan - Jan 22 - Quarterly Source Code Review Report Jan 2022	01/30/22	\$ 6,000.00	\$ 7,077,153.34	\$ 3,601,182.59
574	Security - CMS: POAM Submission - 3 - Review of the Quarterly POAM Submission to CMS	01/31/22	\$ 5,500.00	\$ 7,082,653.34	\$ 3,606,682.59
575	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jan 22	01/31/22	\$ 17,400.00	\$ 7,100,053.34	\$ 3,624,082.59
576	Maintenance and Enhancements - January 2022	01/31/22	\$ 625,000.00	\$ 7,725,053.34	\$ 4,249,082.59
577	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Construction & Unit	01/31/22	\$ 150,538.00	\$ 7,875,591.34	\$ 4,399,620.59
578	SNAP E&T - Search SNAP E&T - Construction & Unit	01/31/22	\$ 29,232.00	\$ 7,904,823.34	\$ 4,428,852.59
579	SNAP E&T - Document Imaging for SNAP E&T - Construction & Unit	01/31/22	\$ 34,104.00	\$ 7,938,927.34	\$ 4,462,956.59
580	SNAP E&T - SNAP E&T Dashboard - Construction & Unit	01/31/22	\$ 38,976.00	\$ 7,977,903.34	\$ 4,501,932.59
581	SNAP E&T - Self-Employment, Certifications, Education - Construction & Unit	01/31/22	\$ 19,488.00	\$ 7,997,391.34	\$ 4,521,420.59
582	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Construction & Unit	01/31/22	\$ 34,104.00	\$ 8,031,495.34	\$ 4,555,524.59
583	SNAP E&T - Federal Reporting - Construction & Unit	01/31/22	\$ 29,232.00	\$ 8,060,727.34	\$ 4,584,756.59
584	SNAP E&T - Participation Nudges - Construction & Unit	01/31/22	\$ 9,744.00	\$ 8,070,471.34	\$ 4,594,500.59
585	WIC - Automate SNAP/MA Referral to WIC - Implementation	01/31/22	\$ 3,000.00	\$ 8,073,471.34	\$ 4,597,500.59
586	SNAP Automation -D-SNAP Automation - Implementation	2/25/2022	\$ 21,252.00	\$ 8,094,723.34	\$ 4,618,752.59
587	Maintenance and Enhancements - February 2022	02/28/22	\$ 625,000.00	\$ 8,719,723.34	\$ 5,243,752.59
588	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Feb 22	02/28/22	\$ 17,400.00	\$ 8,737,123.34	\$ 5,261,152.59
589	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Mar 22	03/31/22	\$ 17,400.00	\$ 8,754,523.34	\$ 5,278,552.59
590	Maintenance and Enhancements - March 2022	03/31/22	\$ 625,000.00	\$ 9,379,523.34	\$ 5,903,552.59

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
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591	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Systems Testing	03/31/22	\$ 21,576.00	\$ 9,401,099.34	\$ 5,925,128.59
592	SNAP E&T - Search SNAP E&T - Systems Testing	03/31/22	\$ 4,176.00	\$ 9,405,275.34	\$ 5,929,304.59
593	SNAP E&T - Document Imaging for SNAP E&T - Systems Testing	03/31/22	\$ 4,872.00	\$ 9,410,147.34	\$ 5,934,176.59
594	SNAP E&T - SNAP E&T Dashboard - Systems Testing	03/31/22	\$ 5,568.00	\$ 9,415,715.34	\$ 5,939,744.59
595	SNAP E&T - Self-Employment, Certifications, Education - Systems Testing	03/31/22	\$ 2,784.00	\$ 9,418,499.34	\$ 5,942,528.59
596	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Systems Testing	03/31/22	\$ 4,872.00	\$ 9,423,371.34	\$ 5,947,400.59
597	SNAP E&T - Federal Reporting - Systems Testing	03/31/22	\$ 4,176.00	\$ 9,427,547.34	\$ 5,951,576.59
598	SNAP E&T - Participation Nudges - Systems Testing	03/31/22	\$ 1,392.00	\$ 9,428,939.34	\$ 5,952,968.59
599	Security - CMS: POAM Submission - 4 - Review of the Quarterly POAM Submission to CMS	04/30/22	\$ 5,500.00	\$ 9,434,439.34	\$ 5,958,468.59
600	Maintenance and Enhancements - April 2022	04/30/22	\$ 625,000.00	\$ 10,059,439.34	\$ 6,583,468.59
601	DD/ABD Change Management - Quality Assurance - Testing Support - 1	04/30/22	\$ 142,576.00	\$ 10,202,015.34	\$ 6,726,044.59
602	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Apr 22	04/30/22	\$ 17,400.00	\$ 10,219,415.34	\$ 6,743,444.59
603	SNAP E&T - Referral, Enrollment, Assessment, Employability Plan, and Maintain Activities - Implementation	04/30/22	\$ 10,788.00	\$ 10,230,203.34	\$ 6,754,232.59
604	SNAP E&T - Search SNAP E&T - Implementation	04/30/22	\$ 2,088.00	\$ 10,232,291.34	\$ 6,756,320.59
605	SNAP E&T - Document Imaging for SNAP E&T - Implementation	04/30/22	\$ 2,436.00	\$ 10,234,727.34	\$ 6,758,756.59
606	SNAP E&T - SNAP E&T Dashboard - Implementation	04/30/22	\$ 2,784.00	\$ 10,237,511.34	\$ 6,761,540.59
607	SNAP E&T - Self-Employment, Certifications, Education - Implementation	04/30/22	\$ 1,392.00	\$ 10,238,903.34	\$ 6,762,932.59
608	SNAP E&T - NHES Interface for Data Feed and WIOA Reporting - Implementation	04/30/22	\$ 2,436.00	\$ 10,241,339.34	\$ 6,765,368.59

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609	SNAP E&T - Federal Reporting - Implementation	04/30/22	\$ 2,088.00	\$ 10,243,427.34	\$ 6,767,456.59
610	SNAP E&T - Federal Reporting - Implementation	04/30/22	\$ 696.00	\$ 10,244,123.34	\$ 6,768,152.59
611	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - May 22	05/31/22	\$ 17,400.00	\$ 10,261,523.34	\$ 6,785,552.59
612	Maintenance and Enhancements - May 2022	05/31/22	\$ 625,000.00	\$ 10,886,523.34	\$ 7,410,552.59
613	DD/ABD Change Management - Quality Assurance - Testing Support - 2	05/31/22	\$ 142,576.00	\$ 11,029,099.34	\$ 7,553,128.59
614	Maintenance and Enhancements - June 2022	06/30/22	\$ 625,000.00	\$ 11,654,099.34	\$ 8,178,128.59
615	DD/ABD Intake - Intake Management & Self Service Account for AAs - Construction & Unit	06/30/22	\$ 171,114.72	\$ 11,825,214.06	\$ 8,349,243.31
616	DD/ABD Intake - Functional Screen Import and Workflow - Construction & Unit	06/30/22	\$ 136,870.44	\$ 11,962,084.50	\$ 8,486,113.75
617	DD/ABD Intake - Financial Intake - Construction & Unit	06/30/22	\$ 136,870.44	\$ 12,098,954.94	\$ 8,622,984.19
618	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Construction & Unit	06/30/22	\$ 171,008.04	\$ 12,269,962.98	\$ 8,793,992.23
619	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Construction & Unit	06/30/22	\$ 102,626.16	\$ 12,372,589.14	\$ 8,896,618.39
620	DD/ABD Case Management - Correspondence between BDS staff and AAs - Construction & Unit	06/30/22	\$ 85,557.36	\$ 12,458,146.50	\$ 8,982,175.75
621	DD/ABD Plans and Services - Plan Management - Construction & Unit	06/30/22	\$ 129,509.52	\$ 12,587,656.02	\$ 9,111,685.27
622	DD/ABD Plans and Services - Services Management - Construction & Unit	06/30/22	\$ 232,989.12	\$ 12,820,645.14	\$ 9,344,674.39
623	DD/ABD Plans and Services - Prior Authorizations - Construction & Unit	06/30/22	\$ 207,172.56	\$ 13,027,817.70	\$ 9,551,846.95
624	DD/ABD Plans and Services - MMIS Interface - Construction & Unit	06/30/22	\$ 207,172.56	\$ 13,234,990.26	\$ 9,759,019.51
625	DD/ABD - EBI - EDW/EBI Changes - Construction & Unit	06/30/22	\$ 352,364.04	\$ 13,587,354.30	\$ 10,111,383.55

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626	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Construction & Unit	06/30/22	\$ 302,011.08	\$ 13,889,365.38	\$ 10,413,394.63
627	DD/ABD Case Management - Data Conversion Phase-1 - Construction & Unit	06/30/22	\$ 245,000.00	\$ 14,134,365.38	\$ 10,658,394.63
628	DD/ABD Change Management - Training & Change Management - 1 - Construction & Unit	06/30/22	\$ 273,740.88	\$ 14,408,106.26	\$ 10,932,135.51
629	DD/ABD Change Management - Quality Assurance - Testing Support - 3	06/30/22	\$ 142,576.00	\$ 14,550,682.26	\$ 11,074,711.51
630	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jun 22	06/30/22	\$ 17,800.00	\$ 14,568,482.26	\$ 11,092,511.51
631	Security - CMS: Security & Privacy Self Attestation - Annual Security and Privacy Self Attestation for CMS ATC Compliance-2022	06/30/22	\$ 92,000.00	\$ 14,660,482.26	\$ 11,184,511.51
632	Security - CMS: POAM Submission - 5 - Review of the Quarterly POAM Submission to CMS	07/30/22	\$ 5,500.00	\$ 5,500.00	\$ 11,190,011.51
633	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Jul 22	07/31/22	\$ 17,800.00	\$ 23,300.00	\$ 11,207,811.51
634	Maintenance and Enhancements - July 2022	07/31/22	\$ 625,000.00	\$ 648,300.00	\$ 11,832,811.51
635	DD/ABD Change Management - Quality Assurance - Testing Support - 4	07/31/22	\$ 142,576.00	\$ 790,876.00	\$ 11,975,387.51
636	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Aug 22	08/31/22	\$ 17,800.00	\$ 808,676.00	\$ 11,993,187.51
637	Maintenance and Enhancements - August 2022	08/31/22	\$ 625,000.00	\$ 1,433,676.00	\$ 12,618,187.51
638	DD/ABD Intake - API Interface - Requirements & Design	08/31/22	\$ 21,991.32	\$ 1,455,667.32	\$ 12,640,178.83
639	DD/ABD Intake - Waitlist - Requirements & Design	08/31/22	\$ 65,973.96	\$ 1,521,641.28	\$ 12,706,152.79
640	DD/ABD Intake - Intake - Extract SIS/HRST - Requirements & Design	08/31/22	\$ 29,329.38	\$ 1,550,970.66	\$ 12,735,482.17

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641	DD/ABD Case Management - Renewal Process - Requirements & Design	08/31/22	\$ 44,005.50	\$ 1,594,976.16	\$ 12,779,487.67
642	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Requirements & Design	08/31/22	\$ 43,982.64	\$ 1,638,958.80	\$ 12,823,470.31
643	DD/ABD Case Management - Financial Management & Budgeting - Requirements & Design	08/31/22	\$ 43,982.64	\$ 1,682,941.44	\$ 12,867,452.95
644	DD/ABD Case Management - Self Service Account for Clients - View Only - Requirements & Design	08/31/22	\$ 32,986.98	\$ 1,715,928.42	\$ 12,900,439.93
645	DD/ABD Case Management - Self Service Account for Clients - Updates - Requirements & Design	08/31/22	\$ 32,986.98	\$ 1,748,915.40	\$ 12,933,426.91
646	DD/ABD Plans and Services - Waiver - Requirements & Design	08/31/22	\$ 22,197.06	\$ 1,771,112.46	\$ 12,955,623.97
647	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Requirements & Design	08/31/22	\$ 23,957.28	\$ 1,795,069.74	\$ 12,979,581.25
648	DD/ABD - EBI - Extracting Data from New HEIGHTS - Requirements & Design	08/31/22	\$ 22,197.06	\$ 1,817,266.80	\$ 13,001,778.31
649	DD/ABD Case Management - Data Conversion Phase-2 - Requirements & Design	08/31/22	\$ 35,465.28	\$ 1,852,732.08	\$ 13,037,243.59
650	DD/ABD Change Management - Training & Change Management - 2 - Requirements & Design	08/31/22	\$ 58,658.76	\$ 1,911,390.84	\$ 13,095,902.35
651	DD/ABD Change Management - Quality Assurance - Testing Support - 5	08/31/22	\$ 142,576.00	\$ 2,053,966.84	\$ 13,238,478.35
652	Maintenance and Enhancements - September 2022	09/30/22	\$ 625,000.00	\$ 2,678,966.84	\$ 13,863,478.35
653	DD/ABD Intake - Intake Management & Self Service Account for AAs - Systems Testing	09/30/22	\$ 24,444.96	\$ 2,703,411.80	\$ 13,887,923.31
654	DD/ABD Intake - Functional Screen Import and Workflow - Systems Testing	09/30/22	\$ 19,552.92	\$ 2,722,964.72	\$ 13,907,476.23
655	DD/ABD Intake - Financial Intake - Systems Testing	09/30/22	\$ 19,552.92	\$ 2,742,517.64	\$ 13,927,029.15

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656	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Systems Testing	09/30/22	\$ 24,429.72	\$ 2,766,947.36	\$ 13,951,458.87
657	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Systems Testing	09/30/22	\$ 14,660.88	\$ 2,781,608.24	\$ 13,966,119.75
658	DD/ABD Case Management - Correspondence between BDS staff and AAs - Systems Testing	09/30/22	\$ 12,222.48	\$ 2,793,830.72	\$ 13,978,342.23
659	DD/ABD Plans and Services - Plan Management - Systems Testing	09/30/22	\$ 18,501.36	\$ 2,812,332.08	\$ 13,996,843.59
660	DD/ABD Plans and Services - Services Management - Systems Testing	09/30/22	\$ 33,284.16	\$ 2,845,616.24	\$ 14,030,127.75
661	DD/ABD Plans and Services - Prior Authorizations - Systems Testing	09/30/22	\$ 29,596.08	\$ 2,875,212.32	\$ 14,059,723.83
662	DD/ABD Plans and Services - MMIS Interface - Systems Testing	09/30/22	\$ 29,596.08	\$ 2,904,808.40	\$ 14,089,319.91
663	DD/ABD - EBI - EDW/EBI Changes - Systems Testing	09/30/22	\$ 50,337.72	\$ 2,955,146.12	\$ 14,139,657.63
664	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Systems Testing	09/30/22	\$ 43,144.44	\$ 2,998,290.56	\$ 14,182,802.07
665	DD/ABD Case Management - Data Conversion Phase-1 - Systems Testing	09/30/22	\$ 35,000.00	\$ 3,033,290.56	\$ 14,217,802.07
666	DD/ABD Security - Accessibility Testing - Release-1	09/30/22	\$ 33,832.80	\$ 3,067,123.36	\$ 14,251,634.87
667	DD/ABD Security - Security Review - Initial Review	09/30/22	\$ 171,069.00	\$ 3,238,192.36	\$ 14,422,703.87
668	DD/ABD Change Management - Training & Change Management - 1 - Systems Testing	09/30/22	\$ 39,105.84	\$ 3,277,298.20	\$ 14,461,809.71
669	DD/ABD Change Management - Quality Assurance - Testing Support - 6	09/30/22	\$ 142,576.00	\$ 3,419,874.20	\$ 14,604,385.71
670	DD/ABD Change Management - Quality Assurance - Testing Support - 7	09/30/22	\$ 142,576.00	\$ 3,562,450.20	\$ 14,746,961.71
671	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Sep 22	09/30/22	\$ 17,800.00	\$ 3,580,250.20	\$ 14,764,761.71

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
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
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672	Security - CMS: POAM Submission - 6 - Review of the Quarterly POAM Submission to CMS	10/30/22	\$ 5,500.00	\$ 3,585,750.20	\$ 5,500.00
673	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Oct 22	10/31/22	\$ 17,800.00	\$ 3,603,550.20	\$ 23,300.00
674	DD/ABD Intake - Intake Management & Self Service Account for AAs - Implementation	10/31/22	\$ 12,222.48	\$ 3,615,772.68	\$ 35,522.48
675	DD/ABD Intake - Functional Screen Import and Workflow - Implementation	10/31/22	\$ 9,776.46	\$ 3,625,549.14	\$ 45,298.94
676	DD/ABD Intake - Financial Intake - Implementation	10/31/22	\$ 9,776.46	\$ 3,635,325.60	\$ 55,075.40
677	DD/ABD Case Management - Workflow Dashboards for BDS Staff - Implementation	10/31/22	\$ 12,214.86	\$ 3,647,540.46	\$ 67,290.26
678	DD/ABD Case Management - Workflow Dashboards for Area Agencies - Implementation	10/31/22	\$ 7,330.44	\$ 3,654,870.90	\$ 74,620.70
679	DD/ABD Case Management - Correspondence between BDS staff and AAs - Implementation	10/31/22	\$ 6,111.24	\$ 3,660,982.14	\$ 80,731.94
680	DD/ABD Plans and Services - Plan Management - Implementation	10/31/22	\$ 9,250.68	\$ 3,670,232.82	\$ 89,982.62
681	DD/ABD Plans and Services - Services Management - Implementation	10/31/22	\$ 16,642.08	\$ 3,686,874.90	\$ 106,624.70
682	DD/ABD Plans and Services - Prior Authorizations - Implementation	10/31/22	\$ 14,798.04	\$ 3,701,672.94	\$ 121,422.74
683	DD/ABD Plans and Services - MMIS Interface - Implementation	10/31/22	\$ 14,798.04	\$ 3,716,470.98	\$ 136,220.78
684	DD/ABD - EBI - EDW/EBI Changes - Implementation	10/31/22	\$ 25,168.86	\$ 3,741,639.84	\$ 161,389.64
685	DD/ABD - EBI - Dashboards Including Public Facing DD Waitlist Dashboard - Implementation	10/31/22	\$ 21,572.22	\$ 3,763,212.06	\$ 182,961.86
686	DD/ABD Case Management - Data Conversion Phase-1 - Implementation	10/31/22	\$ 17,500.00	\$ 3,780,712.06	\$ 200,461.86

  
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687	DD/ABD Change Management - Training & Change Management - 1 - Implementation	10/31/22	\$ 19,552.92	\$ 3,800,264.98	\$ 220,014.78
688	DD/ABD Change Management - Quality Assurance - Testing Support - 8	10/31/22	\$ 142,576.00	\$ 3,942,840.98	\$ 362,590.78
689	DD/ABD Change Management - Quality Assurance - Testing Support - 9	11/30/22	\$ 142,576.00	\$ 4,085,416.98	\$ 505,166.78
690	Security - VM: Monthly Dynamic Scan Report - Monthly Dynamic Scan Report - Nov 22	11/30/22	\$ 17,800.00	\$ 4,103,216.98	\$ 522,966.78
691	DD/ABD Intake - API Interface - Construction & Unit	12/31/22	\$ 102,626.16	\$ 4,205,843.14	\$ 625,592.94
692	DD/ABD Intake - Waitlist - Construction & Unit	12/31/22	\$ 307,878.48	\$ 4,513,721.62	\$ 933,471.42
693	DD/ABD Intake - Intake - Extract SIS/HRST - Construction & Unit	12/31/22	\$ 136,870.44	\$ 4,650,592.06	\$ 1,070,341.86
694	DD/ABD Case Management - Renewal Process - Construction & Unit	12/31/22	\$ 205,359.00	\$ 4,855,951.06	\$ 1,275,700.86
695	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Construction & Unit	12/31/22	\$ 205,252.32	\$ 5,061,203.38	\$ 1,480,953.18
696	DD/ABD Case Management - Financial Management & Budgeting - Construction & Unit	12/31/22	\$ 205,252.32	\$ 5,266,455.70	\$ 1,686,205.50
697	DD/ABD Case Management - Self Service Account for Clients - View Only - Construction & Unit	12/31/22	\$ 153,939.24	\$ 5,420,394.94	\$ 1,840,144.74
698	DD/ABD Case Management - Self Service Account for Clients - Updates - Construction & Unit	12/31/22	\$ 153,939.24	\$ 5,574,334.18	\$ 1,994,083.98
699	DD/ABD Plans and Services - Waiver - Construction & Unit	12/31/22	\$ 103,586.28	\$ 5,677,920.46	\$ 2,097,670.26
700	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Construction & Unit	12/31/22	\$ 111,800.64	\$ 5,789,721.10	\$ 2,209,470.90
701	DD/ABD - EBI - Extracting Data from New HEIGHTS - Construction & Unit	12/31/22	\$ 103,586.28	\$ 5,893,307.38	\$ 2,313,057.18

  
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702	DD/ABD Case Management - Data Conversion Phase-2 - Construction & Unit	12/31/22	\$ 165,504.64	\$ 6,058,812.02	\$ 2,478,561.82
703	DD/ABD Change Management - Training & Change Management - 2 - Construction & Unit	12/31/22	\$ 273,740.88	\$ 6,332,552.90	\$ 2,752,302.70
704	DD/ABD Change Management - Quality Assurance - Testing Support - 10	12/31/22	\$ 142,576.00	\$ 6,475,128.90	\$ 2,894,878.70
705	Security - CMS: POAM Submission - 7 - Review of the Quarterly POAM Submission to CMS	01/31/23	\$ 5,500.00	\$ 6,480,628.90	\$ 2,900,378.70
706	DD/ABD Change Management - Quality Assurance - Testing Support - 11	01/31/23	\$ 142,576.00	\$ 6,623,204.90	\$ 3,042,954.70
707	DD/ABD Intake - API Interface - Systems Testing	02/28/23	\$ 14,660.88	\$ 6,637,865.78	\$ 3,057,615.58
708	DD/ABD Intake - Waitlist - Systems Testing	02/28/23	\$ 43,982.64	\$ 6,681,848.42	\$ 3,101,598.22
709	DD/ABD Intake - Intake - Extract SIS/HRST - Systems Testing	02/28/23	\$ 19,552.92	\$ 6,701,401.34	\$ 3,121,151.14
710	DD/ABD Case Management - Renewal Process - Systems Testing	02/28/23	\$ 29,337.00	\$ 6,730,738.34	\$ 3,150,488.14
711	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Systems Testing	02/28/23	\$ 29,321.76	\$ 6,760,060.10	\$ 3,179,809.90
712	DD/ABD Case Management - Financial Management & Budgeting - Systems Testing	02/28/23	\$ 29,321.76	\$ 6,789,381.86	\$ 3,209,131.66
713	DD/ABD Case Management - Self Service Account for Clients - View Only - Systems Testing	02/28/23	\$ 21,991.32	\$ 6,811,373.18	\$ 3,231,122.98
714	DD/ABD Case Management - Self Service Account for Clients - Updates - Systems Testing	02/28/23	\$ 21,991.32	\$ 6,833,364.50	\$ 3,253,114.30
715	DD/ABD Plans and Services - Waiver - Systems Testing	02/28/23	\$ 14,798.04	\$ 6,848,162.54	\$ 3,267,912.34
716	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Systems Testing	02/28/23	\$ 15,971.52	\$ 6,864,134.06	\$ 3,283,883.86
717	DD/ABD - EBI - Extracting Data from New HEIGHTS - Systems Testing	02/28/23	\$ 14,798.04	\$ 6,878,932.10	\$ 3,298,681.90

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718	DD/ABD Case Management - Data Conversion Phase-2 - Systems Testing	02/28/23	\$ 23,643.52	\$ 6,902,575.62	\$ 3,322,325.42
719	DD/ABD Security - Accessibility Testing - Release-2	02/28/23	\$ 33,832.80	\$ 6,936,408.42	\$ 3,356,158.22
720	DD/ABD Security - Security Review - Final Review	02/28/23	\$ 171,069.00	\$ 7,107,477.42	\$ 3,527,227.22
721	DD/ABD Change Management - Training & Change Management - 2 - Systems Testing	02/28/23	\$ 39,105.84	\$ 7,146,583.26	\$ 3,566,333.06
722	DD/ABD Change Management - Quality Assurance - Testing Support - 12	02/28/23	\$ 142,576.00	\$ 7,289,159.26	\$ 3,708,909.06
723	DD/ABD Intake - API Interface - Implementation	03/31/23	\$ 7,330.44	\$ 7,296,489.70	\$ 3,716,239.50
724	DD/ABD Intake - Waitlist - Implementation	03/31/23	\$ 21,991.32	\$ 7,318,481.02	\$ 3,738,230.82
725	DD/ABD Intake - Intake - Extract SIS/HRST - Implementation	03/31/23	\$ 9,776.46	\$ 7,328,257.48	\$ 3,748,007.28
726	DD/ABD Case Management - Renewal Process - Implementation	03/31/23	\$ 14,668.50	\$ 7,342,925.98	\$ 3,762,675.78
727	DD/ABD Case Management - Client Notices/Letters & Operational Reports - Implementation	03/31/23	\$ 14,660.88	\$ 7,357,586.86	\$ 3,777,336.66
728	DD/ABD Case Management - Financial Management & Budgeting - Implementation	03/31/23	\$ 14,660.88	\$ 7,372,247.74	\$ 3,791,997.54
729	DD/ABD Case Management - Self Service Account for Clients - View Only - Implementation	03/31/23	\$ 10,995.66	\$ 7,383,243.40	\$ 3,802,993.20
730	DD/ABD Case Management - Self Service Account for Clients - Updates - Implementation	03/31/23	\$ 10,995.66	\$ 7,394,239.06	\$ 3,813,988.86
731	DD/ABD Plans and Services - Waiver - Implementation	03/31/23	\$ 7,399.02	\$ 7,401,638.08	\$ 3,821,387.88
732	DD/ABD - EBI - DD Assessment Data Integration and Dashboard - Implementation	03/31/23	\$ 7,985.76	\$ 7,409,623.84	\$ 3,829,373.64
733	DD/ABD - EBI - Extracting Data from New HEIGHTS - Implementation	03/31/23	\$ 7,399.11	\$ 7,417,022.95	\$ 3,836,772.75
734	DD/ABD Case Management - Data Conversion Phase-2 - Implementation	03/31/23	\$ 11,821.74	\$ 7,428,844.69	\$ 3,848,594.49

Deloitte Consulting LLP

Vendor Initials

Date 8/19/2021

RFP #2013-009

Page 41 of 42

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 5**

735	DD/ABD Change Management - Training & Change Management - 2 - Implementation	03/31/23	\$ 19,552.92	\$ 7,448,397.61	\$ 3,868,147.41
736	Security - CMS: Security & Privacy Self Attestation - Annual Security and Privacy Self Attestation for CMS ATC Compliance-2023	06/30/23	\$ 93,500.00	\$ 7,541,897.61	\$ 3,961,647.41
<b>Grand Total:</b>			<b>\$ 114,508,772</b>	<b>\$ 114,508,772</b>	<b>\$ 114,508,772</b>

Deloitte Consulting LLP  
 Vendor Initials SU  
 Date 8/19/2021

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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF INFORMATION TECHNOLOGY  
7 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
www.nh.gov/doit

Denis Goulet  
Commissioner

December 23, 2020

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

**INFORMATIONAL ITEM**

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23 and 2020-24, Governor Sununu has authorized the Department of Information Technology, on behalf of the Department of Health and Human Services, Division of Economic and Housing Stability, to Retroactively amend an existing Sole Source contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA, by increasing the price limitation by \$2,137,435 from \$99,543,957 to \$101,681,392, to implement several necessary enhancements and continued maintenance and operations of the New HEIGHTS system to include COVID-19 services, with no change to the contract completion date of September 30, 2022, effective retroactive to October 1, 2020. 100% Other Funds.

The original contract was approved by Governor and Council on June 19, 2013, item #19. It was subsequently amended with Governor and Council approval on May 2, 2018, item #43, and again on April 8, 2020, item #24. This was most recently amended with Governor approval and included as Informational Item #P on the August 5, 2020 agenda.

Funds are available in the following accounts for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Years 2022 and 2023, 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.

See attached fiscal details.

**EXPLANATION**

This amendment is Retroactive because the vendor began providing services on October 1, 2020, in order for the Department to increase capacity and quickly respond to the escalating demand for services during the COVID-19 pandemic. This amendment is Sole Source because a previous amendment was approved as sole source and MOP 150 requires any subsequent amendments to be labelled as sole source. Additionally, the vendor has been delivering COVID-19 related services for which they are uniquely qualified to provide. It is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services and to minimize cost. The vendor rate of service is fixed and has been determined by the Department to be extremely competitive.

The purpose of this amendment is to add CARES Act funding provided by the Governor's Office for Emergency Relief and Recovery to make required modifications to New HEIGHTS, the Department's enterprise management and integrated eligibility system in response to the COVID-19 pandemic. Eligibility and enrollment system changes are needed to mitigate the impact of the COVID-19 emergency on citizens relative to the benefit programs supported by New HEIGHTS.

Approximately 750,000 daily transactions occur, with an estimated 1,100 Department users and 275,000 individuals to be served from October 1, 2020, to September 30, 2022.

This request is limited to system enhancements as required for COVID-19 related services. With the duration of COVID-19 required support extending beyond what was previously planned, the continued virtualization of service delivery, and the anticipated workload of wind down activities, the Department requires the proposed scope of services to sustain service delivery. To respond to the needs during the pandemic, the changes needed that require a contract amendment include:

**COVID Ongoing Support Due to Extended Emergency** - This project is to implement, and continue to support, the following COVID-19 related activities: provide continuous Medicaid coverage, track and reopen closed cases, Pandemic EBT issuances, data corrections and weekly benefit issuance reports for financial reconciliation, SNAP emergency maximum allotment issuances, and management and financial reporting.

**COVID Unwind** - The purpose of this project is to implement functionality to support cessation of COVID-19 emergency period, including a process to stagger the redeterminations and notifications to clients to update their information.

**Required Efficiency Projects** - Also included are a number of enhancements required to reduce manual work by eligibility workers to allow additional time to process the large number of overdue Medicaid redeterminations and potential closures after the Public Health Emergency is over.

The Department will monitor contracted services using the following techniques:

- Daily collaborative work sessions between the Department and the vendor, ensuring deliverables are met; and
- Close collaborative work sessions between the vendor and the Centers for Medicare and Medicaid Services as needed to ensure timely implementation.

As referenced in Exhibit A, Scope of Work, Paragraph 1.3, Period of Performance of the original contract, the parties have the option to extend the agreement for up to three (3) additional

years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and appropriate State approval. The Department is not exercising its option to renew at this time.

Area served: Statewide.

Source of Funds: CDFA #21.019, #10.561, #93.778, #93.658, #93.659

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

Respectfully Submitted,



Denis Goulet

DG/ik  
DOIT # 2013-009D  
RID # 49470



Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

**Deloitte Consulting LLP**

01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT – IT FOR DHHS  
100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and  
Human Services to reimburse DoIT is 65% Federal; 35% General.

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2016	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2017	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2018	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2019	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2020	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2021	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2022	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2023	046-500465	03950041	Consultants	\$1,875,000	\$0	\$1,875,000
			<b>Subtotal</b>	<b>\$61,375,000</b>	<b>\$0</b>	<b>\$61,375,000</b>

05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS  
TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$12,781,103	\$0	\$12,781,103
2019				\$0	\$0	\$0
2020	046-500465	TBD	Consultants	\$1,773,179	\$0	\$1,773,179
			<b>Subtotal</b>	<b>\$14,554,282</b>	<b>\$0</b>	<b>\$14,554,282</b>

05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS;  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$499,729	\$0	\$499,729
2019	034-500099	TBD	Capital Projects	\$499,728	\$0	\$499,728
			<b>Subtotal</b>	<b>\$999,457</b>	<b>\$0</b>	<b>\$999,457</b>

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:17IVC LEGACY SYSTEMS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
2019	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
			<i>Subtotal</i>	<i>\$500,000</i>	<i>\$0</i>	<i>\$500,000</i>

05-95-90-9000030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VII-I BRIDGES MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
2019	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
			<i>Subtotal</i>	<i>\$1,000,000</i>	<i>\$0</i>	<i>\$1,000,000</i>

05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$7,518,836	\$0	\$7,518,836
2019	034-500099	TBD	Capital Projects	\$7,080,535	\$0	\$7,080,535
			<i>Subtotal</i>	<i>\$14,599,371</i>	<i>\$0</i>	<i>\$14,599,371</i>

05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1:VII-H REG ASSESS DBII

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

2018	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
2019	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
			<b>Subtotal</b>	<b>\$100,132</b>	<b>\$0</b>	<b>\$100,132</b>

05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$1,209,564	\$0	\$1,209,564
2019	034-500099	TBD	Capital Projects	\$1,235,564	\$0	\$1,235,564
			<b>Subtotal</b>	<b>\$2,445,128</b>	<b>\$0</b>	<b>\$2,445,128</b>

05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NH HPP TRUST FUND

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2019	102-500731	TBD	Contracts for Program Services	\$438,300	\$0	\$438,300
			<b>Subtotal</b>	<b>\$438,300</b>	<b>\$0</b>	<b>\$438,300</b>

05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - DISABILITY DETERMINATION UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$292,500	\$0	\$292,500
2019	046-500465	TBD	Consultants	\$126,000	\$0	\$126,000
2020	046-500465	TBD	Consultants	\$243,507	\$0	\$243,507
			<b>Subtotal</b>	<b>\$662,007</b>	<b>\$0</b>	<b>\$662,007</b>

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

**05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD  
WELFARE**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	034-500099	TBD	Capital Projects	\$960,000	\$0	\$960,000
			<b>Subtotal</b>	<b>\$960,000</b>	<b>\$0</b>	<b>\$960,000</b>

**05-95-95-950010-19290000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, DHHS COVIS RELIEFF FD FR GOFERR**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	103-502507	95010799	Contracts for Op Services	\$1,910,280	\$0	\$1,910,280
2021	103-502507	95010799	Contracts for Op Services	\$0	\$2,137,435	\$2,137,435
			<b>Subtotal</b>	<b>\$1,910,280</b>	<b>\$2,137,435</b>	<b>\$4,047,715</b>
			<b>TOTAL</b>	<b>\$99,543,957</b>	<b>\$2,137,435</b>	<b>\$101,681,392</b>



**Denis Goulet**  
*Commissioner*

**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
7 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-733-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

November 19, 2020

His Excellency, Governor Christopher T. Sununu  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to **Retroactively** amend an existing Sole Source contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA to implement several necessary enhancements and continued maintenance and operations of the New HEIGHTS system to include COVID-19 services, by increasing the price limitation by \$2,137,435 from \$99,543,957 to \$101,681,392 with no change to the contract completion date of September 30, 2022, effective retroactive to October 1, 2020. 100% Other Funds.

Funds are available in the following accounts for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022 and 2023, 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.

**See Attached Fiscal Details**

**EXPLANATION**

This amendment is **Retroactive** because the vendor began providing services on October 1, 2020, in order for the Department to increase capacity and quickly respond to the escalating demand for services during the COVID-19 pandemic. This amendment is **Sole Source** because a previous amendment was approved as sole source and MOP 150 requires any subsequent amendments to be labelled as sole source. Additionally, the vendor has been delivering COVID-19 related services for which they are uniquely qualified to provide. It is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services and to minimize cost. The vendor rate of service is fixed and has been determined by the Department to be extremely competitive.

The purpose of this amendment is to add CARES Act funding provided by the Governor's Office for Emergency Relief and Recovery to make required modifications to New HEIGHTS, the Department's enterprise management and integrated eligibility system in response to the COVID-19 pandemic. Eligibility and enrollment system changes are needed to mitigate the impact of the COVID-19 emergency on citizens relative to the benefit programs supported by New HEIGHTS.

Approximately 750,000 daily transactions occur, with an estimated 1,100 Department users and 275,000 individuals to be served from October 1, 2020, to September 30, 2022.

This request is limited to system enhancements as required for COVID-19 related services.

With the duration of COVID-19 required support extending beyond what was previously planned, the continued virtualization of service delivery, and the anticipated workload of wind down activities, the Department requires the proposed scope of services to sustain service delivery. To respond to the needs during the pandemic, the changes needed that require a contract amendment include:

**COVID Ongoing Support Due to Extended Emergency** - This project is to implement, and continue to support, the following COVID-19 related activities: provide continuous Medicaid coverage, track and reopen closed cases, Pandemic EBT issuances, data corrections and weekly benefit issuance reports for financial reconciliation, SNAP emergency maximum allotment issuances, and management and financial reporting.

**COVID Unwind** - The purpose of this project is to implement functionality to support cessation of COVID-19 emergency period including a process to stagger the redeterminations and notifications to clients to update their information.

**Required Efficiency Projects** - Also included are a number of enhancements required to reduce manual work by eligibility workers to allow additional time to process the large number of overdue Medicaid redeterminations and potential closures after the Public Health Emergency is over.

The Department will monitor contracted services using the following techniques:

- Daily collaborative work sessions between the Department and the vendor, ensuring deliverables are met; and
- Close collaborative work sessions between the vendor and the Centers for Medicare and Medicaid Services as needed to ensure timely implementation.

Area served: Statewide.

Source of Funds: CDFA #21.019, #10.561, #93.778, #93.658, #93.659

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

Respectfully Submitted,



Denis Goulet  
Commissioner  
Department of Information Technology



Lori A. Shibanette  
Commissioner  
Department of Health and Human Services

I hereby approve this request pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, and 2020-21

Dec. 2, 2020

Date



Name: Governor Christopher T. Sununu

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

**Deloitte Consulting LLP**

**01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT – IT FOR DHHS**  
100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2016	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2017	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2018	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2019	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2020	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2021	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2022	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2023	046-500465	03950041	Consultants	\$1,875,000	\$0	\$1,875,000
			<i>Subtotal</i>	<i>\$61,375,000</i>	<i>\$0</i>	<i>\$61,375,000</i>

**05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES – DFA FIELD SVCS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$12,781,103	\$0	\$12,781,103
2019				\$0	\$0	\$0
2020	046-500465	TBD	Consultants	\$1,773,179	\$0	\$1,773,179
			<i>Subtotal</i>	<i>\$14,554,282</i>	<i>\$0</i>	<i>\$14,554,282</i>

**05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$499,729	\$0	\$499,729
2019	034-500099	TBD	Capital Projects	\$499,728	\$0	\$499,728
			<i>Subtotal</i>	<i>\$999,457</i>	<i>\$0</i>	<i>\$999,457</i>

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-14S:17IVC LEGACY SYSTEMS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
2019	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
			<b>Subtotal</b>	<b>\$500,000</b>	<b>\$0</b>	<b>\$500,000</b>

05-95-90-9000030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VII-I BRIDGES MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
2019	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
			<b>Subtotal</b>	<b>\$1,000,000</b>	<b>\$0</b>	<b>\$1,000,000</b>

05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS  
MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$7,518,836	\$0	\$7,518,836
2019	034-500099	TBD	Capital Projects	\$7,080,535	\$0	\$7,080,535
			<b>Subtotal</b>	<b>\$14,599,371</b>	<b>\$0</b>	<b>\$14,599,371</b>

05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1:VII-H REG ASSESS DBII

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
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Fiscal Details  
New HEIGHTS Maintenance  
Amendment #4

2018	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
2019	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
			<b>Subtotal</b>	<b>\$100,132</b>	<b>\$0</b>	<b>\$100,132</b>

05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$1,209,564	\$0	\$1,209,564
2019	034-500099	TBD	Capital Projects	\$1,235,564	\$0	\$1,235,564
			<b>Subtotal</b>	<b>\$2,445,128</b>	<b>\$0</b>	<b>\$2,445,128</b>

05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NH HPP TRUST FUND

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2019	102-500731	TBD	Contracts for Program Services	\$438,300	\$0	\$438,300
			<b>Subtotal</b>	<b>\$438,300</b>	<b>\$0</b>	<b>\$438,300</b>

05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - DISABILITY DETERMINATION UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$292,500	\$0	\$292,500
2019	046-500465	TBD	Consultants	\$126,000	\$0	\$126,000
2020	046-500465	TBD	Consultants	\$243,507	\$0	\$243,507
			<b>Subtotal</b>	<b>\$662,007</b>	<b>\$0</b>	<b>\$662,007</b>

Fiscal Details  
 New HEIGHTS Maintenance  
 Amendment #4

05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
 OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD  
 WELFARE

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	034-500099	TBD	Capital Projects	\$960,000	\$0	\$960,000
			<i>Subtotal</i>	<i>\$960,000</i>	<i>\$0</i>	<i>\$960,000</i>

05-95-95-950010-19290000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
 OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, DHHS COVIS RELIEFF FD FR GOFERR

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	103-502507	95010799	Contracts for Op Services	\$1,910,280	\$0	\$1,910,280
2021	103-502507	95010799	Contracts for Op Services	\$0	\$2,137,435	\$2,137,435
			<i>Subtotal</i>	<i>\$1,910,280</i>	<i>\$2,137,435</i>	<i>\$4,047,715</i>
			<b>TOTAL</b>	<b>\$99,543,957</b>	<b>\$2,137,435</b>	<b>\$101,681,392</b>

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



**State of New Hampshire  
Department of Information Technology  
Amendment #4 to the New  
HEIGHTS Maintenance Contract**

This 4th Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment #4", is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP, (hereinafter referred to as "The Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 800, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 19, 2013, Item #19, as amended on May 2, 2018, Item #43, and as amended April 8, 2020, Item #24, and as amended with Governor approval on July 1, 2020 and submitted to the August 5, 2020, Governor and Executive Council meeting as Informational Item #P, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties; and

WHEREAS, the parties agree to increase the price limitation and modify the scope of services to support continued delivery of and enhancements to New HEIGHTS to meet the requirements for COVID-19 as defined in Attachment A-2 - New HEIGHTS Statement of Work for Amendment #4 Enhancements; and

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$101,681,392.
2. Modify Exhibit A, Scope of Work, Section 1.1, Purpose, by adding paragraph e), as follows:
  - e) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Expanded Scope Amendment #4.
3. Modify Exhibit A, Scope of Work, Section 1.5.1 by deleting the text in its entirety and replacing it with the following:
  - 1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:
    1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;
    2. Exhibits A, B, C, C-1, D, E, F, G, H, I, and J;
      - a. Exhibit A – Scope of Work
        - i. Amendment 4
        - ii. Attachment A-1 - New HEIGHTS Maintenance and Enhancement Staff Loading Amendment 4

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



- iii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 1 Enhancements
  - iv. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 2 Enhancements
  - v. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 3 Enhancements
  - vi. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 4 Enhancements
  - b. Exhibit B – Payment Terms
    - i. Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 4
  - c. Exhibit C – Special Provisions
  - d. Exhibit C- I – Additional Special Provisions
  - e. Exhibit D – Certification Regarding Drug-Free Workplace Requirements
  - f. Exhibit E – Certification Regarding Lobbying
  - g. Exhibit F – Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
  - h. Exhibit G – Certification Regarding the Americans with Disabilities Act Compliance
  - i. Exhibit H – Certification Regarding Environmental Traffic Smoke
  - j. Exhibit I – Business Associate Agreement
  - k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
  - l. Certificates and Attachments
    - i. Certificate and Certificate of Authority
    - ii. Certificate of Good Standing
    - iii. Certificate of Insurance
    - iv. Computer Access and Use Agreement
3. Request For Proposals (RFP) 2013-009 dated August 8, 2012 by reference;
4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17, 2012 by reference.
5. Modify Exhibit B, Payment Terms, Section 1, Price, Item a), to read as follows:
- a) The total price for all services and facilities provided under this agreement shall not exceed the Contract Price Limitation in Form P-37, General Provisions Block 1.8, Price Limitation.
6. Modify Exhibit B, Section 2, Item a) by deleting the text in its entirety and replacing it with the following:
- a) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$31,955,094, and other funds from the Governor's Office for Emergency Relief and Recovery (GOFERR) under CFDA # 21.019 in the amount of \$4,047,715, and with federal

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



funds made available under the following Catalog of Federal Domestic Assistance (CFDA), as follows:

- i. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,165,380.
  - ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$7,361,947.
  - iii. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$53,606,554.
  - iv. CFDA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$1,544,702.
7. Modify Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 2, by replacing it in its entirety, with Attachment A-1 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING AMENDMENT 4, which is attached hereto and incorporated by reference herein.
  8. Add Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements, which is attached hereto and incorporated by reference herein.
  9. Modify Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #3 by deleting the text in its entirety and replacing it with Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #4, which is attached hereto and incorporated by reference herein.

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



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 retroactively effective to October 1, 2020, upon the date of Governor and Executive Council approval.

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

11/23/2020  
Date

State of New Hampshire  
Department of Information Technology

Denis Goulet  
Commissioner

11/23/2020  
Date

State of New Hampshire  
Department of Health and Human Services

Lori A. Shabinette  
Commissioner

11/20/20  
Date

Deloitte Consulting LLP

Name: Scott Workman  
Title: Managing Director

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



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

**OFFICE OF THE ATTORNEY GENERAL**

11/24/2020

Date

*Jill Perlow*

Name:

Title:

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

**OFFICE OF THE SECRETARY OF STATE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:

Title:

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 4**

SFY2013 - SFY2017	
Total Average FTEs Per Year: 25.1	
Title	Average FTEs
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0



**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 4**

SFY2018 - SFY2020	
Total Average FTEs Per Year: 32.1	
Title	Average FTEs
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 4**

SFY2021	
Total Average FTEs Per Year: 30	
Title	Average FTEs
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Java Architects	2.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 4**

SFY2022	
Total Average FTEs Per Year: 28	
Title	Average FTEs
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Java Architects	1.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	2.0
Developer	10
QA Testers	2.0



New Hampshire

Department of Health and Human Services

Attachment A-2 New HEIGHTS

**Statement of Work for**

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Amendment 4 Enhancements

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements**

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## 1 INTRODUCTION

### 1.1 New HEIGHTS Background

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 180,000+ Medicaid consumers and manages approximately \$1.4 billion in annual benefits for SANP and Cash programs. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management.

The New Hampshire EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, medical assessments, service authorization planning, Presumptive, Foster Care & Adoption Parents, WIC Referral and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. The document imaging solution also supports scanning & indexing documents for Child Welfare and Child Support systems. Additionally, New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare).

### 1.2 Purpose

This scope of services supports DHHS's needs to make Eligibility and Enrollment system changes to mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS. With the duration of COVID-19 required support extending beyond prior planned, the continued virtualization of service delivery, and the anticipated workload of winddown activities, DHHS requires the proposed scope of services to sustain service delivery.

## 2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS

The scope of services is comprised of multiple projects as defined below:

### 2.1 COVID Ongoing Support Due to Extended Emergency

This project is to implement or continue to support the following COVID related actives:

- Provide continuous Medicaid/QMB coverage for individuals who satisfy the criteria to remain open as part COVID emergency
- Run weekly process until end of December 2020 to track any closures and re-open Medicaid by applying rules for re-opening and generate notice with special message for re-opening due to COVID
- For spenddown individuals, run weekly & monthly process to open Medicaid and generate spenddown letter with special message
- For individuals who were closed due to lost contact, reopen Medicaid, but override enrollment to Fee for Service and add new closure reason related to "Lost Contact" to the edit preventing workers from closing during the Public Health Emergency
- PEBT weekly issuances, data corrections and weekly benefit issuance reports for financial reconciliation
- COVID 19 Testing Program - maintenance support include data corrections, adhoc notices and new COVID-19 Testing maintenance screen implementation
- COVID-19 testing Program - MMIS corrections and retriggers for overlapping of Family Planning/Medicaid re-openings including spenddown
- SNAP emergency maximum allotment - Monthly & weekly issuances and generating Benefit Issuance reports for financial reconciliation
- Rede method changes and advancing redes including flimsies
- Continue to generate and calculate numbers for management & Financial report

### 2.2 COVID Unwind

The purpose of this project is to implement functionality to support cessation of COVID-19 emergency period:

- Redetermination Overdue Cases: System modifications will be implemented to provide an opportunity to complete by newly assigned and staggered review dates  
New rede mailing and reminders will be sent to the case
- Spenddown Cases: Spenddown cases have been opened for continuous coverage  
When the emergency period ceases, continuous coverage will also cease  
An advance notice will be provided regarding cessation of coverage to afford clients the opportunity to provide spenddown bills to retain coverage if appropriate

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements**

- **Over Age/ Medicare Recipient Terminations:** Continuous coverage will expire based on pre-COVID Medicare age requirements with closures and notices issued
- **All other cases:** For cases other than the above that have retained eligibility through COVID continuous coverage rules, a process will be implemented to notify recipients of the reinstatement of eligibility requirements with an opportunity to act on pending client activities and/or provide more updated information, potentially using a process similar to passive redetermination

### **2.3 Automate Scheduling and Checklist Generation for SNAP Cases**

Automate the process to schedule the appointment and generate the verification checklist for SNAP applications received via the self-service portal, NH EASY. This reduces the case worker workload, improves the application processing timelines and provides near real-time verification requirements to the clients.

### **2.4 Verification Tracking**

Currently, a client can't see what verifications are outstanding vs. are what has been provided and have challenges understanding what DHHS has received, what remains to be provided. This project will track verifications throughout the application lifecycle and provides the status of each document received and outstanding verifications on their NH EASY account. This project would also enhance the Verification Checklist screen in New HEIGHTS allowing the case workers to view documents received and pending based on the clients' verification checklist.

### **2.5 FAQ Chat Bot**

A chatbot will be developed and integrated in NH EASY to automate Chat responses for a sub-set of frequently asked questions. This will help the call staff to attend to other priority work/calls. Chatbot will have the ability to request help from a live agent if the bot cannot answer the question. The chatbot is also operational after business hours for client benefit.

### **2.6 E-Notices or Paper**

Currently all NH EASY clients regardless of whether they opted in to Go-Green, will be able to view their notices in their account in addition to receiving paper notices in mail. To incentivize the users to Go-Green, NH EASY clients that have opted to "Go Green" will be able to view their notices online with this enhancement.

### **2.7 Client Self-Service Document Indexing**

Currently all client documents are uploaded and then sent to the Central Scan Unit (CSU) for Indexing, after which they are routed to case workers for processing. With this project, clients will index documents at the time of upload allowing them to bypass the CSU task routing documents directly to case workers immediately upon upload.



STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements

**2.8 Online Recertification Application for Phone/F2F Interviews**

For programs such as SNAP, there are requirements for phone or face to face interviews. Presently the entire application process is completed interactively at the time of the interview. With this enhancement, the client will be instructed to complete an online application via NH EASY in advance of the interview. The interview will then be a guided dialog using the pre-filled application to expedite the interview process reducing the duration per interview. Presently, each interview is scheduled for a full hour.

**2.9 Individualized Adhoc Noticing - Client Voicemail Follow-Up Post to NH EASY**

Currently when a case worker is unable to reach a client through phone, they call the client back. When they call back, if the client doesn't pick-up, they are not able to provide an answer or details via voicemail. This creates a communication "gap" and/or requires repeat calls, often to clients who can be difficult to reach. This project will provide the case workers functionality that allows them to send messages to the client directly via NH EASY. The clients will also get an email/text notification indicating that they have a message from the Case worker in their NH EASY account.

**2.10 Enhanced Mobile Document Upload**

To improve document upload quality from NH EASY, high fidelity documents (e.g. driver's license) processing will be modified to store higher quality images using a separate format from the simple documents such a wage statement where the current bi-tonal format works as is.

**2.11 Marketing Notice**

This project is to implement a periodic mailing to the households that do not have an active NH EASY account. The initial mailing on day of implementation will be targeted to approximately 40% of caseload and consecutively a recurring mailing will be scheduled based on the decision for frequency of mailing.

**2.12 Voice to Text**

This project provides a functionality to allow the worker to record an audio case comments and the system will convert this audio file into a text file by invoking a 3rd party service (Google Speech to Text or AWS servers). The text version will be added to the Case comments and worker has an option to access the text or an audio version.

**2.13 Video Interview**

This project facilitates performing face to face interviews with clients using video conferencing. The application will be integrated to use a 3rd party service to provide this functionality. Worker will have an option to start the video conferencing using New HEIGHTS and record full or part of the interview.

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements

### 2.14 Online Scheduling

This project provides an ability for the clients to schedule an Initial interview upon submitting their application from NH EASY Application. The confirmation letter will be sent to the client once the application is initiated in New HEIGHTS. Currently, clients can only reschedule appointments online.

## 3 PROJECT MANAGEMENT PLAN

Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/issue status and tracking using JIRA
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

## 4 ASSUMPTIONS

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, subject matter expertise, and post implementation support for work associated with this Agreement.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) State staff will complete systems and regression testing.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone and deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.
- f) DHHS is responsible for procuring and maintaining Software licensing included but not limited to FAQ Chat Box, View Interviews and Voice to Text processes.
- g) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premise hardware/software to be deployed in the DoIT data center.
- h) The State shall have all necessary authority to commit the State with respect to the subject matter of this Amendment, including approval of the requirements to address any applicable policies, laws and regulations and of business rules and content.

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements**

**5 MILESTONES**

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Project Name	Hours
COVID Ongoing Support Due to Extended Emergency	2552
COVID Unwind	2080
Automate Scheduling and Checklist Generation for SNAP Cases	1200
Verification Tracking	2640
FAQ Chat Bot	2000
E-Notices or Paper	160
Client Self-Service Document Indexing	1200
Online Recertification Application for Phone/F2F Interviews	700
Individualized Adhoc Noticing - Client Voicemail Follow-up Post to NH EASY	800
Enhanced Mobile Document Upload	560
Marketing Notice	160
Voice to Text	1200
Video Interview	1200
Online Scheduling	1360
<b>Total:</b>	<b>17,812</b>

**6 DELIVERABLES**

The State will approve all Deliverables according to the review process described below.

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without condition. Within ten working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-2 New HEIGHTS Statement of Work for Amendment 4 Enhancements**

rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.

- b) Within five working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have thirty working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
 Attachment B-1  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 4**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
1	Maintenance and Enhancements - July 2013	07/31/13	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$ 458,333.33	\$ 916,666.66	\$ 916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99
4	Maintenance and Enhancements - October 2013	10/31/13	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
16	Maintenance and Enhancements - October 2014	10/31/14	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
17	Maintenance and Enhancements - November 2014	11/28/14	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
18	Maintenance and Enhancements - December 2014	12/31/14	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
19	Maintenance and Enhancements - January 2015	01/30/15	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
20	Maintenance and Enhancements - February 2015	02/27/15	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
21	Maintenance and Enhancements - March 2015	03/31/15	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
22	Maintenance and Enhancements - April 2015	04/30/15	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
23	Maintenance and Enhancements - May 2015	05/29/15	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
24	Maintenance and Enhancements - June 2015	06/30/15	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
25	Maintenance and Enhancements - July 2015	07/31/15	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
26	Maintenance and Enhancements - August 2015	08/31/15	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
27	Maintenance and Enhancements - September 2015	09/30/15	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
28	Maintenance and Enhancements - October 2015	10/30/15	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
49	Maintenance and Enhancements - July 2017	07/31/17	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
50	Maintenance and Enhancements - August 2017	08/31/17	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
51	Maintenance and Enhancements - September 2017	09/29/17	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
52	Maintenance and Enhancements - October 2017	10/31/17	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
54	Maintenance and Enhancements - December 2017	12/29/17	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
57	Maintenance and Enhancements - April 2018	05/12/18	\$ 958,333.33	\$ 4,624,999.97	\$ 3,249,999.98
58	Maintenance and Enhancements - March 2018	05/15/18	\$ 958,333.33	\$ 5,583,333.30	\$ 4,208,333.31
59	Batch Application Migration - Release 1 (Java) - Requirements & Design	06/01/18	\$ 152,565.00	\$ 5,735,898.30	\$ 4,360,898.31
60	Client Scheduling Enhancements - Requirements & Design.	06/01/18	\$ 20,364.95	\$ 5,756,263.25	\$ 4,381,263.26
61	Online Applications Migration - New HEIGHTS RPC, Kofax & Mule Applications	06/01/18	\$ 145,200.00	\$ 5,901,463.25	\$ 4,526,463.26
62	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	06/01/18	\$ 167,055.00	\$ 6,068,518.25	\$ 4,693,518.26
63	Address Verification and Fraud Alert - Requirements & Design	06/01/18	\$ 76,368.34	\$ 6,144,886.59	\$ 4,769,886.60
64	Maintenance and Enhancements - May 2018	06/01/18	\$ 958,333.33	\$ 7,103,219.92	\$ 5,728,219.93
65	Access Front End Modernization - Requirements & Design	07/26/18	\$ 28,600.00	\$ 28,600.00	\$ 5,756,819.93
66	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 1)	07/26/18	\$ 10,000.00	\$ 38,600.00	\$ 5,766,819.93
67	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 2)	07/26/18	\$ 10,000.00	\$ 48,600.00	\$ 5,776,819.93
68	Quality Assurance - Testing Support - 1	07/26/18	\$ 181,650.00	\$ 230,250.00	\$ 5,958,469.93
69	NH EASY Application Modernization - Requirements & Design	07/26/18	\$ 210,830.00	\$ 441,080.00	\$ 6,169,299.93
70	Estate Recovery Integration - Requirements & Design	07/26/18	\$ 69,140.00	\$ 510,220.00	\$ 6,238,439.93
71	Automated Help Desk Tickets - Requirements & Design	07/26/18	\$ 40,729.78	\$ 550,949.78	\$ 6,279,169.71

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
72	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	07/26/18	\$ 30,547.34	\$ 581,497.12	\$ 6,309,717.05
73	New HEIGHTS Privacy Program and Data Flow Mapping - Draft Privacy Policy	07/26/18	\$ 35,000.00	\$ 616,497.12	\$ 6,344,717.05
74	Verification Checklist Enhancements - Requirements & Design	07/26/18	\$ 109,461.34	\$ 725,958.46	\$ 6,454,178.39
75	Quality Assurance - Testing Support - 2	07/26/18	\$ 399,630.00	\$ 1,125,588.46	\$ 6,853,808.39
76	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 1	07/26/18	\$ 35,000.00	\$ 1,160,588.46	\$ 6,888,808.39
77	Enhanced Expected Change Functionality - Requirements & Design	07/26/18	\$ 68,731.50	\$ 1,229,319.96	\$ 6,957,539.89
78	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	07/26/18	\$ 35,638.59	\$ 1,264,958.55	\$ 6,993,178.48
79	Client Scheduling Enhancements - Construction & Integration	07/26/18	\$ 134,987.54	\$ 1,399,946.09	\$ 7,128,166.02
80	Verification Checklist Enhancements - Construction & Unit	07/26/18	\$ 725,556.40	\$ 2,125,502.49	\$ 7,853,722.42
81	Automated Help Desk Tickets - Construction & Unit	07/26/18	\$ 269,974.34	\$ 2,395,476.83	\$ 8,123,696.76
82	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	07/26/18	\$ 236,227.73	\$ 2,631,704.56	\$ 8,359,924.49
83	Verification Checklist Enhancements - Systems Testing	07/26/18	\$ 199,442.39	\$ 2,831,146.95	\$ 8,559,366.88
84	MOI Integration - Requirements & Design	07/26/18	\$ 50,000.00	\$ 2,881,146.95	\$ 8,609,366.88
85	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 2	07/26/18	\$ 35,000.00	\$ 2,916,146.95	\$ 8,644,366.88
86	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	07/26/18	\$ 167,055.00	\$ 3,083,201.95	\$ 8,811,421.88
87	Specified Closing/Denial Reasons - Requirements & Design	07/26/18	\$ 35,638.59	\$ 3,118,840.54	\$ 8,847,060.47
88	Client Scheduling Enhancements - Implementation	07/26/18	\$ 47,235.02	\$ 3,166,075.56	\$ 8,894,295.49
89	Verification Checklist Enhancements - Implementation	07/26/18	\$ 54,445.27	\$ 3,220,520.83	\$ 8,948,740.76
90	Automated Help Desk Tickets - Systems Testing	07/26/18	\$ 94,469.77	\$ 3,314,990.60	\$ 9,043,210.53

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
91	Address Verification and Fraud Alert - Construction & Unit	07/26/18	\$ 506,201.88	\$ 3,821,192.48	\$ 9,549,412.41
92	Enhanced Expected Change Functionality - Construction & Unit	07/26/18	\$ 455,581.69	\$ 4,276,774.17	\$ 10,004,994.10
93	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	07/26/18	\$ 82,661.12	\$ 4,359,435.29	\$ 10,087,655.22
94	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/26/18	\$ 75,000.00	\$ 4,434,435.29	\$ 10,162,655.22
95	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS Data Flow Mapping	07/26/18	\$ 90,000.00	\$ 4,524,435.29	\$ 10,252,655.22
96	Address Verification and Fraud Alert - Systems Testing	07/26/18	\$ 177,130.83	\$ 4,701,566.12	\$ 10,429,786.05
97	Enhanced Expected Change Functionality - Systems Testing	07/26/18	\$ 159,417.75	\$ 4,860,983.87	\$ 10,589,203.80
98	Specified Closing/Denial Reasons - Construction & Integration	07/26/18	\$ 236,227.73	\$ 5,097,211.60	\$ 10,825,431.53
99	Maintenance and Enhancements - June 2018	07/30/18	\$ 958,333.33	\$ 6,055,544.93	\$ 11,783,764.86
100	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 3)	09/14/18	\$ 10,000.00	\$ 6,065,544.93	\$ 11,793,764.86
101	Quality Assurance - Testing Support - 3	09/14/18	\$ 508,620.00	\$ 6,574,164.93	\$ 12,302,384.86
102	New HEIGHTS Privacy Program and Data Flow Mapping - Draft Privacy Incidence Response Plan	09/14/18	\$ 45,000.00	\$ 6,619,164.93	\$ 12,347,384.86
103	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	09/14/18	\$ 89,892.00	\$ 6,709,056.93	\$ 12,437,276.86
104	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 3	09/14/18	\$ 35,000.00	\$ 6,744,056.93	\$ 12,472,276.86
105	Eligibility Status Determination and Initial Implementation - Requirements	09/14/18	\$ 48,978.80	\$ 6,793,035.73	\$ 12,521,255.66
106	Digital Information Campaign - Multimedia - Requirements	09/14/18	\$ 105,193.40	\$ 6,898,229.13	\$ 12,626,449.06
107	Digital Information Campaign - Multimedia - Design	09/14/18	\$ 105,193.40	\$ 7,003,422.53	\$ 12,731,642.46

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
108	Maintenance and Enhancements - July 2018	09/17/18	\$ 625,000.00	\$ 7,628,422.53	\$ 13,356,642.46
109	Maintenance and Enhancements - August 2018	09/17/18	\$ 625,000.00	\$ 8,253,422.53	\$ 13,981,642.46
110	Online Applications Migration - New HEIGHTS WEB, Kiosk, FFM Inbound/Outbound Conversion	10/03/18	\$ 145,200.00	\$ 8,398,622.53	\$ 145,200.00
111	Online & Batch Utility Migration - SORT & ADHOC SQL Generic Process	10/03/18	\$ 90,825.00	\$ 8,489,447.53	\$ 236,025.00
112	Ongoing New HEIGHTS Risk and Compliance Management - Risk and Compliance Management Calendar	10/03/18	\$ -60,000.00	\$ 8,549,447.53	\$ 296,025.00
113	Online & Batch Utility Migration - REXX Conversion - Group-1	10/03/18	\$ 102,900.00	\$ 8,652,347.53	\$ 398,925.00
114	Estate Recovery Integration - Construction & Integration	10/03/18	\$ 304,648.00	\$ 8,956,995.53	\$ 703,573.00
115	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	10/03/18	\$ 132,143.00	\$ 9,089,138.53	\$ 835,716.00
116	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	10/03/18	\$ 222,810.00	\$ 9,311,948.53	\$ 1,058,526.00
117	NH EASY Application Modernization - Construction & Integration	10/03/18	\$ 1,370,400.00	\$ 10,682,348.53	\$ 2,428,926.00
118	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	10/03/18	\$ 202,480.75	\$ 10,884,829.28	\$ 2,631,406.75
119	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	10/03/18	\$ 35,638.59	\$ 10,920,467.87	\$ 2,667,045.34
120	Online & Batch Utility Migration - REXX Conversion - Group-2	10/03/18	\$ 102,900.00	\$ 11,023,367.87	\$ 2,769,945.34
121	Job Scheduler & Batch Jobs Migration - Requirements	10/03/18	\$ 144,375.00	\$ 11,167,742.87	\$ 2,914,320.34
122	Enhanced Document Imaging and Content Management - Requirements & Design	10/03/18	\$ 89,790.00	\$ 11,257,532.87	\$ 3,004,110.34
123	Date Specific Enrollment - Requirements & Design	10/03/18	\$ 9,499.00	\$ 11,267,031.87	\$ 3,013,609.34
124	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 4	10/03/18	\$ 35,000.00	\$ 11,302,031.87	\$ 3,048,609.34

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
125	Job Scheduler & Batch Jobs Migration - Design	10/03/18	\$ 144,375.00	\$ 11,446,406.87	\$ 3,192,984.34
126	Eligibility Status Determination and Initial Implementation - Design	10/03/18	\$ 48,978.80	\$ 11,495,385.67	\$ 3,241,963.14
127	Quality Assurance - Testing Support - 4	10/03/18	\$ 508,620.00	\$ 12,004,005.67	\$ 3,750,583.14
128	MCO Pre-Selection at Application - Requirements & Design	10/03/18	\$ 38,591.00	\$ 12,042,596.67	\$ 3,789,174.14
129	MCO Passive Enrollment - Requirements & Design	10/03/18	\$ 11,874.00	\$ 12,054,470.67	\$ 3,801,048.14
130	New HEIGHTS Member Eligibility - Requirements & Design	10/03/18	\$ 8,906.00	\$ 12,063,376.67	\$ 3,809,954.14
131	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	10/03/18	\$ 171,425.80	\$ 12,234,802.47	\$ 3,981,379.94
132	Activity Tracking - New HEIGHTS - Requirements	10/03/18	\$ 134,865.28	\$ 12,369,667.75	\$ 4,116,245.22
133	Online Applications Migration - Rule Engine Application Conversion	10/03/18	\$ 145,200.00	\$ 12,514,867.75	\$ 4,261,445.22
134	Specified Closing/Denial Reasons - Implementation	10/03/18	\$ 82,661.12	\$ 12,597,528.87	\$ 4,344,106.34
135	Digital Information Campaign - Multimedia - Development	10/03/18	\$ 140,256.77	\$ 12,737,785.64	\$ 4,484,363.11
136	CMS Annual Attestation - CMS Annual Attestation Final Report	10/03/18	\$ 120,000.00	\$ 12,857,785.64	\$ 4,604,363.11
137	Maintenance and Enhancements - September 2018	10/10/18	\$ 625,000.00	\$ 13,482,785.64	\$ 5,229,363.11
138	Maintenance and Enhancements - October 2018	10/29/18	\$ 625,000.00	\$ 14,107,785.64	\$ 5,854,363.11
139	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 4)	10/30/18	\$ 10,000.00	\$ 14,117,785.64	\$ 5,864,363.11
140	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 5	10/30/18	\$ 35,000.00	\$ 14,152,785.64	\$ 5,899,363.11
141	Estate Recovery Integration - Systems Testing	10/30/18	\$ 54,016.00	\$ 14,206,801.64	\$ 5,953,379.11
142	MCO Pre-Selection at Application - Construction & Integration	10/30/18	\$ 156,960.00	\$ 14,363,761.64	\$ 6,110,339.11
143	Infrastructure Install & Training - Tool and Platform Evaluation	11/29/18	\$ 72,800.00	\$ 14,436,561.64	\$ 6,183,139.11
144	Infrastructure Install & Training - Requirements & Design	11/29/18	\$ 249,600.00	\$ 14,686,161.64	\$ 6,432,739.11
145	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	11/29/18	\$ 167,055.00	\$ 14,853,216.64	\$ 6,599,794.11
146	Online & Batch Utility Migration - Data Access Design for Batch Jobs	11/29/18	\$ 163,485.00	\$ 15,016,701.64	\$ 6,763,279.11

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
147	Improve Security Governance over Unstructured Data - UDM Roadmap and Operating Model	11/29/18	\$ 60,000.00	\$ 15,076,701.64	\$ 6,823,279.11
148	Application & Server Security - Requirements & Design	11/29/18	\$ 152,565.00	\$ 15,229,266.64	\$ 6,975,844.11
149	Activity Tracking - NH EASY - Requirements	11/29/18	\$ 63,519.56	\$ 15,292,786.20	\$ 7,039,363.67
150	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 6	11/29/18	\$ 35,000.00	\$ 15,327,786.20	\$ 7,074,363.67
151	Estate Recovery Integration - Implementation	11/29/18	\$ 102,148.00	\$ 15,429,934.20	\$ 7,176,511.67
152	Fraud Prevention Using Behavioral Prompts in Self-service - Construction & Integration	11/29/18	\$ 236,227.73	\$ 15,666,161.93	\$ 7,412,739.40
153	Eligibility Status Determination and Initial Implementation - Integration Testing	11/29/18	\$ 97,957.60	\$ 15,764,119.53	\$ 7,510,697.00
154	Quality Assurance - Testing Support - 5	11/29/18	\$ 508,620.00	\$ 16,272,739.53	\$ 8,019,317.00
155	Digital Information Campaign - Content Development - Requirements	11/29/18	\$ 105,193.40	\$ 16,377,932.93	\$ 8,124,510.40
156	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration Testing of New HEIGHTS Environment	12/12/18	\$ 40,000.00	\$ 16,417,932.93	\$ 8,164,510.40
157	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS Web Application Vulnerability Testing (Review 1)	12/12/18	\$ 10,000.00	\$ 16,427,932.93	\$ 8,174,510.40
158	Data File Migration & Archival/Retention Process - PDF Migration	12/12/18	\$ 108,990.00	\$ 16,536,922.93	\$ 8,283,500.40
159	Maintenance and Enhancements - November 2018	12/18/18	\$ 625,000.00	\$ 17,161,922.93	\$ 8,908,500.40
160	Maintenance and Enhancements - December 2018	01/03/19	\$ 625,000.00	\$ 17,786,922.93	\$ 9,533,500.40
161	Extract & Schema - Sourced from Existing EDW - Requirements & Design	01/10/19	\$ 104,000.00	\$ 17,890,922.93	\$ 9,637,500.40
162	EBI Security - Security and Privacy Requirements	01/10/19	\$ 50,000.00	\$ 17,940,922.93	\$ 9,687,500.40
163	Data Mart Extension - Data Sourced from New HEIGHTS - Requirements & Design	01/10/19	\$ 95,000.00	\$ 18,035,922.93	\$ 9,782,500.40

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
164	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	01/10/19	\$ 104,000.00	\$ 18,139,922.93	\$ 9,886,500.40
165	New HIEGHTS Security Incident Response Plan - Security Incident Response Plan Updates and Knowledge Transfer	01/10/19	\$ 60,000.00	\$ 18,199,922.93	\$ 9,946,500.40
166	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 1	01/10/19	\$ 163,485.00	\$ 18,363,407.93	\$ 10,109,985.40
167	Batch Application Migration - Release 1 (Java) - Construction & Integration	01/10/19	\$ 203,385.00	\$ 18,566,792.93	\$ 10,313,370.40
168	EBI Security - Architecture & Design	01/10/19	\$ 75,000.00	\$ 18,641,792.93	\$ 10,388,370.40
169	Infrastructure Install & Training - Construction & Integration	01/10/19	\$ 301,600.00	\$ 18,943,392.93	\$ 10,689,970.40
170	Access Front End Modernization - Construction & Integration	01/10/19	\$ 46,800.00	\$ 18,990,192.93	\$ 10,736,770.40
171	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 2	01/10/19	\$ 163,485.00	\$ 19,153,677.93	\$ 10,900,255.40
172	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	01/10/19	\$ 156,000.00	\$ 19,309,677.93	\$ 11,056,255.40
173	MCI Integration - Construction & Integration	01/10/19	\$ 70,000.00	\$ 19,379,677.93	\$ 11,126,255.40
174	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 19,602,487.93	\$ 11,349,065.40
175	Infrastructure Install & Training - Systems Testing	01/10/19	\$ 156,000.00	\$ 19,758,487.93	\$ 11,505,065.40
176	Batch Application Migration - Release 1 (Java) - Systems Testing	01/10/19	\$ 101,640.00	\$ 19,860,127.93	\$ 11,606,705.40
177	Batch Application Migration - Release 2 (Cobol) - Systems Testing	01/10/19	\$ 111,300.00	\$ 19,971,427.93	\$ 11,718,005.40
178	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 5)	01/10/19	\$ 10,000.00	\$ 19,981,427.93	\$ 11,728,005.40
179	Online & Batch Utility Migration - REXX Conversion - Group-3	01/10/19	\$ 102,900.00	\$ 20,084,327.93	\$ 11,830,905.40
180	Access Front End Modernization - Systems Testing	01/10/19	\$ 15,600.00	\$ 20,099,927.93	\$ 11,846,505.40
181	Batch Application Migration - Release 1 (Java) - Implementation	01/10/19	\$ 51,030.00	\$ 20,150,957.93	\$ 11,897,535.40

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
182	Infrastructure Install & Training - Implementation	01/10/19	\$ 104,000.00	\$ 20,254,957.93	\$ 12,001,535.40
183	Batch Application Migration - Release 2 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 20,310,817.93	\$ 12,057,395.40
184	Access Front End Modernization - Implementation	01/10/19	\$ 5,200.00	\$ 20,316,017.93	\$ 12,062,595.40
185	Batch Application Migration - Release 3 (Cobol) - Systems Testing	01/10/19	\$ 111,300.00	\$ 20,427,317.93	\$ 12,173,895.40
186	NH EASY Application Modernization - Systems Testing	01/10/19	\$ 421,662.00	\$ 20,848,979.93	\$ 12,595,557.40
187	Study to migrate New HEIGHTS to the Other Platform - Requirements	01/10/19	\$ 108,990.00	\$ 20,957,969.93	\$ 12,704,547.40
188	Infrastructure Install & Training - Installation and Configuration of the Primary Platform Components	01/10/19	\$ 150,000.00	\$ 21,107,969.93	\$ 12,854,547.40
189	Extract & Schema - New Data Based on Data Mart Extension - Systems Testing	01/10/19	\$ 104,000.00	\$ 21,211,969.93	\$ 12,958,547.40
190	MCI Integration - Systems Testing	01/10/19	\$ 40,000.00	\$ 21,251,969.93	\$ 12,998,547.40
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Full Source Code)	01/10/19	\$ 25,000.00	\$ 21,276,969.93	\$ 13,023,547.40
192	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	01/10/19	\$ 108,990.00	\$ 21,385,959.93	\$ 13,132,537.40
193	Enhanced Document Imaging and Content Management - Construction	01/10/19	\$ 340,000.00	\$ 21,725,959.93	\$ 13,472,537.40
194	Infrastructure Install & Training - Power Users Train the Trainer / Access Front End Modernization	01/10/19	\$ 100,000.00	\$ 21,825,959.93	\$ 13,572,537.40
195	Extract & Schema - New Data Based on Data Mart Extension - Implementation	01/10/19	\$ 78,000.00	\$ 21,903,959.93	\$ 13,650,537.40
196	MCI Integration - Implementation	01/10/19	\$ 20,000.00	\$ 21,923,959.93	\$ 13,670,537.40
197	Online & Batch Utility Migration - File Transfer Conversion	01/10/19	\$ 163,485.00	\$ 22,087,444.93	\$ 13,834,022.40
198	Batch Application Migration - Release 3 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 22,143,304.93	\$ 13,889,882.40
199	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 22,366,114.93	\$ 14,112,692.40
200	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	01/10/19	\$ 256,620.00	\$ 22,622,734.93	\$ 14,369,312.40

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
201	Enhanced Document Imaging and Content Management - Unit/Integration Testing	01/10/19	\$ 241,780.00	\$ 22,864,514.93	\$ 14,611,092.40
202	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 6)	01/10/19	\$ 10,000.00	\$ 22,874,514.93	\$ 14,621,092.40
203	Study to Migrate New HEIGHTS to the Other Platform - Analysis & Design	01/10/19	\$ 108,990.00	\$ 22,983,504.93	\$ 14,730,082.40
204	Data File Migration & Archival/Retention Process - MVS Dataset Migration	01/10/19	\$ 108,990.00	\$ 23,092,494.93	\$ 14,839,072.40
205	NH EASY Application Modernization - Implementation	01/10/19	\$ 105,415.56	\$ 23,197,910.49	\$ 14,944,487.96
206	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Implementation	01/10/19	\$ 70,852.33	\$ 23,268,762.82	\$ 15,015,340.29
207	Batch Application Migration - Release 4 (Cobol) - Systems Testing	01/10/19	\$ 111,300.00	\$ 23,380,062.82	\$ 15,126,640.29
208	Activity Tracking - New HEIGHTS - Design	01/10/19	\$ 134,865.28	\$ 23,514,928.10	\$ 15,261,505.57
209	Application & Server Security - Construction & Integration	01/10/19	\$ 203,385.00	\$ 23,718,313.10	\$ 15,464,890.57
210	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 7	01/10/19	\$ 35,000.00	\$ 23,753,313.10	\$ 15,499,890.57
211	Activity Tracking - NH EASY - Design	01/10/19	\$ 63,519.56	\$ 23,816,832.66	\$ 15,563,410.13
212	Job Scheduler & Batch Jobs Migration - Integration Testing	01/10/19	\$ 128,310.00	\$ 23,945,142.66	\$ 15,691,720.13
213	Enhanced Document Imaging and Content Management - Systems/UAT	01/10/19	\$ 107,740.00	\$ 24,052,882.66	\$ 15,799,460.13
214	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS Web Application Vulnerability Testing (Review 2)	01/10/19	\$ 10,000.00	\$ 24,062,882.66	\$ 15,809,460.13
215	Batch Application Migration - Release 4 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 24,118,742.66	\$ 15,865,320.13
216	Date Specific Enrollment - Systems Testing	01/10/19	\$ 24,639.00	\$ 24,143,381.66	\$ 15,889,959.13
217	MCO Passive Enrollment - Systems Testing	01/10/19	\$ 55,437.00	\$ 24,198,818.66	\$ 15,945,396.13
218	MCO Pre-Selection at Application - Systems Testing	01/10/19	\$ 27,830.00	\$ 24,226,648.66	\$ 15,973,226.13
219	Application & Server Security - Systems Testing	01/10/19	\$ 152,670.00	\$ 24,379,318.66	\$ 16,125,896.13

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
220	Eligibility Status Determination and Initial Implementation - Systems Testing	01/10/19	\$ 97,957.60	\$ 24,477,276.26	\$ 16,223,853.73
221	Infrastructure Install & Training - Post Implementation	01/10/19	\$ 500,000.00	\$ 24,977,276.26	\$ 16,723,853.73
222	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure Code Review for NH EASY and New HEIGHTS (Delta Source Code Review 7)	01/10/19	\$ 10,000.00	\$ 24,987,276.26	\$ 16,733,853.73
223	Ongoing New HEIGHTS Risk and Compliance Management - Information Security Monthly Activity Report 8	01/10/19	\$ 35,000.00	\$ 25,022,276.26	\$ 16,768,853.73
224	Digital Information Campaign - Content Development - Design	01/10/19	\$ 105,193.40	\$ 25,127,469.66	\$ 16,874,047.13
225	Data File Migration & Archival/Retention Process - Retention & Archival Process	01/10/19	\$ 108,990.00	\$ 25,236,459.66	\$ 16,983,037.13
226	Online Applications Migration - NH EASY Gateway & Core Application Conversion	01/10/19	\$ 145,200.00	\$ 25,381,659.66	\$ 17,128,237.13
227	Date Specific Enrollment - Implementation	01/10/19	\$ 7,496.00	\$ 25,389,155.66	\$ 17,135,733.13
228	MCO Passive Enrollment - Implementation	01/10/19	\$ 15,915.00	\$ 25,405,070.66	\$ 17,151,648.13
229	MCO Pre-Selection at Application - Implementation	01/10/19	\$ 52,951.00	\$ 25,458,021.66	\$ 17,204,599.13
230	Infrastructure Install & Training - Power and Business Users / All Functionality	01/10/19	\$ 150,000.00	\$ 25,608,021.66	\$ 17,354,599.13
231	Quality Assurance - Testing Support - 6	01/10/19	\$ 508,620.00	\$ 26,116,641.66	\$ 17,863,219.13
232	Fraud Prevention Using Behavioral Prompts in Self-service - Implementation	01/10/19	\$ 82,661.12	\$ 26,199,302.78	\$ 17,945,880.25
233	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS Web Application Vulnerability Testing (Review 3)	01/10/19	\$ 10,000.00	\$ 26,209,302.78	\$ 17,955,880.25
234	Eligibility Status Determination and Initial Implementation - Implementation	01/10/19	\$ 24,489.40	\$ 26,233,792.18	\$ 17,980,369.65
235	Job Scheduler & Batch Jobs Migration - Systems Testing	01/10/19	\$ 289,170.00	\$ 26,522,962.18	\$ 18,269,539.65

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
236	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	01/10/19	\$ 108,990.00	\$ 26,631,952.18	\$ 18,378,529.65
237	New HEIGHTS Member Eligibility - Systems Testing	01/10/19	\$ 54,205.00	\$ 26,686,157.18	\$ 18,432,734.65
238	Enhanced Document Imaging and Content Management - Production Pilot	03/05/19	\$ 13,598.00	\$ 26,699,755.18	\$ 18,446,332.65
239	Enhanced Document Imaging and Content Management - Post Production Support	03/05/19	\$ 11,143.00	\$ 26,710,898.18	\$ 18,457,475.65
240	New HEIGHTS Member Eligibility - Implementation	03/05/19	\$ 15,291.00	\$ 26,726,189.18	\$ 18,472,766.65
241	Intake Workflow - Requirements	03/06/19	\$ 162,426.00	\$ 26,888,615.18	\$ 18,635,192.65
242	Activity Tracking - New HEIGHTS - Construction & Unit Testing	03/06/19	\$ 472,028.48	\$ 27,360,643.66	\$ 19,107,221.13
243	Activity Tracking - NH EASY - Construction & Unit Testing	03/06/19	\$ 222,318.46	\$ 27,582,962.12	\$ 19,329,539.59
244	Federal, State Reporting & QC Sampling - Requirements	03/06/19	\$ 51,526.80	\$ 27,634,488.92	\$ 19,381,066.39
245	Maintenance and Enhancements - January 2019	03/06/19	\$ 625,000.00	\$ 28,259,488.92	\$ 20,006,066.39
246	Maintenance and Enhancements - February 2019	03/06/19	\$ 625,000.00	\$ 28,884,488.92	\$ 20,631,066.39
247	Maintenance and Enhancements - March 2019	04/01/19	\$ 625,000.00	\$ 29,509,488.92	\$ 21,256,066.39
248	Managed Care PMO - PMO Q1-18	04/29/19	\$ 43,264.00	\$ 29,552,752.92	\$ 21,299,330.39
249	NH EASY Individual Accounts - Requirements & Design	04/29/19	\$ 44,528.00	\$ 29,597,280.92	\$ 21,343,858.39
250	Core Managed Care Enhancements - Requirements & Design	04/29/19	\$ 53,434.00	\$ 29,650,714.92	\$ 21,397,292.39
251	NH EASY Individual Accounts - Construction & Integration	04/29/19	\$ 83,712.00	\$ 29,734,426.92	\$ 21,481,004.39
252	Addition of a New MCO - Requirements & Design	04/29/19	\$ 8,312.00	\$ 29,742,738.92	\$ 21,489,316.39
253	NH EASY Individual Accounts - Systems Testing	04/29/19	\$ 14,843.00	\$ 29,757,581.92	\$ 21,504,159.39
254	Activity Tracking - New HEIGHTS - Integration Testing	05/01/19	\$ 269,730.56	\$ 30,027,312.48	\$ 21,773,889.95
255	Digital Information Campaign - Content Development - Development	05/01/19	\$ 140,257.77	\$ 30,167,570.25	\$ 21,914,147.72
256	Maintenance and Enhancements - April 2019	05/01/19	\$ 625,000.00	\$ 30,792,570.25	\$ 22,539,147.72
257	Data Mart Extension - Data Sourced from New HEIGHTS - Systems Testing	05/06/19	\$ 55,000.00	\$ 30,847,570.25	\$ 22,594,147.72
258	Data Mart Extension - Claims Data from MMIS - Requirements & Design	05/14/19	\$ 245,000.00	\$ 31,092,570.25	\$ 22,839,147.72

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
259	Data Mart Extension - Data Sourced from New HEIGHTS - Construction & Integration	05/14/19	\$ 119,000.00	\$ 31,211,570.25	\$ 22,958,147.72
260	Data Mart Extension - Data Sourced from New HEIGHTS- Implementation	05/14/19	\$ 40,000.00	\$ 31,251,570.25	\$ 22,998,147.72
261	Improve Security Governance over Unstructured Data - Data Risk Remediation	05/14/19	\$ 165,000.00	\$ 31,416,570.25	\$ 23,163,147.72
262	Managed Care PMO - PMO Q4-18	05/14/19	\$ 43,264.00	\$ 31,459,834.25	\$ 23,206,411.72
263	Activity Tracking - NH EASY - Integration Testing	05/14/19	\$ 127,039.12	\$ 31,586,873.37	\$ 23,333,450.84
264	Conversion Notices - Requirements & Design	05/14/19	\$ 7,124.00	\$ 31,593,997.37	\$ 23,340,574.84
265	Core Managed Care Enhancements - Construction & Integration	05/14/19	\$ 167,424.00	\$ 31,761,421.37	\$ 23,507,998.84
266	Maintenance and Enhancements - May 2019	05/28/19	\$ 625,000.00	\$ 32,386,421.37	\$ 24,132,998.84
267	LTSS Dashboard - Requirements & Design	06/24/19	\$ 208,000.00	\$ 32,594,421.37	\$ 24,340,998.84
268	Managed Care PMO - PMO Q1-19	06/24/19	\$ 43,264.00	\$ 32,637,685.37	\$ 24,384,262.84
269	NH EASY Individual Accounts - Implementation	06/24/19	\$ 30,635.00	\$ 32,668,320.37	\$ 24,414,897.84
270	Suspension & Re-Application - Requirements	06/25/19	\$ 34,216.00	\$ 32,702,536.37	\$ 24,449,113.84
271	Federal, State Reporting & QC Sampling - Design	06/25/19	\$ 51,526.80	\$ 32,754,063.17	\$ 24,500,640.64
272	Suspension & Re-Application - Design	06/25/19	\$ 34,216.00	\$ 32,788,279.17	\$ 24,534,856.64
273	Activity Tracking - New HEIGHTS - Systems Testing	06/25/19	\$ 269,730.56	\$ 33,058,009.73	\$ 24,804,587.20
274	Activity Tracking - NH EASY - Systems Testing	06/25/19	\$ 127,039.12	\$ 33,185,048.85	\$ 24,931,626.32
275	Federal, State Reporting & QC Sampling - Construction & Unit Testing	06/25/19	\$ 180,343.80	\$ 33,365,392.65	\$ 25,111,970.12
276	Activity Tracking - New HEIGHTS - Implementation	06/25/19	\$ 67,432.64	\$ 33,432,825.29	\$ 25,179,402.76
277	Activity Tracking - NH EASY - Implementation	06/25/19	\$ 31,759.78	\$ 33,464,585.07	\$ 25,211,162.54
278	Maintenance and Enhancements - June 2019	06/26/19	\$ 625,000.00	\$ 34,089,585.07	\$ 25,836,162.54
279	Extract & Schema - Sourced from Existing EDW - Construction & Integration	07/19/19	\$ 130,000.00	\$ 130,000.00	\$ 25,966,162.54
280	Improve Security Governance Over Unstructured Data - UDM Tool Integration, Configuration, and Data Discovery	07/19/19	\$ 80,000.00	\$ 210,000.00	\$ 26,046,162.54

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
281	Improve Security Governance over Unstructured Data - Unstructured Data Risk Remediation Preparation and Plan	07/19/19	\$ 140,000.00	\$ 350,000.00	\$ 26,186,162.54
282	Data Mart Extension - Claims Data from MMIS - Construction & Integration	07/19/19	\$ 335,430.86	\$ 685,430.86	\$ 26,521,593.40
283	LTSS Dashboard - Construction & Integration	07/19/19	\$ 176,800.00	\$ 862,230.86	\$ 26,698,393.40
284	Digital Information Campaign - Navigation Delivery Model - Requirements	07/19/19	\$ 105,193.40	\$ 967,424.26	\$ 26,803,586.80
285	Digital Information Campaign - Navigation Delivery Model - Design	07/19/19	\$ 105,193.40	\$ 1,072,617.66	\$ 26,908,780.20
286	Automatically Run Newborns from DOB - Requirements & Design	07/19/19	\$ 48,366.64	\$ 1,120,984.30	\$ 26,957,146.84
287	Suspension & Re-Application - Construction & Unit Testing	07/19/19	\$ 119,756.00	\$ 1,240,740.30	\$ 27,076,902.84
288	Federal, State Reporting & QC Sampling - Integration Testing	07/19/19	\$ 103,053.60	\$ 1,343,793.90	\$ 27,179,956.44
289	Suspension & Re-Application - Integration Testing	07/19/19	\$ 68,432.00	\$ 1,412,225.90	\$ 27,248,388.44
290	Federal, State Reporting & QC Sampling - Systems Testing	07/19/19	\$ 103,053.60	\$ 1,515,279.50	\$ 27,351,442.04
291	Maintenance and Enhancements - July 2019	07/26/19	\$ 625,000.00	\$ 2,140,279.50	\$ 27,976,442.04
292	LTSS Dashboard Changes for MEA Processing - Requirements & Design	08/07/19	\$ 9,499.00	\$ 2,149,778.50	\$ 27,985,941.04
293	Extract & Schema - Sourced from Existing EDW - Systems Testing	08/07/19	\$ 83,200.00	\$ 2,232,978.50	\$ 28,069,141.04
294	Data Mart Extension - Claims Data from MMIS - Systems Testing	08/07/19	\$ 200,000.00	\$ 2,432,978.50	\$ 28,269,141.04
295	LTSS Unit Workflow Management - Requirements & Design	08/07/19	\$ 44,528.00	\$ 2,477,506.50	\$ 28,313,669.04
296	EBI Security - Control Evaluation & Security Testing	08/07/19	\$ 75,000.00	\$ 2,552,506.50	\$ 28,388,669.04
297	LTSS Dashboard - Systems Testing	08/07/19	\$ 218,400.00	\$ 2,770,906.50	\$ 28,607,069.04
298	Digital Information Campaign - Navigation Delivery Model - Development	08/07/19	\$ 140,257.77	\$ 2,911,164.27	\$ 28,747,326.81
299	Conversion Notices - Systems Testing	08/07/19	\$ 12,319.00	\$ 2,923,483.27	\$ 28,759,645.81
300	Suspension & Re-Application - Systems Testing	08/07/19	\$ 68,432.00	\$ 2,991,915.27	\$ 28,828,077.81
301	Core Managed Care Enhancements - Systems Testing	08/07/19	\$ 29,685.00	\$ 3,021,600.27	\$ 28,857,762.81
302	Federal, State Reporting & QC Sampling - Implementation	08/07/19	\$ 25,763.40	\$ 3,047,363.67	\$ 28,883,526.21

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
303	Suspension & Re-Application - Implementation	08/07/19	\$ 17,108.00	\$ 3,064,471.67	\$ 28,900,634.21
304	Addition of a New MCO - Systems Testing	08/07/19	\$ 49,277.00	\$ 3,113,748.67	\$ 28,949,911.21
305	Intake Workflow - Reverse Engineering, Framework Development and User Story Development	08/07/19	\$ 207,606.00	\$ 3,321,354.67	\$ 29,157,517.21
306	Intake Workflow - Salesforce Infrastructure, Product Backlog, User Engagement, Business Proof-of-Concept	08/07/19	\$ 227,140.00	\$ 3,548,494.67	\$ 29,384,657.21
307	Intake Workflow - Salesforce Security, Architecture and Framework Setup, Code and Data Schema Walkthrough, Data Integration	08/07/19	\$ 216,310.00	\$ 3,764,804.67	\$ 29,600,967.21
308	Intake Workflow - Hybrid Agile Planning, Infrastructure, Security, Communications and Change Management Plan, Sprint Planning	08/07/19	\$ 94,018.00	\$ 3,858,822.67	\$ 29,694,985.21
309	Intake Workflow - Sprint 1 (Enterprise Planning, Infrastructure and Framework Setup, User Story Alignment)	08/07/19	\$ 120,250.00	\$ 3,979,072.67	\$ 29,815,235.21
310	Intake Workflow - Sprint 2 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,099,322.67	\$ 29,935,485.21
311	Intake Workflow - Sprint 3 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,219,572.67	\$ 30,055,735.21
312	Intake Workflow - Sprint 4 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,339,822.67	\$ 30,175,985.21
313	Intake Workflow - Sprint 5 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,460,072.67	\$ 30,296,235.21
314	Extract & Schema - Sourced from Existing EDW - Implementation	08/09/19	\$ 52,000.00	\$ 4,512,072.67	\$ 30,348,235.21
315	Data Mart Extension - Claims Data from MMIS - Implementation	08/09/19	\$ 55,000.00	\$ 4,567,072.67	\$ 30,403,235.21

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 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
316	Conversion Notices - Implementation	08/09/19	\$ 3,985.00	\$ 4,571,057.67	\$ 30,407,220.21
317	Core Managed Care Enhancements - Implementation	08/09/19	\$ 57,708.00	\$ 4,628,765.67	\$ 30,464,928.21
318	Addition of a New MCO - Implementation	08/09/19	\$ 13,922.00	\$ 4,642,687.67	\$ 30,478,850.21
319	Intake Workflow - Sprint 6 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/13/19	\$ 120,250.00	\$ 4,762,937.67	\$ 30,599,100.21
320	Maintenance and Enhancements - August 2019	08/23/19	\$ 625,000.00	\$ 5,387,937.67	\$ 31,224,100.21
321	LTSS Unit Workflow Management - Construction & Integration	09/19/19	\$ 83,712.00	\$ 5,471,649.67	\$ 31,307,812.21
322	Database & DB Tools Migration - DB Conversion - Requirements & Design	09/19/19	\$ 130,725.00	\$ 5,602,374.67	\$ 31,438,537.21
323	Automatically Run Newborns from DOB - Construction & Unit	09/19/19	\$ 320,594.71	\$ 5,922,969.38	\$ 31,759,131.92
324	Intake Workflow - Sprint 7 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	09/19/19	\$ 120,250.00	\$ 6,043,219.38	\$ 31,879,381.92
325	DD Waitlist Dashboard - Requirements & Design	10/01/19	\$ 9,499.00	\$ 6,052,718.38	\$ 9,499.00
326	DD Waitlist Dashboard - Systems Testing	10/01/19	\$ 24,639.00	\$ 6,077,357.38	\$ 34,138.00
327	DD Waitlist Dashboard - Implementation	10/01/19	\$ 7,496.00	\$ 6,084,853.38	\$ 41,634.00
328	Sprint 10 (Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	10/01/19	\$ 92,010.00	\$ 6,176,863.38	\$ 133,644.00
329	Maintenance and Enhancements - September 2019	10/16/19	\$ 625,000.00	\$ 6,801,863.38	\$ 758,644.00
330	Sprint 11 (Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	10/22/19	\$ 92,010.00	\$ 6,893,873.38	\$ 850,654.00
331	LTSS Dashboard Changes for MEA Processing - Systems Testing	11/08/19	\$ 34,494.00	\$ 6,928,367.38	\$ 885,148.00
332	LTSS Unit Workflow Management - Systems Testing	11/08/19	\$ 14,843.00	\$ 6,943,210.38	\$ 899,991.00
333	LTSS Dashboard Changes for MEA Processing - Implementation	11/08/19	\$ 10,114.00	\$ 6,953,324.38	\$ 910,105.00

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
334	LTSS Unit Workflow Management - Implementation	11/08/19	\$ 30,635.00	\$ 6,983,959.38	\$ 940,740.00
335	Managed Care PMO - PMO Q2-19	11/08/19	\$ 43,264.00	\$ 7,027,223.38	\$ 984,004.00
336	Automatically Run Newborns from DOB - Systems Testing	11/08/19	\$ 88,125.71	\$ 7,115,349.09	\$ 1,072,129.71
337	Automatically Run Newborns from DOB - Implementation	11/08/19	\$ 24,057.21	\$ 7,139,406.30	\$ 1,096,186.92
338	Improve Security Governance over Unstructured Data - UDM Transition and Knowledge Transfer	11/08/19	\$ 35,000.00	\$ 7,174,406.30	\$ 1,131,186.92
339	Managed Care PMO - PMO Q3-19	11/08/19	\$ 43,264.00	\$ 7,217,670.30	\$ 1,174,450.92
340	Intake Workflow - Sprint 8 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,337,920.30	\$ 1,294,700.92
341	Intake Workflow - Sprint 9 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,458,170.30	\$ 1,414,950.92
342	Infrastructure Install & Training - Power Users / DHHS Dashboard	11/08/19	\$ 100,000.00	\$ 7,558,170.30	\$ 1,514,950.92
343	Maintenance and Enhancements - October 2019	11/11/19	\$ 625,000.00	\$ 8,183,170.30	\$ 2,139,950.92
344	Sprint 12 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	11/12/19	\$ 85,250.00	\$ 8,268,420.30	\$ 2,225,200.92
345	Database & DB Tools Migration - DB Conversion - Construction & Integration	11/27/19	\$ 174,300.00	\$ 8,442,720.30	\$ 2,399,500.92
346	Database & DB Tools Migration - Setting Up DB Tools & Configuration - Development	11/27/19	\$ 72,660.00	\$ 8,515,380.30	\$ 2,472,160.92
347	Database & DB Tools Migration - Performance Testing & Tuning - 1	11/27/19	\$ 54,600.00	\$ 8,569,980.30	\$ 2,526,760.92
348	Database & DB Tools Migration - Setting Up DB Tools & Configuration - Testing	11/29/19	\$ 72,660.00	\$ 8,642,640.30	\$ 2,599,420.92
349	Database & DB Tools Migration - DB Conversion - Systems Testing	11/29/19	\$ 87,150.00	\$ 8,729,790.30	\$ 2,686,570.92

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
350	Maintenance and Enhancements - November 2019	11/30/19	\$ 625,000.00	\$ 9,354,790.30	\$ 3,311,570.92
351	Sprint 13 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Code Merge, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	12/03/19	\$ 130,000.00	\$ 9,484,790.30	\$ 3,441,570.92
352	Sprint 14 (Design and Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	12/24/19	\$ 130,000.00	\$ 9,614,790.30	\$ 3,571,570.92
353	Database & DB Tools Migration - DB Conversion - Implementation	12/27/19	\$ 43,785.00	\$ 9,658,575.30	\$ 3,615,355.92
354	Database & DB Tools Migration - Performance Testing & Tuning - 2	12/27/19	\$ 54,600.00	\$ 9,713,175.30	\$ 3,669,955.92
355	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	12/27/19	\$ 72,600.00	\$ 9,785,775.30	\$ 3,742,555.92
356	Maintenance and Enhancements - December 2019	12/31/19	\$ 625,000.00	\$ 10,410,775.30	\$ 4,367,555.92
357	Sprint 15 (Design and Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets, DevOps)	01/14/20	\$ 227,086.00	\$ 10,637,861.30	\$ 4,594,641.92
358	Maintenance and Enhancements - January 2020	01/31/20	\$ 625,000.00	\$ 11,262,861.30	\$ 5,219,641.92
359	Sprint 16 (Completion of Development of User Stories, Defect Fixes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets, DevOps - SIT)	02/04/20	\$ 144,094.00	\$ 11,406,955.30	\$ 5,363,735.92
360	Financial Passive Renewal - Requirements & Design	02/07/20	\$ 71,244.00	\$ 11,478,199.30	\$ 5,434,979.92
361	Sprint 17 (Defect Fixes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets, DevOps - UAT)	02/25/20	\$ 143,307.00	\$ 11,621,506.30	\$ 5,578,286.92
362	Maintenance and Enhancements - February 2020	02/29/20	\$ 625,000.00	\$ 12,246,506.30	\$ 6,203,286.92
363	Sprint 18 (Regression, Data Migration, Hardening and Go-live, Post Go-Live)	03/17/20	\$ 125,759.00	\$ 12,372,265.30	\$ 6,329,045.92
364	Financial Passive Renewal - Construction & Integration	03/20/20	\$ 409,405.00	\$ 12,781,670.30	\$ 6,738,450.92

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
365	Enhanced Case Task Workflow Management - Requirements & Design	03/27/20	\$ 35,000.00	\$ 12,816,670.30	\$ 6,773,450.92
366	System Security Plan (SSP) - Part A: System Identification	03/27/20	\$ 50,000.00	\$ 12,866,670.30	\$ 6,823,450.92
367	Maintenance and Enhancements - March 2020	03/31/20	\$ 625,000.00	\$ 13,491,670.30	\$ 7,448,450.92
368	Sprint 19 (Post Go-Live Support) Summary	04/07/20	\$ 42,000.00	\$ 13,533,670.30	\$ 7,490,450.92
369	Privacy Impact Assessment (PIA)	04/17/20	\$ 65,000.00	\$ 13,598,670.30	\$ 7,555,450.92
370	Financial Passive Renewal - Systems Testing	04/24/20	\$ 72,590.00	\$ 13,671,260.30	\$ 7,628,040.92
371	Sprint 20 (Post Go-Live Support) Summary	04/28/20	\$ 17,754.00	\$ 13,689,014.30	\$ 7,645,794.92
372	Maintenance and Enhancements - April 2020	04/30/20	\$ 625,000.00	\$ 14,314,014.30	\$ 8,270,794.92
373	Information Security Risk Assessment (ISRA)	05/01/20	\$ 55,000.00	\$ 14,369,014.30	\$ 8,325,794.92
374	System Security Plan (SSP) - Part C: Privacy Controls	05/15/20	\$ 75,000.00	\$ 14,444,014.30	\$ 8,400,794.92
375	Security & Privacy Assessment Report (SAR)	05/15/20	\$ 55,000.00	\$ 14,499,014.30	\$ 8,455,794.92
376	System Security Plan (SSP) - Part B: Security Controls	05/22/20	\$ 75,000.00	\$ 14,574,014.30	\$ 8,530,794.92
377	Enhanced Case Task Workflow Management - Construction & Integration Testing	05/29/20	\$ 234,500.00	\$ 14,808,514.30	\$ 8,765,294.92
378	System Security Plan (SSP) - Controls Workbooks	05/29/20	\$ 40,000.00	\$ 14,848,514.30	\$ 8,805,294.92
379	Automate Processing Medicaid Applications using OCR - Requirements	05/29/20	\$ 54,750.00	\$ 14,903,264.30	\$ 8,860,044.92
380	Pandemic EBT - Development & Implementation	05/29/20	\$ 146,520.00	\$ 15,049,784.30	\$ 9,006,564.92
381	EA (Supplements) to SNAP Households - Development & Implementation	05/29/20	\$ 33,840.00	\$ 15,083,624.30	\$ 9,040,404.92
382	Continuous Coverage for Medicaid Beneficiaries - Development & Implementation	05/29/20	\$ 131,280.00	\$ 15,214,904.30	\$ 9,171,684.92
383	Stopping Benefit Recovery Processes - Development & Implementation	05/29/20	\$ 21,000.00	\$ 15,235,904.30	\$ 9,192,684.92
384	Extend Certification Periods for SNAP, Child Care & Cash - Development & Implementation	05/29/20	\$ 30,840.00	\$ 15,266,744.30	\$ 9,223,524.92
385	Zero Cost Share and Continuous coverage for Child Care - Development & Implementation	05/29/20	\$ 24,000.00	\$ 15,290,744.30	\$ 9,247,524.92
386	Remote Case Management - Development & Implementation	05/29/20	\$ 124,920.00	\$ 15,415,664.30	\$ 9,372,444.92

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
387	Maintenance and Enhancements - May 2020	05/31/20	\$ 625,000.00	\$ 16,040,664.30	\$ 9,997,444.92
388	Final Consolidated SSP (Ready for Submission)	06/02/20	\$ 50,000.00	\$ 16,090,664.30	\$ 10,047,444.92
389	Plan of Action and Milestone (POAM)	06/08/20	\$ 50,000.00	\$ 16,140,664.30	\$ 10,097,444.92
390	Financial Passive Renewal - Implementation	06/26/20	\$ 135,172.00	\$ 16,275,836.30	\$ 10,232,616.92
391	Enhanced Case Task Workflow Management - Systems Testing	06/26/20	\$ 63,000.00	\$ 16,338,836.30	\$ 10,295,616.92
392	Pandemic EBT - Post Implementation Review	06/26/20	\$ 25,200.00	\$ 16,364,036.30	\$ 10,320,816.92
393	Special Medicaid Eligibility for Uninsured Individuals - Development & Implementation	06/26/20	\$ 242,160.00	\$ 16,606,196.30	\$ 10,562,976.92
394	EA (Supplements) to SNAP Households - Post Implementation Review	06/26/20	\$ 29,280.00	\$ 16,635,476.30	\$ 10,592,256.92
395	Continuous Coverage for Medicaid Beneficiaries - Post Implementation Review	06/26/20	\$ 98,400.00	\$ 16,733,876.30	\$ 10,690,656.92
396	Stopping Benefit Recovery Processes - Post Implementation Review	06/26/20	\$ 7,920.00	\$ 16,741,796.30	\$ 10,698,576.92
397	Remote Case Management - Post Implementation Review	06/26/20	\$ 73,920.00	\$ 16,815,716.30	\$ 10,772,496.92
398	OCR - SNAP Rede Application - Requirements & Design	06/26/20	\$ 100,008.00	\$ 16,915,724.30	\$ 10,872,504.92
399	Recertification Tracking - Requirements & Design	06/26/20	\$ 28,416.00	\$ 16,944,140.30	\$ 10,900,920.92
400	Maintenance and Enhancements - June 2020	06/30/20	\$ 625,000.00	\$ 17,569,140.30	\$ 11,525,920.92
401	Automate Processing Medicaid Applications Using OCR - Design	07/02/20	\$ 54,750.00	\$ 54,750.00	\$ 11,580,670.92
402	Maintenance and Enhancements - July 2020	07/31/20	\$ 625,000.00	\$ 679,750.00	\$ 12,205,670.92
403	Special Medicaid Eligibility for Uninsured Individuals - Post Implementation Review	07/31/20	\$ 24,000.00	\$ 703,750.00	\$ 12,229,670.92
404	CMS ATC Approval Hold Back (10%)	08/14/20	\$ 60,000.00	\$ 763,750.00	\$ 12,289,670.92
405	Enhanced Case Task Workflow Management - Implementation	08/28/20	\$ 17,500.00	\$ 781,250.00	\$ 12,307,170.92
406	Interconnection Security Agreement (ISA)	08/28/20	\$ 25,000.00	\$ 806,250.00	\$ 12,332,170.92
407	Automate Processing Medicaid Applications using OCR - Construction & Unit Testing	08/28/20	\$ 219,000.00	\$ 1,025,250.00	\$ 12,551,170.92
408	Maintenance and Enhancements - August 2020	08/31/20	\$ 625,000.00	\$ 1,650,250.00	\$ 13,176,170.92

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
409	Pandemic EBT - Program Termination	08/31/20	\$ 23,640.00	\$ 1,673,890.00	\$ 13,199,810.92
410	Special Medicaid Eligibility for Uninsured Individuals - Program Termination	08/31/20	\$ 24,000.00	\$ 1,697,890.00	\$ 13,223,810.92
411	Continuous Coverage for Medicaid Beneficiaries - Program Termination	08/31/20	\$ 66,000.00	\$ 1,763,890.00	\$ 13,289,810.92
412	Stopping Benefit Recovery Processes - Program Termination	08/31/20	\$ 9,960.00	\$ 1,773,850.00	\$ 13,299,770.92
413	Extend Certification periods for SNAP, Child Care & Cash - Program Termination	08/31/20	\$ 9,600.00	\$ 1,783,450.00	\$ 13,309,370.92
414	Zero Cost Share and Continuous coverage for Child Care - Program Termination	08/31/20	\$ 13,560.00	\$ 1,797,010.00	\$ 13,322,930.92
415	Remote Case Management - Program Termination	08/31/20	\$ 108,120.00	\$ 1,905,130.00	\$ 13,431,050.92
416	OCR - SNAP Rede Application - Construction & Integration Testing	08/31/20	\$ 250,020.00	\$ 2,155,150.00	\$ 13,681,070.92
417	Recertification Tracking - Construction & Integration Testing	08/31/20	\$ 71,040.00	\$ 2,226,190.00	\$ 13,752,110.92
418	Client Notice Consolidation for Medicaid - Requirements & Design	09/25/20	\$ 32,500.00	\$ 2,258,690.00	\$ 13,784,610.92
419	Automate Processing Medicaid Applications using OCR - Integration Testing	09/25/20	\$ 82,125.00	\$ 2,340,815.00	\$ 13,866,735.92
420	Maintenance and Enhancements - September 2020	09/30/20	\$ 625,000.00	\$ 2,965,815.00	\$ 14,491,735.92
421	OCR - SNAP Rede Application - Systems Testing	09/30/20	\$ 150,012.00	\$ 3,115,827.00	\$ 14,641,747.92
422	Recertification Tracking - Systems Testing	09/30/20	\$ 42,624.00	\$ 3,158,451.00	\$ 14,684,371.92
423	Automate Scheduling and Checklist Generation for SNAP Cases - Requirements & Design	10/23/20	\$ 36,000.00	\$ 3,194,451.00	\$ 36,000.00
424	Client Notice Consolidation for Medicaid - Construction & Integration Testing	10/30/20	\$ 217,750.00	\$ 3,412,201.00	\$ 253,750.00
425	Maintenance and Enhancements - October 2020	10/31/20	\$ 625,000.00	\$ 4,037,201.00	\$ 878,750.00
426	COVID Ongoing Support Due to Extended Emergency - Ongoing Support - August	10/31/20	\$ 60,000.00	\$ 4,097,201.00	\$ 938,750.00

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
427	COVID Ongoing Support Due to Extended Emergency - Ongoing Support - September	10/31/20	\$ 60,000.00	\$ 4,157,201.00	\$ 998,750.00
428	Verification Tracking - Requirements & Design	10/31/20	\$ 72,000.00	\$ 4,229,201.00	\$ 1,070,750.00
429	Online Recertification Application for Phone/F2F Interviews - Requirements & Design	10/31/20	\$ 24,000.00	\$ 4,253,201.00	\$ 1,094,750.00
430	Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Requirements & Design	10/31/20	\$ 36,000.00	\$ 4,289,201.00	\$ 1,130,750.00
431	Online Scheduling - Requirements & Design	10/31/20	\$ 36,000.00	\$ 4,325,201.00	\$ 1,166,750.00
432	Automate Processing Medicaid Applications Using OCR - Systems Testing	11/13/20	\$ 109,500.00	\$ 4,434,701.00	\$ 1,276,250.00
433	COVID Ongoing Support Due to Extended Emergency - Ongoing Support - October	11/15/20	\$ 60,000.00	\$ 4,494,701.00	\$ 1,336,250.00
434	COVID Unwind - Redetermination Overdues	11/15/20	\$ 62,400.00	\$ 4,557,101.00	\$ 1,398,650.00
435	Automate Scheduling and Checklist Generation for SNAP Cases - Development & Unit Testing	11/15/20	\$ 72,000.00	\$ 4,629,101.00	\$ 1,470,650.00
436	FAQ Chat Bot - Requirements & Design	11/15/20	\$ 60,000.00	\$ 4,689,101.00	\$ 1,530,650.00
437	Client Self-Service Document Indexing - Requirements & Design	11/15/20	\$ 36,000.00	\$ 4,725,101.00	\$ 1,566,650.00
438	Video Interview - Requirements & Design	11/15/20	\$ 36,000.00	\$ 4,761,101.00	\$ 1,602,650.00
439	Client Notice Consolidation for Medicaid - Systems Testing	11/27/20	\$ 58,500.00	\$ 4,819,601.00	\$ 1,661,150.00
440	Maintenance and Enhancements - November 2020	11/30/20	\$ 625,000.00	\$ 5,444,601.00	\$ 2,286,150.00
441	LTSS Enhancements - Requirements & Design	11/30/20	\$ 19,418.00	\$ 5,464,019.00	\$ 2,305,568.00
442	COVID Ongoing Support Due to Extended Emergency - Ongoing Support - November	11/30/20	\$ 63,120.00	\$ 5,527,139.00	\$ 2,368,688.00
443	COVID Unwind - Spenddown Terminations	11/30/20	\$ 62,400.00	\$ 5,589,539.00	\$ 2,431,088.00
444	COVID Unwind - Medicaid Terminations	11/30/20	\$ 62,400.00	\$ 5,651,939.00	\$ 2,493,488.00

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
445	Verification Tracking - Development & Unit Testing	11/30/20	\$ 180,000.00	\$ 5,831,939.00	\$ 2,673,488.00
446	FAQ Chat Bot - Development & Unit Testing	11/30/20	\$ 144,000.00	\$ 5,975,939.00	\$ 2,817,488.00
447	E-Notices or Paper - Implementation	11/30/20	\$ 19,200.00	\$ 5,995,139.00	\$ 2,836,688.00
448	Online Recertification Application for Phone/F2F Interviews - Development & Unit Testing	11/30/20	\$ 60,000.00	\$ 6,055,139.00	\$ 2,896,688.00
449	Individualized Adhoc Noticing Client Voicemail Follow-up Post to NH EASY - Development & Unit Testing	11/30/20	\$ 60,000.00	\$ 6,115,139.00	\$ 2,956,688.00
450	Enhanced Mobile Document Upload - Requirements & Design	11/30/20	\$ 24,000.00	\$ 6,139,139.00	\$ 2,980,688.00
451	Voice to Text - Requirements & Design	11/30/20	\$ 36,000.00	\$ 6,175,139.00	\$ 3,016,688.00
452	Automate Processing Medicaid Applications Using OCR - Implementation	12/10/20	\$ 27,375.00	\$ 6,202,514.00	\$ 3,044,063.00
453	FAQ Chat Bot - Integration Testing	12/10/20	\$ 36,000.00	\$ 6,238,514.00	\$ 3,080,063.00
454	Client Self-Service Document Indexing - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,310,514.00	\$ 3,152,063.00
455	Marketing Notice - Implementation	12/10/20	\$ 19,200.00	\$ 6,329,714.00	\$ 3,171,263.00
456	Voice to Text - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,401,714.00	\$ 3,243,263.00
457	Video Interview - Development & Unit Testing	12/10/20	\$ 72,000.00	\$ 6,473,714.00	\$ 3,315,263.00
458	Online Scheduling - Development & Unit Testing	12/10/20	\$ 91,200.00	\$ 6,564,914.00	\$ 3,406,463.00
459	Client Notice Consolidation for Medicaid - Implementation	12/11/20	\$ 16,250.00	\$ 6,581,164.00	\$ 3,422,713.00
460	Automate Scheduling and Checklist Generation for SNAP Cases - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,617,164.00	\$ 3,458,713.00
461	Verification Tracking - Integration Testing	12/17/20	\$ 64,800.00	\$ 6,681,964.00	\$ 3,523,513.00
462	Video Interview - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,717,964.00	\$ 3,559,513.00
463	Online Scheduling - Integration Testing	12/17/20	\$ 36,000.00	\$ 6,753,964.00	\$ 3,595,513.00

Deloitte Consulting LLP  
Vendor Initials SW  
Date 11/20/20

RFP #2013-009  
Page 24 of 26

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 4**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
464	COVID Ongoing Support Due to Extended Emergency - Ongoing Support - December	12/24/20	\$63,115.00	\$ 6,817,084.00	\$ 3,658,633.00
465	COVID Unwind - Over Age Terminations & Mass Change	12/24/20	\$62,400.00	\$6,879,479.00	\$3,721,028.00
466	Client Self-Service Document Indexing - Integration Testing	12/24/20	\$36,000.00	\$6,915,479.00	\$3,757,028.00
467	Enhanced Mobile Document Upload - Development & Unit Testing	12/24/20	\$43,200.00	\$6,958,679.00	\$3,800,228.00
468	Voice to Text - Integration Testing	12/24/20	\$36,000.00	\$6,994,679.00	\$3,836,228.00
469	Maintenance and Enhancements - December 2020	12/31/20	\$625,000.00	\$7,619,679.00	\$4,461,228.00
470	LTSS Enhancements - Construction & Integration Testing	01/08/21	\$130,105.00	\$7,749,784.00	\$4,591,333.00
471	Maintenance and Enhancements - January 2021	01/31/21	\$625,000.00	\$8,374,784.00	\$5,216,333.00
472	LTSS Enhancements - Systems Testing	02/05/21	\$34,954.00	\$8,409,738.00	\$5,251,287.00
473	LTSS Enhancements - Implementation	02/26/21	\$9,709.00	\$8,419,447.00	\$5,260,996.00
474	Maintenance and Enhancements - February 2021	02/28/21	\$625,000.00	\$9,044,447.00	\$5,885,996.00
475	Maintenance and Enhancements - March 2021	03/31/21	\$625,000.00	\$9,669,447.00	\$6,510,996.00
476	Maintenance and Enhancements - April 2021	04/30/21	\$625,000.00	\$10,294,447.00	\$7,135,996.00
477	Maintenance and Enhancements - May 2021	05/31/21	\$625,000.00	\$10,919,447.00	\$7,760,996.00
478	Maintenance and Enhancements - June 2021	06/30/21	\$625,000.00	\$11,544,447.00	\$8,385,996.00
479	Maintenance and Enhancements - July 2021	07/31/21	\$625,000.00	\$625,000.00	\$9,010,996.00
480	Maintenance and Enhancements - August 2021	08/31/21	\$625,000.00	\$1,250,000.00	\$9,635,996.00
481	Maintenance and Enhancements - September 2021	09/30/21	\$625,000.00	\$1,875,000.00	\$10,260,996.00
482	Maintenance and Enhancements - October 2021	10/31/21	\$625,000.00	\$2,500,000.00	\$625,000.00
483	Maintenance and Enhancements - November 2021	11/30/21	\$625,000.00	\$3,125,000.00	\$1,250,000.00
484	Maintenance and Enhancements - December 2021	12/31/21	\$625,000.00	\$3,750,000.00	\$1,875,000.00
485	Maintenance and Enhancements - January 2022	01/31/22	\$625,000.00	\$4,375,000.00	\$2,500,000.00

Deloitte Consulting LLP  
Vendor Initials SW  
Date 11/20/20

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 4**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
486	Maintenance and Enhancements - February 2022	02/28/22	\$ 625,000.00	\$ 5,000,000.00	\$ 3,125,000.00
487	Maintenance and Enhancements - March 2022	03/31/22	\$ 625,000.00	\$ 5,625,000.00	\$ 3,750,000.00
488	Maintenance and Enhancements - April 2022	04/30/22	\$ 625,000.00	\$ 6,250,000.00	\$ 4,375,000.00
489	Maintenance and Enhancements - May 2022	05/31/22	\$ 625,000.00	\$ 6,875,000.00	\$ 5,000,000.00
490	Maintenance and Enhancements - June 2022	06/30/22	\$ 625,000.00	\$ 7,500,000.00	\$ 5,625,000.00
491	Maintenance and Enhancements - July 2022	07/31/22	\$ 625,000.00	\$ 8,125,000.00	\$ 6,250,000.00
492	Maintenance and Enhancements - August 2022	08/31/22	\$ 625,000.00	\$ 8,750,000.00	\$ 6,875,000.00
493	Maintenance and Enhancements - September 2022	09/30/22	\$ 625,000.00	\$ 9,375,000.00	\$ 7,500,000.00
		Grand Total	\$ 101,681,392	\$ 101,681,392	\$ 101,681,392

JUL21 '20 PM 3:27 DAS

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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
7 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
www.nh.gov/doit

Denis Coulet  
Commissioner

July 6, 2020

His Excellency, Governor Christopher T. Sununu  
State House  
Concord, New Hampshire 03301

**INFORMATIONAL ITEM**

Pursuant to RSA 4:45, RSA 4:47, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10 and 2020-14, Governor Sununu has authorized the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to Retroactively amend an existing Sole Source contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA, by increasing the price limitation by \$1,910,280 from \$97,633,677 to \$99,543,957 to implement several necessary enhancements and continued maintenance and operations of the New HEIGHTS system to include COVID-19 services, with no change to the contract completion date of September 30, 2022 effective retroactive to March 18, 2020 upon Governor and Council approval. 66% Federal Funds. 32% General Funds. 2% Other Funds from the Governor's Office For Emergency Relief and Recovery (GOFERR).

Funds are available in the following accounts for State Fiscal Years 2020 and 2021, and are anticipated to be available in State Fiscal Year 2022 and 2023, 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.

See Attached Fiscal Details

**EXPLANATION**

This amendment is Retroactive because the vendor began providing services on March 18, 2020 in order for the Department to increase capacity and quickly respond to the increased demand for services during the COVID-19 pandemic. As the New HEIGHTS system is the integrated eligibility system for DHHS, changes were needed at New HEIGHTS to enable the program changes required by the COVID-19 pandemic. The scope of this contract amendment for COVID-19 services is strictly limited to enhancements to the New HEIGHTS system. This amendment is Sole Source because a previous amendment was approved as sole source and MOP

ISO requires any subsequent amendments to be labelled as sole source. Additionally, the vendor has been delivering COVID-19 services for which they are uniquely qualified. It is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services, and to minimize cost. The vendor rate of service is fixed and has been evaluated by DHHS as extremely competitive.

To respond to the needs during the pandemic, the programs implemented that required changes to New Heights and required a contract amendment include:

- **Pandemic EBT** - This project will provide Pandemic Electronic Benefits Transfer (P-EBT) to households of children whose schools were closed for at least 5 consecutive days during the emergency designation and who would have received free or reduced-price meals under the Richard B. Russell National School Lunch Act if not for the school closures.
- **Special Medicaid Eligibility for Uninsured Individuals** - This project will create a special medical eligibility group for uninsured individuals who are not eligible for any other Medicaid category. The group would expire when the emergency period ends. The medical service under this Medicaid eligibility is limited to testing, treatment of COVID-19.
- **EA (Supplements) to SNAP Households** - This project will provide an Emergency Allotment (EA) to address temporary food needs to households to bring all households up to the maximum benefit due to COVID-19 pandemic related economic conditions.
- **Continuous Coverage for Medicaid Beneficiaries** - This project will provide a continuous coverage for all Medicaid beneficiaries through the end of the month in which the emergency period ends. Stopping Benefit Recovery Processes. This project will stop the recoupment, prevents offsets and suspend TOP processing during emergency period for COVID-19.
- **Extend Certification Periods for SNAP, Child Care & Cash** - This project will extend the recertification for SNAP and Cash by 6 months and for Child Care by 4 months for cases in which the recertification was due initially during the emergency period.
- **Cost Share and Continuous Coverage for Child Care** - This project will implement \$0 Cost Share, suspend 92 days clock, support school vacation changes, and provide continuous coverage for childcare during this emergency period.
- **Remote Work Case Management** - This project will move face to face interviews to phone to support stay at home and social distance measures, allow to upload wave files for voice signatures, allow to access New HEIGHTS on Internet, send messages to clients to create an account in NH EASY Self-service application, and generate reports to track various activities related COVID-19.
- **OCR - SNAP Rede Application** - This project is to automate data extraction for paper-based SNAP Redetermination applications using Kofax OCR Technology (KTM). Extracted data will be presented to the case worker for validation and if required corrections before systematically importing the application for processing through New HEIGHTS. This will reduce the workload on case workers while processing redeterminations during October to December timeframe where the volume of SNAP redes are expected to be high due to COVID-19.



- **Recertification Tracking** - This project is to provide multi-channel notifications to clients for their unsubmitted recertification applications for SNAP. This would reduce an unwanted SNAP closing due to failure to submit the verifications. This will be required to manage extended recertification as a result of COVID-19.

New HEIGHTS is the enterprise management system for DHHS and supports extensive and complex business functions. The system will provide support to over 1,100 DHHS users, 275,000 individuals served, and include over 750,000 transactions per day, from March 18, 2020 to September 30, 2022.

The State will be working with Deloitte Consulting on a daily basis ensuring that the deliverables outlined in this contract amendment are met. Additionally, the Centers for Medicare & Medicaid Services are also working closely with both the State and the vendor to ensure timely implementation.

As referenced in Exhibit A, Scope of Work, Paragraph 1.3, Period of Performance of the original contract, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. DHHS is not exercising its option to renew at this time.

The original contract was approved by Governor and Council on June 19, 2013, item #19. It was subsequently amended with Governor and Council approval on May 2, 2018, item #43, and most recently amended with Governor and Council approval on April 8, 2020, item #24.

With Governor approval, the Department of Health and Human Services will be able to implement DHHS mandates and priorities and to fulfill commitments to citizens, CMS, and FNS related to COVID-19 as defined in the projects summarized above.

CDFA #21.019, #10.561, #93.778, #93.658, #93.659

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

Respectfully Submitted,

 for

Denis Goulet  
Commissioner  
Department of Information  
Technology

DG/ik  
DOIT # 2013-009C  
RID # 49470

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #3

**Deloitte Consulting LLP**

**01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT - IT FOR DHHS**  
**100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and**  
**Human Services to reimburse DoIT is 65% Federal, 35% General.**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2016	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2017	046-500465	03950041	Consultants	\$6,200,000	\$0	\$6,200,000
2018	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2019	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2020	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2021	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2022	046-500465	03950041	Consultants	\$7,500,000	\$0	\$7,500,000
2023	046-500465	03950041	Consultants	\$1,875,000	\$0	\$1,875,000
			<b>Subtotal</b>	<b>\$61,375,000</b>	<b>\$0</b>	<b>\$61,375,000</b>

**05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS**  
**TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES - DFA FIELD SVCS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$12,781,103	\$0	\$12,781,103
2019				\$0	\$0	\$0
2020	046-500465	TBD	Consultants	\$1,773,179	\$0	\$1,773,179
			<b>Subtotal</b>	<b>\$14,554,282</b>	<b>\$0</b>	<b>\$14,554,282</b>

**05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,**  
**OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$499,729	\$0	\$499,729
2019	034-500099	TBD	Capital Projects	\$499,728	\$0	\$499,728
			<b>Subtotal</b>	<b>\$999,457</b>	<b>\$0</b>	<b>\$999,457</b>

Fiscal Details  
New HEIGHTS Maintenance  
Amendment #3

05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:171VC LEGACY SYSTEMS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
2019	034-500099	TBD	Capital Projects	\$250,000	\$0	\$250,000
			<i>Subtotal</i>	<i>\$500,000</i>	<i>\$0</i>	<i>\$500,000</i>

05-95-90-900030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VII-I BRIDGES MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
2019	034-500099	TBD	Capital Projects	\$500,000	\$0	\$500,000
			<i>Subtotal</i>	<i>\$1,000,000</i>	<i>\$0</i>	<i>\$1,000,000</i>

05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS  
MODERN

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$7,518,836	\$0	\$7,518,836
2019	034-500099	TBD	Capital Projects	\$7,080,535	\$0	\$7,080,535
			<i>Subtotal</i>	<i>\$14,599,371</i>	<i>\$0</i>	<i>\$14,599,371</i>

05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1:VII-H REG ASSESS DBII

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget

**Fiscal Details  
New HEIGHTS Maintenance  
Amendment #3**

2018	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
2019	034-500099	TBD	Capital Projects	\$50,066	\$0	\$50,066
			<i>Subtotal</i>	<i>\$100,132</i>	<i>\$0</i>	<i>\$100,132</i>

05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	034-500099	TBD	Capital Projects	\$1,209,564	\$0	\$1,209,564
2019	034-500099	TBD	Capital Projects	\$1,235,564	\$0	\$1,235,564
			<i>Subtotal</i>	<i>\$2,445,128</i>	<i>\$0</i>	<i>\$2,445,128</i>

05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NM HPP TRUST FUND

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2019	102-500731	TBD	Contracts for Program Services	\$438,300	\$0	\$438,300
			<i>Subtotal</i>	<i>\$438,300</i>	<i>\$0</i>	<i>\$438,300</i>

05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES – DISABILITY DETERMINATION UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2018	046-500465	TBD	Consultants	\$292,500	\$0	\$292,500
2019	046-500465	TBD	Consultants	\$126,000	\$0	\$126,000
2020	046-500465	TBD	Consultants	\$243,507	\$0	\$243,507
			<i>Subtotal</i>	<i>\$662,007</i>	<i>\$0</i>	<i>\$662,007</i>

Fiscal Details  
 New HEIGHTS Maintenance  
 Amendment #3

05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
 OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD  
 WELFARE

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	034-500099	TBD	Capital Projects	\$960,000	\$0	\$960,000
			<b>Subtotal</b>	<b>\$960,000</b>	<b>\$0</b>	<b>\$960,000</b>

05-95-95-950010-19290000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
 OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, DHMS COVIS RELIEFF FD FR GOFERR

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2020	103-502507	TBD	Contracts for Op Services	\$0	\$1,910,280	\$1,910,280
			<b>Subtotal</b>	<b>\$0</b>	<b>\$1,910,280</b>	<b>\$1,910,280</b>
			<b>TOTAL</b>	<b>\$97,633,677</b>	<b>\$1,910,280</b>	<b>\$99,543,957</b>



Denis Goulet  
Commissioner

**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
7 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

June 22, 2020

His Excellency, Governor Christopher T. Sununu  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to Retroactively amend an existing Sole Source contract with Deloitte Consulting LLP (VC#174776), of Harrisburg, PA to implement several necessary enhancements and continued maintenance and operations of the New HEIGHTS system to include COVID-19 services, by increasing the price limitation by \$1,910,280 from \$97,633,677 to \$99,543,957 with no change to the contract completion date of September 30, 2022 effective retroactive to March 18, 2020 upon Governor and Council approval. 66% Federal Funds. 32% General Funds. 2% Other Funds from the Governor's Office For Emergency Relief and Recovery (GOFERR).

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**EXPLANATION**

This request is Retroactive because the vendor began providing services on March 18, 2020 in order for the Department to increase capacity and quickly respond to the increased demand for services during the COVID-19 pandemic. As the New HEIGHTS system is the integrated eligibility system for DHHS, changes were needed at New HEIGHTS to enable the program changes required by the COVID-19 pandemic. The scope of this contract amendment for COVID-19 services is strictly limited to enhancements to the New HEIGHTS system. This request is Sole Source because a previous amendment was approved as sole source and MOP 150 requires any subsequent amendments to be labelled as sole source. Additionally, the vendor has been delivering COVID-19 services for which they are uniquely qualified. It is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services, and to

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- **Cost Share and Continuous Coverage for Child Care** - This project will implement \$0 Cost Share, suspend 92 days clock, support school vacation changes, and provide continuous coverage for childcare during this emergency period.
- **Remote Work Case Management** - This project will move face to face interviews to phone to support stay at home and social distance measures, allow to upload wave files for voice signatures, allow to access New HEIGHTS on Internet, send messages to clients to create an account in NH EASY Self-service application, and generate reports to track various activities related COVID-19.
- **OCR - SNAP Redc Application** - This project is to automate data extraction for paper-based SNAP Redetermination applications using Kufax OCR Technology (KTM). Extracted data will be presented to the case worker for validation and if required corrections before systematically importing the application for processing through New HEIGHTS. This will reduce the workload on case workers while processing redeterminations during October to December timeframe where the volume of SNAP redes are expected to be high due to COVID-19.
- **Recertification Tracking** - This project is to provide multi-channel notifications to clients for their unsubmitted recertification applications for SNAP. This would reduce an

unwanted SNAP closing due to failure to submit the verifications. This will be required to manage extended recertification as a result of COVID-19.

New HEIGHTS is the enterprise management system for DHHS and supports extensive and complex business functions. The system will provide support to over 1,100 DHHS users, 275,000 individuals served, and include over 750,000 transactions per day, from March 18, 2020 to September 30, 2022.

The State will be working with Deloitte Consulting on a daily basis ensuring that the deliverables outlined in this contract amendment are met. Additionally, the Centers for Medicare & Medicaid Services are also working closely with both the State and the vendor to ensure timely implementation.

As referenced in Exhibit A, Scope of Work, Paragraph 1.3, Period of Performance of the original contract, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. DHHS is not exercising its option to renew at this time.

The original contract was approved by Governor and Council on June 19, 2013, item #19. It was subsequently amended with Governor and Council approval on May 2, 2018, item #43, and most recently amended with Governor and Council approval on April 8, 2020, item #24.

Should the Governor not authorize this request, the Department of Health and Human Services will be unable to implement DHHS mandates and priorities and to fulfill commitments to citizens, CMS, and FNS related to COVID-19 as defined in the projects summarized above.

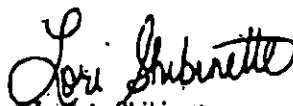
CDFA #21.019, #10.561, #93.778, #93.658, #93.659

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

Respectfully Submitted,



Denis Goulet  
Commissioner  
Department of Information  
Technology



Lori A. Shibinette  
Commissioner  
Department of Health and Human  
Services



His Excellency, Governor Christopher T. Sununu  
Page 4 of 4

I hereby approve this request pursuant to RSA 4:45, RSA 4:47, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09 and 2020-10.

July 1, 2020  
Date

Christ T. Sununu  
Name: Governor Christopher T. Sununu



**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](http://www.nh.gov/doit)

Denis Goulet  
Commissioner

June 22, 2020

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

Dear Commissioner Shbinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT, on behalf of the Department of Health and Human Services, to enter into a retroactive, sole source contract amendment with Deloitte Consulting, LLP of Harrisburg, PA, as described below and referenced as DoIT 2013-009C.

This amendment authorizes Deloitte Consulting LLP, to continue to provide support and maintenance and implement several necessary enhancements to the New HEIGHTS system. The scope of services contained in this amendment supports DHHS's need to make Eligibility and Enrollment system changes that help mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS.

The contract price will increase by \$1,910,280 from \$97,633,677 to \$99,543,957 and shall be effective retroactive to March 18, 2020 upon Governor approval, through September 30, 2022.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor for approval.

Sincerely,

 for  
Denis Goulet

DG/ik  
DoIT #2013-009C

cc: Mike Williams, IT Manager, DoIT

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



**State of New Hampshire  
Department of Information Technology  
Amendment #3 to the  
New HEIGHTS Maintenance**

This 3rd Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment #3", is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "Dolt") and Deloitte Consulting LLP, (hereinafter referred to as "the Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 800, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 19, 2013, Item #19, as amended on May 2, 2018, Item #43, and as amended April 8, 2020, Item #24, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties; and

WHEREAS, the parties agree to increase the price limitation and modify the scope of services to support continued delivery of and enhancements to New HEIGHTS to meet the requirements for COVID-19 as defined in Attachment A-2 - New HEIGHTS Statement of Work for Amendment #3 Enhancements; and

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$99,543,957.
2. Modify Exhibit A, Scope of Work, Section 1.1, Purpose, by appending the following:
  - e) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Expanded Scope Amendment #3, which is attached hereto and incorporated by reference herein. These services include changes to Eligibility and Enrollment in support of COVID-19 requirements.
3. Modify Exhibit A, Scope of Work, Section 1.3, Period of Performance, by deleting the text in its entirety and replacing it with the following:

1.3 Period of Performance

The work defined by this document begins on July 1, 2013 and shall comprise enhancement, maintenance, and operations support services to be rendered through the Contract Completion Date of September 30, 2022. This Amendment #3 shall be effective upon approval by the Governor of the State of New Hampshire.
4. Modify Exhibit A, Scope of Work, Section 1.5.1 by deleting the text in its entirety and replacing it with the following:
  - 1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:
    1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



**2. Exhibits A, B, C, C-1, D, E, F, G, H, I, and J:**

- a. Exhibit A – Scope of Work
  - i. Amendment 3
  - ii. Attachment A-1 - New Heights Maintenance and Enhancement Staff Loading Amendment 2
  - iii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 1 Enhancements
  - iv. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 2 Enhancements
  - v. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 3 Enhancements
- b. Exhibit B – Payment Terms
  - i. Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 3
- c. Exhibit C – Special Provisions
- d. Exhibit C-1 – Additional Special Provisions
- e. Exhibit D – Certification Regarding Drug-Free Workplace Requirements
- f. Exhibit E – Certification Regarding Lobbying
- g. Exhibit F – Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
- h. Exhibit G – Certification Regarding the Americans with Disabilities Act Compliance
- i. Exhibit H – Certification Regarding Environmental Traffic Smoke
- j. Exhibit I – Business Associate Agreement
- k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
- l. Certificates and Attachments
  - i. Certificate and Certificate of Authority
  - ii. Certificate of Good Standing
  - iii. Certificate of Insurance
  - iv. Computer Access and Use Agreement

**3. Request For Proposals (RFP) 2013-009 dated August 6, 2012 by reference;**

**4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17, 2012 by reference.**

**5. Modify Exhibit B, Payment Terms, Section 1, Price, Item a), to read as follows:**

**a) The total price for all services and facilities provided under this agreement shall not exceed \$99,543,957, Contract Price Limitation in Form P-37, General Provisions Block 1.6, Price Limitation.**

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



6. Modify Exhibit B, Section 2, Item a) by deleting the text in its entirety and replacing it with the following:
- b) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$31,955,094, and other funds from the Governor's Office for Emergency Relief and Recovery (GOFERR) under CFDA # 21.019 in the amount of \$1,910,280, and with federal funds made available under the following Catalog of Federal Domestic Assistance (CFDA), as follows:
- i. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,165,380.
  - ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$7,361,947.
  - iii. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$53,608,554.
  - iv. CFDA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$1,544,702.
7. Modify Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 2 by deleting the text in its entirety and replacing it with Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment #3, which is attached hereto and incorporated by reference herein

Hampshire Department of Information Technology  
New HEIGHTS Maintenance



All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #3 remain in full force and effect. This amendment shall be retroactively effective to March 18, 2020 upon the date of Governor and Executive Council approval.

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

8/22/2020  
Date

State of New Hampshire  
Department of Information Technology  
Denise Goulet for  
Commissioner

6/19/20  
Date

State of New Hampshire  
Department of Health and Human Services  
Lori Shubette  
Lori A. Shubette  
Commissioner

06/16/20  
Date

Deloitte Consulting LLP  
Scott Workman  
Name: Scott Workman  
Title: Managing Director

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



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

**OFFICE OF THE ATTORNEY GENERAL**

6/23/2020

Date

*Crik Bal*

Name:  
Title:

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

**OFFICE OF THE SECRETARY OF STATE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

SFY2013 – SFY2017	
Total Average FTEs Per Year: 15.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0



**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

<b>SFY2018 – SFY2020</b>	
<b>Total Average FTEs Per Year: 32.1</b>	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

SFY2021	
Total Average FTEs Per Year: 30	
Title	Average FTEs
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Java Architect	2.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

SFY2022	
Total Average FTEs Per-Year: 28	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Java Architects	1.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	2.0
Developer	10
QA Testers	2.0



**New Hampshire**

**Department of Health and Human Services**

**Attachment A - 2**

**New HEIGHTS**

**Statement of Work for Expanded Scope  
Amendment 3**

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-3 New HEIGHTS Statement of Work for Amendment 3 Enhancements

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-3 New HEIGHTS Statement of Work for Amendment 3 Enhancements

## 1 INTRODUCTION

### 1.1 New HEIGHTS Background

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 180,000+ Medicaid consumers and manages approximately \$1.4 billion in annual benefits for SANP and Cash programs. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management.

The New Hampshire EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, medical assessments, service authorization planning, Presumptive, Foster Care & Adoption Parents, WIC Referral and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. The document imaging solution also supports scanning & indexing documents for Child Welfare and Child Support systems. Additionally, New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare).

### 1.2 Purpose

This scope of services supports DHHS's needs to make Eligibility and Enrollment system changes that help mitigate the impact of COVID-19 on citizens through the benefit programs supported by New HEIGHTS.

## 2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS

The scope of services is comprised of multiple projects, each of the below include establishment, where applicable the termination of the program:

### 2.1 Pandemic EBT

This project will provide Pandemic Electronic Benefits Transfer (P-EBT) to households of children whose schools were closed for at least 5 consecutive days during the emergency designation and who would have received free or reduced-price meals under the Richard B. Russell National School Lunch Act if not for the school closures.

### 2.2 Special Medicaid Eligibility for Uninsured Individuals

This project will create a special medical eligibility group for uninsured individuals who are not eligible for any other Medicaid category. The group would expire when the emergency period ends. The medical service under this Medicaid eligibility is limited to testing, treatment of COVID-19.

### 2.3 EA (Supplements) to SNAP Households

This project will provide an Emergency Allotment (EA) to address temporary food needs to households to bring all households up to the maximum benefit due to COVID-19 pandemic related economic conditions.

### 2.4 Continuous Coverage for Medicaid Beneficiaries

This project will provide a continuous coverage for all Medicaid beneficiaries through the end of the month in which the emergency period ends.

### 2.5 Stopping Benefit Recovery Processes

This project will stop the recoupment, prevents offsets and suspend TOP processing during emergency period for COVID-19

### 2.6 Extend Certification Periods for SNAP, Child Care & Cash

This project will extend the recertification for SNAP and Cash by 6 months and for Child Care by 4 months for cases in which the recertification was due initially during the emergency period

### 2.7 Cost Share and Continuous Coverage for Child Care

This project will implement \$0 Cost Share, suspend 92 days clock, support school vacation changes, and provide continuous coverage for child care during this emergency period

### 2.8 Remote Work Case Management

This project will move face to face interviews to phone to support stay at home and social distance measures, allow to upload wave files for voice signatures, allow to access New HEIGHTS on Internet, send messages to clients to create an account in NH EASY Self-service application, and generate reports to track various activities related COVID-19

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services (DHHS)  
Attachment A-3 New HEIGHTS Statement of Work for Amendment 3 Enhancements

### 2.9 OCR - FS Rede Application

This project is to automate data extraction for paper-based SNAP Redetermination applications using Kofax OCR Technology (KTM). Extracted data will be presented to the case worker for validation and if required corrections before systematically importing the application for processing through New HEIGHTS. This will help reduce the workload on case workers while processing redeterminations during October to December timeframe where the volume of SNAP redes are expected to be high due to COVID-19.

### 2.10 Recertification Tracking

This project is to provide multi-channel notifications to clients for their unsubmitted recertification applications for SNAP. This would help reduce an unwanted SNAP closing due to failure to submit the verifications. This will be required to manage extended recertification as a result of COVID-19.

## 3 PROJECT MANAGEMENT PLAN

Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/issue status and tracking using JIRA
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

## 4 Assumptions

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, subject matter expertise, and post implementation support for work associated with this Agreement.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) State staff will complete systems and regression testing.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone and deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.



**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-3 New HEIGHTS Statement of Work for Amendment 3 Enhancements**

- f) DHHS is responsible for procuring and maintaining licensing for Kofax KTM.
- g) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premise hardware/software to be deployed in the DoIT data center.
- h) The State shall have all necessary authority to commit the State with respect to the subject matter of this Amendment, including approval of the requirements to address any applicable policies, laws and regulations and of business rules and content.

**5 Milestones**

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

<b>Project Name</b>	<b>Hours</b>
Pandemic EBT	1,628
Special Medicaid Eligibility for Uninsured Individuals	2,418
EA (Supplements) to SNAP Households	526
Continuous Coverage for Medicaid Beneficiaries	2,464
Stopping Benefit Recovery Processes	324
Extend Certification periods for SNAP, Child Care & Cash	337
Cost Share and Continuous coverage for Child Care	313
Remote Work Case Management	2,558
OCR - SNAP Rede Application	4,167
Recertification Tracking	1,184
<b>TOTAL</b>	<b>15,919</b>

**6 Deliverables**

The State will approve all Deliverables according to the review process described below.

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services (DHHS)**  
**Attachment A-3 New HEIGHTS Statement of Work for Amendment 3 Enhancements**

- condition. Within ten working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.
- b) Within five working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have thirty working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
 Attachment B-1  
 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 3

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
1	Maintenance and Enhancements - July 2013	07/31/13	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$ 458,333.33	\$ 916,666.66	\$ 916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99
4	Maintenance and Enhancements - October 2013	10/31/13	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
16	Maintenance and Enhancements - October 2014	10/31/14	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
17	Maintenance and Enhancements - November 2014	11/28/14	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
18	Maintenance and Enhancements - December 2014	12/31/14	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
19	Maintenance and Enhancements - January 2015	01/30/15	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
20	Maintenance and Enhancements - February 2015	02/27/15	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
21	Maintenance and Enhancements - March 2015	03/31/15	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
22	Maintenance and Enhancements - April 2015	04/30/15	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
23	Maintenance and Enhancements - May 2015	05/29/15	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
24	Maintenance and Enhancements - June 2015	06/30/15	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
25	Maintenance and Enhancements - July 2015	07/31/15	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
26	Maintenance and Enhancements - August 2015	08/31/15	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63

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 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
27	Maintenance and Enhancements - September 2015	09/30/15	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
28	Maintenance and Enhancements - October 2015	10/30/15	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
49	Maintenance and Enhancements - July 2017	07/31/17	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
50	Maintenance and Enhancements - August 2017	08/31/17	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
51	Maintenance and Enhancements - September 2017	09/29/17	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
52	Maintenance and Enhancements - October 2017	10/31/17	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
54	Maintenance and Enhancements - December 2017	12/29/17	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
57	Maintenance and Enhancements - April 2018	05/12/18	\$ 958,333.33	\$ 4,624,999.97	\$ 3,249,999.98
58	Maintenance and Enhancements - March 2018	05/15/18	\$ 958,333.33	\$ 5,583,333.30	\$ 4,208,333.31
59	Batch Application Migration - Release 1 (Java) - Requirements & Design	06/01/18	\$ 152,565.00	\$ 5,735,898.30	\$ 4,360,898.31
60	Client Scheduling Enhancements - Requirements & Design	06/01/18	\$ 20,364.95	\$ 5,756,263.25	\$ 4,381,263.26
61	Online Applications Migration - New HEIGHTS RPC, Kofax & Mule Applications	06/01/18	\$ 145,200.00	\$ 5,901,463.25	\$ 4,526,463.26
62	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	06/01/18	\$ 167,055.00	\$ 6,068,518.25	\$ 4,693,518.26
63	Address Verification and Fraud Alert - Requirements & Design	06/01/18	\$ 76,368.34	\$ 6,144,886.59	\$ 4,769,886.60
64	Maintenance and Enhancements - May 2018	06/01/18	\$ 958,333.33	\$ 7,103,219.92	\$ 5,728,219.93
65	Access Front End Modernization - Requirements & Design	07/26/18	\$ 28,600.00	\$ 28,600.00	\$ 5,756,819.93
66	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 1)	07/26/18	\$ 10,000.00	\$ 38,600.00	\$ 5,766,819.93
67	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 2)	07/26/18	\$ 10,000.00	\$ 48,600.00	\$ 5,776,819.93
68	Quality Assurance - Testing Support - 1	07/26/18	\$ 181,650.00	\$ 230,250.00	\$ 5,958,469.93
69	NH EASY Application Modernization - Requirements & Design	07/26/18	\$ 210,830.00	\$ 441,080.00	\$ 6,169,299.93
70	Estate Recovery Integration - Requirements & Design	07/26/18	\$ 69,140.00	\$ 510,220.00	\$ 6,238,439.93
71	Automated Help Desk Tickets - Requirements & Design	07/26/18	\$ 40,729.78	\$ 550,949.78	\$ 6,279,169.71
72	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	07/26/18	\$ 30,547.34	\$ 581,497.12	\$ 6,309,717.05

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
73	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy policy	07/26/18	\$ 35,000.00	\$ 616,497.12	\$ 6,344,717.05
74	Verification Checklist Enhancements - Requirements & Design	07/26/18	\$ 109,461.34	\$ 725,958.46	\$ 6,454,178.39
75	Quality Assurance - Testing Support - 2	07/26/18	\$ 399,630.00	\$ 1,125,588.46	\$ 6,853,808.39
76	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 1	07/26/18	\$ 35,000.00	\$ 1,160,588.46	\$ 6,888,808.39
77	Enhanced Expected Change Functionality - Requirements & Design	07/26/18	\$ 68,731.50	\$ 1,229,319.96	\$ 6,957,539.89
78	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	07/26/18	\$ 35,638.59	\$ 1,264,958.55	\$ 6,993,178.48
79	Client Scheduling Enhancements - Construction & Integration	07/26/18	\$ 134,987.54	\$ 1,399,946.09	\$ 7,128,166.02
80	Verification Checklist Enhancements - Construction & Unit	07/26/18	\$ 725,556.40	\$ 2,125,502.49	\$ 7,853,722.42
81	Automated Help Desk Tickets - Construction & Unit	07/26/18	\$ 269,974.34	\$ 2,395,476.83	\$ 8,123,696.76
82	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	07/26/18	\$ 236,227.73	\$ 2,631,704.56	\$ 8,359,924.49
83	Verification Checklist Enhancements - Systems Testing	07/26/18	\$ 199,442.39	\$ 2,831,146.95	\$ 8,559,366.88
84	MCI Integration - Requirements & Design	07/26/18	\$ 50,000.00	\$ 2,881,146.95	\$ 8,609,366.88
85	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 2	07/26/18	\$ 35,000.00	\$ 2,916,146.95	\$ 8,644,366.88
86	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	07/26/18	\$ 167,055.00	\$ 3,083,201.95	\$ 8,811,421.88
87	Specified Closing/Denial Reasons - Requirements & Design	07/26/18	\$ 35,638.59	\$ 3,118,840.54	\$ 8,847,060.47
88	Client Scheduling Enhancements - Implementation	07/26/18	\$ 47,235.02	\$ 3,166,075.56	\$ 8,894,295.49
89	Verification Checklist Enhancements - Implementation	07/26/18	\$ 54,445.27	\$ 3,220,520.83	\$ 8,948,740.76
90	Automated Help Desk Tickets - Systems Testing	07/26/18	\$ 94,469.77	\$ 3,314,990.60	\$ 9,043,210.53
91	Address Verification and Fraud Alert - Construction & Unit	07/26/18	\$ 506,201.88	\$ 3,821,192.48	\$ 9,549,412.41

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
92	Enhanced Expected Change Functionality - Construction & Unit	07/26/18	\$ 455,581.69	\$ 4,276,774.17	\$ 10,004,994.10
93	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	07/26/18	\$ 82,661.12	\$ 4,359,435.29	\$ 10,087,655.22
94	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/26/18	\$ 75,000.00	\$ 4,434,435.29	\$ 10,162,655.22
95	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS Data Flow Mapping	07/26/18	\$ 90,000.00	\$ 4,524,435.29	\$ 10,252,655.22
96	Address Verification and Fraud Alert - Systems Testing	07/26/18	\$ 177,130.83	\$ 4,701,566.12	\$ 10,429,786.05
97	Enhanced Expected Change Functionality - Systems Testing	07/26/18	\$ 159,417.75	\$ 4,860,983.87	\$ 10,589,203.80
98	Specified Closing/Denial Reasons - Construction & Integration	07/26/18	\$ 236,227.73	\$ 5,097,211.60	\$ 10,825,431.53
99	Maintenance and Enhancements - June 2018	07/30/18	\$ 958,333.33	\$ 6,055,544.93	\$ 11,783,764.86
100	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 3)	09/14/18	\$ 10,000.00	\$ 6,065,544.93	\$ 11,793,764.86
101	Quality Assurance - Testing Support - 3	09/14/18	\$ 508,620.00	\$ 6,574,164.93	\$ 12,302,384.86
102	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy incidence response plan	09/14/18	\$ 45,000.00	\$ 6,619,164.93	\$ 12,347,384.86
103	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	09/14/18	\$ 89,892.00	\$ 6,709,056.93	\$ 12,437,276.86
104	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 3	09/14/18	\$ 35,000.00	\$ 6,744,056.93	\$ 12,472,276.86
105	Eligibility Status Determination and Initial Implementation - Requirements	09/14/18	\$ 48,978.80	\$ 6,793,035.73	\$ 12,521,255.66
106	Digital Information Campaign - Multimedia - Requirements.	09/14/18	\$ 105,193.40	\$ 6,898,229.13	\$ 12,626,449.06
107	Digital Information Campaign - Multimedia - Design	09/14/18	\$ 105,193.40	\$ 7,003,422.53	\$ 12,731,642.46
108	Maintenance and Enhancements - July 2018	09/17/18	\$ 625,000.00	\$ 7,628,422.53	\$ 13,356,642.46

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
109	Maintenance and Enhancements - August 2018	09/17/18	\$ 625,000.00	\$ 8,253,422.53	\$ 13,981,642.46
110	Online Applications Migration - New HEIGHTS WEB, Kiosk, FFM Inbound/Outbound Conversion	10/03/18	\$ 145,200.00	\$ 8,398,622.53	\$ 145,200.00
111	Online & Batch Utility Migration - SORT & ADHOC SQL Generic Process	10/03/18	\$ 90,825.00	\$ 8,489,447.53	\$ 236,025.00
112	Ongoing New HEIGHTS Risk and Compliance Management - Risk and compliance management calendar	10/03/18	\$ 60,000.00	\$ 8,549,447.53	\$ 296,025.00
113	Online & Batch Utility Migration - REXX Conversion - Group-1	10/03/18	\$ 102,900.00	\$ 8,652,347.53	\$ 398,925.00
114	Estate Recovery Integration - Construction & Integration	10/03/18	\$ 304,648.00	\$ 8,956,995.53	\$ 703,573.00
115	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	10/03/18	\$ 132,143.00	\$ 9,089,138.53	\$ 835,716.00
116	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	10/03/18	\$ 222,810.00	\$ 9,311,948.53	\$ 1,058,526.00
117	NH EASY Application Modernization - Construction & Integration	10/03/18	\$ 1,370,400.00	\$ 10,682,348.53	\$ 2,428,926.00
118	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	10/03/18	\$ 202,480.75	\$ 10,884,829.28	\$ 2,631,406.75
119	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	10/03/18	\$ 35,638.59	\$ 10,920,467.87	\$ 2,667,045.34
120	Online & Batch Utility Migration - REXX Conversion - Group-2	10/03/18	\$ 102,900.00	\$ 11,023,367.87	\$ 2,769,945.34
121	Job Scheduler & Batch Jobs Migration - Requirements	10/03/18	\$ 144,375.00	\$ 11,167,742.87	\$ 2,914,320.34
122	Enhanced Document Imaging and Content Management - Requirements & Design	10/03/18	\$ 89,790.00	\$ 11,257,532.87	\$ 3,004,110.34
123	Date Specific Enrollment - Requirements & Design	10/03/18	\$ 9,499.00	\$ 11,267,031.87	\$ 3,013,609.34
124	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 4	10/03/18	\$ 35,000.00	\$ 11,302,031.87	\$ 3,048,609.34
125	Job Scheduler & Batch Jobs Migration - Design	10/03/18	\$ 144,375.00	\$ 11,446,406.87	\$ 3,192,984.34

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
126	Eligibility Status Determination and Initial Implementation - Design	10/03/18	\$ 48,978.80	\$ 11,495,385.67	\$ 3,241,963.14
127	Quality Assurance - Testing Support - 4	10/03/18	\$ 508,620.00	\$ 12,004,005.67	\$ 3,750,583.14
128	MCO Pre-Selection at Application - Requirements & Design	10/03/18	\$ 38,591.00	\$ 12,042,596.67	\$ 3,789,174.14
129	MCO Passive Enrollment - Requirements & Design	10/03/18	\$ 11,874.00	\$ 12,054,470.67	\$ 3,801,048.14
130	New HEIGHTS Member Eligibility - Requirements & Design	10/03/18	\$ 8,906.00	\$ 12,063,376.67	\$ 3,809,954.14
131	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	10/03/18	\$ 171,425.80	\$ 12,234,802.47	\$ 3,981,379.94
132	Activity Tracking - New HEIGHTS - Requirements	10/03/18	\$ 134,865.28	\$ 12,369,667.75	\$ 4,116,245.22
133	Online Applications Migration - Rule Engine Application Conversion	10/03/18	\$ 145,200.00	\$ 12,514,867.75	\$ 4,261,445.22
134	Specified Closing/Denial Reasons - Implementation	10/03/18	\$ 82,661.12	\$ 12,597,528.87	\$ 4,344,106.34
135	Digital Information Campaign - Multimedia - Development	10/03/18	\$ 140,256.77	\$ 12,737,785.64	\$ 4,484,363.11
136	CMS Annual Attestation - CMS Annual Attestation Final Report	10/03/18	\$ 120,000.00	\$ 12,857,785.64	\$ 4,604,363.11
137	Maintenance and Enhancements - September 2018	10/10/18	\$ 625,000.00	\$ 13,482,785.64	\$ 5,229,363.11
138	Maintenance and Enhancements - October 2018	10/29/18	\$ 625,000.00	\$ 14,107,785.64	\$ 5,854,363.11
139	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 4)	10/30/18	\$ 10,000.00	\$ 14,117,785.64	\$ 5,864,363.11
140	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 5	10/30/18	\$ 35,000.00	\$ 14,152,785.64	\$ 5,899,363.11
141	Estate Recovery Integration - System Test	10/30/18	\$ 54,016.00	\$ 14,206,801.64	\$ 5,953,379.11
142	MCO Pre-Selection at Application - Construction & Integration	10/30/18	\$ 156,960.00	\$ 14,363,761.64	\$ 6,110,339.11
143	Infrastructure Install & Training - Tool and Platform Evaluation	11/29/18	\$ 72,800.00	\$ 14,436,561.64	\$ 6,183,139.11
144	Infrastructure Install & Training - Requirements & Design	11/29/18	\$ 249,600.00	\$ 14,686,161.64	\$ 6,432,739.11
145	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	11/29/18	\$ 167,055.00	\$ 14,853,216.64	\$ 6,599,794.11

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
146	Online & Batch Utility Migration - Data Access Design for Batch Jobs	11/29/18	\$ 163,485.00	\$ 15,016,701.64	\$ 6,763,279.11
147	Improve Security Governance over Unstructured Data - UDM roadmap and operating model	11/29/18	\$ 60,000.00	\$ 15,076,701.64	\$ 6,823,279.11
148	Application & Server Security - Requirements & Design	11/29/18	\$ 152,565.00	\$ 15,229,266.64	\$ 6,975,844.11
149	Activity Tracking - NH EASY - Requirements	11/29/18	\$ 63,519.56	\$ 15,292,786.20	\$ 7,039,363.67
150	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 6	11/29/18	\$ 35,000.00	\$ 15,327,786.20	\$ 7,074,363.67
151	Estate Recovery Integration - Implementation	11/29/18	\$ 102,148.00	\$ 15,429,934.20	\$ 7,176,511.67
152	Fraud Prevention Using Behavioral Prompts In Self-service - Construction & Integration	11/29/18	\$ 236,227.73	\$ 15,666,161.93	\$ 7,412,739.40
153	Eligibility Status Determination and Initial Implementation - Integration Testing	11/29/18	\$ 97,957.60	\$ 15,764,119.53	\$ 7,510,697.00
154	Quality Assurance - Testing Support - 5	11/29/18	\$ 508,620.00	\$ 16,272,739.53	\$ 8,019,317.00
155	Digital Information Campaign - Content Development - Requirements	11/29/18	\$ 105,193.40	\$ 16,377,932.93	\$ 8,124,510.40
156	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration testing of new HEIGHTS environment	12/12/18	\$ 40,000.00	\$ 16,417,932.93	\$ 8,164,510.40
157	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS-web application vulnerability testing (Review 1)	12/12/18	\$ 10,000.00	\$ 16,427,932.93	\$ 8,174,510.40
158	Data File Migration & Archival/Retention Process - PDF Migration	12/12/18	\$ 108,990.00	\$ 16,536,922.93	\$ 8,283,500.40
159	Maintenance and Enhancements - November 2018	12/18/18	\$ 625,000.00	\$ 17,161,922.93	\$ 8,908,500.40
160	Maintenance and Enhancements - December 2018	01/03/19	\$ 625,000.00	\$ 17,786,922.93	\$ 9,533,500.40
161	Extract & Schema - Sourced from Existing EDW - Requirements & Design	01/10/19	\$ 104,000.00	\$ 17,890,922.93	\$ 9,637,500.40
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162	EBI Security - Security and Privacy Requirements	01/10/19	\$ 50,000.00	\$ 17,940,922.93	\$ 9,687,500.40
163	Data Mart Extension - Data Sourced from New HEIGHTS - Requirements & Design	01/10/19	\$ 95,000.00	\$ 18,035,922.93	\$ 9,782,500.40
164	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	01/10/19	\$ 104,000.00	\$ 18,139,922.93	\$ 9,886,500.40
165	New HEIGHTS Security Incident Response Plan - Security incident response plan updates and knowledge transfer	01/10/19	\$ 60,000.00	\$ 18,199,922.93	\$ 9,946,500.40
166	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 1	01/10/19	\$ 163,485.00	\$ 18,363,407.93	\$ 10,109,985.40
167	Batch Application Migration - Release 1(Java) - Construction & Integration	01/10/19	\$ 203,385.00	\$ 18,566,792.93	\$ 10,313,370.40
168	EBI Security - Architecture & Design	01/10/19	\$ 75,000.00	\$ 18,641,792.93	\$ 10,388,370.40
169	Infrastructure Install & Training - Construction & Integration	01/10/19	\$ 301,600.00	\$ 18,943,392.93	\$ 10,689,970.40
170	Access Front End Modernization - Construction & Integration	01/10/19	\$ 46,800.00	\$ 18,990,192.93	\$ 10,736,770.40
171	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 2	01/10/19	\$ 163,485.00	\$ 19,153,677.93	\$ 10,900,255.40
172	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	01/10/19	\$ 156,000.00	\$ 19,309,677.93	\$ 11,056,255.40
173	MCI Integration - Construction & Integration	01/10/19	\$ 70,000.00	\$ 19,379,677.93	\$ 11,126,255.40
174	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 19,602,487.93	\$ 11,349,065.40
175	Infrastructure Install & Training - System Test	01/10/19	\$ 156,000.00	\$ 19,758,487.93	\$ 11,505,065.40
176	Batch Application Migration - Release 1(Java) - System Test	01/10/19	\$ 101,640.00	\$ 19,860,127.93	\$ 11,606,705.40
177	Batch Application Migration - Release 2 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 19,971,427.93	\$ 11,718,005.40
178	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 5)	01/10/19	\$ 10,000.00	\$ 19,981,427.93	\$ 11,728,005.40
<b>Payment No.</b>	<b>Deliverable Description</b>	<b>Invoice Date</b>	<b>Payment Amount</b>	<b>St fiscal Yr Totals</b>	<b>Fed Fiscal Yr Totals</b>
179	Online & Batch Utility Migration - REJOK Conversion - Group-3	01/10/19	\$ 102,900.00	\$ 20,084,327.93	\$ 11,830,905.40

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180	Access Front End Modernization - System Test	01/10/19	\$ 15,600.00	\$ 20,099,927.93	\$ 11,846,505.40
181	Batch Application Migration - Release 1(Java) - Implementation	01/10/19	\$ 51,030.00	\$ 20,150,957.93	\$ 11,897,535.40
182	Infrastructure Install & Training - Implementation	01/10/19	\$ 104,000.00	\$ 20,254,957.93	\$ 12,001,535.40
183	Batch Application Migration - Release 2 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 20,310,817.93	\$ 12,057,395.40
184	Access Front End Modernization - Implementation	01/10/19	\$ 5,200.00	\$ 20,316,017.93	\$ 12,062,595.40
185	Batch Application Migration - Release 3 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 20,427,317.93	\$ 12,173,895.40
186	NH EASY Application Modernization - Systems Testing	01/10/19	\$ 421,662.00	\$ 20,848,979.93	\$ 12,595,557.40
187	Study to migrate New HEIGHTS to the Other Platform - Requirements	01/10/19	\$ 108,990.00	\$ 20,957,969.93	\$ 12,704,547.40
188	Infrastructure Install & Training - Installation and configuration of the primary platform components	01/10/19	\$ 150,000.00	\$ 21,107,969.93	\$ 12,854,547.40
189	Extract & Schema - New Data Based on Data Mart Extension - System Test	01/10/19	\$ 104,000.00	\$ 21,211,969.93	\$ 12,958,547.40
190	MCI Integration - System Test	01/10/19	\$ 40,000.00	\$ 21,251,969.93	\$ 12,998,547.40
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (full source code)	01/10/19	\$ 25,000.00	\$ 21,276,969.93	\$ 13,023,547.40
192	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	01/10/19	\$ 108,990.00	\$ 21,385,959.93	\$ 13,132,537.40
193	Enhanced Document Imaging and Content Management - Construction	01/10/19	\$ 340,000.00	\$ 21,725,959.93	\$ 13,472,537.40
194	Infrastructure Install & Training - Power Users Train the Trainer / Access Front End Modernization	01/10/19	\$ 100,000.00	\$ 21,825,959.93	\$ 13,572,537.40
195	Extract & Schema - New Data Based on Data Mart Extension - Implementation	01/10/19	\$ 78,000.00	\$ 21,903,959.93	\$ 13,650,537.40
<b>Payment No.</b>	<b>Deliverable Description</b>	<b>Invoice Date</b>	<b>Payment Amount</b>	<b>St Fiscal Yr Totals</b>	<b>Fed Fiscal Yr Totals</b>
196	MCI Integration - Implementation	01/10/19	\$ 20,000.00	\$ 21,923,959.93	\$ 13,670,537.40
197	Online & Batch Utility Migration - File Transfer Conversion	01/10/19	\$ 163,485.00	\$ 22,087,444.93	\$ 13,834,022.40

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198	Batch Application Migration - Release 3 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 22,143,304.93	\$ 13,889,882.40
199	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 22,366,114.93	\$ 14,112,692.40
200	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	01/10/19	\$ 256,620.00	\$ 22,622,734.93	\$ 14,369,312.40
201	Enhanced Document Imaging and Content Management - Unit/Integration Testing	01/10/19	\$ 241,780.00	\$ 22,864,514.93	\$ 14,611,092.40
202	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 6)	01/10/19	\$ 10,000.00	\$ 22,874,514.93	\$ 14,621,092.40
203	Study to migrate New HEIGHTS to the Other Platform - Analysis & Design	01/10/19	\$ 108,990.00	\$ 22,983,504.93	\$ 14,730,082.40
204	Data File Migration & Archival/Retention Process - MVS Dataset Migration	01/10/19	\$ 108,990.00	\$ 23,092,494.93	\$ 14,839,072.40
205	NH EASY Application Modernization - Implementation	01/10/19	\$ 105,415.56	\$ 23,197,910.49	\$ 14,944,487.96
206	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Implementation	01/10/19	\$ 70,852.33	\$ 23,268,762.82	\$ 15,015,340.29
207	Batch Application Migration - Release 4 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 23,380,062.82	\$ 15,126,640.29
208	Activity Tracking - New HEIGHTS - Design	01/10/19	\$ 134,865.28	\$ 23,514,928.10	\$ 15,261,505.57
209	Application & Server Security - Construction & Integration	01/10/19	\$ 203,385.00	\$ 23,718,313.10	\$ 15,464,890.57
210	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 7	01/10/19	\$ 35,000.00	\$ 23,753,313.10	\$ 15,499,890.57
211	Activity Tracking - NH EASY - Design	01/10/19	\$ 63,519.56	\$ 23,816,832.66	\$ 15,563,410.13
212	Job Scheduler & Batch Jobs Migration - Integration Testing	01/10/19	\$ 128,310.00	\$ 23,945,142.66	\$ 15,691,720.13

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213	Enhanced Document Imaging and Content Management - Systems/UAT	01/10/19	\$ 107,740.00	\$ 24,052,882.66	\$ 15,799,460.13
214	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 2)	01/10/19	\$ 10,000.00	\$ 24,062,882.66	\$ 15,809,460.13
215	Batch Application Migration - Release 4 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 24,118,742.66	\$ 15,865,320.13
216	Date Specific Enrollment - System Test	01/10/19	\$ 24,639.00	\$ 24,143,381.66	\$ 15,889,959.13
217	MCO Passive Enrollment - System Test	01/10/19	\$ 55,437.00	\$ 24,198,818.66	\$ 15,945,396.13
218	MCO Pre-Selection at Application - System Test	01/10/19	\$ 27,830.00	\$ 24,226,648.66	\$ 15,973,226.13
219	Application & Server Security - System Test	01/10/19	\$ 152,670.00	\$ 24,379,318.66	\$ 16,125,896.13
220	Eligibility Status Determination and Initial Implementation - Systems Testing	01/10/19	\$ 97,957.60	\$ 24,477,276.26	\$ 16,223,853.73
221	Infrastructure Install & Training - Post Implementation	01/10/19	\$ 500,000.00	\$ 24,977,276.26	\$ 16,723,853.73
222	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 7)	01/10/19	\$ 10,000.00	\$ 24,987,276.26	\$ 16,733,853.73
223	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 8	01/10/19	\$ 35,000.00	\$ 25,022,276.26	\$ 16,768,853.73
224	Digital Information Campaign - Content Development - Design	01/10/19	\$ 105,193.40	\$ 25,127,469.66	\$ 16,874,047.13
225	Data File Migration & Archival/Retention Process - Retention & Archival Process	01/10/19	\$ 108,990.00	\$ 25,236,459.66	\$ 16,983,037.13
226	Online Applications Migration - NH EASY Gateway & Core Application Conversion	01/10/19	\$ 145,200.00	\$ 25,381,659.66	\$ 17,128,237.13
227	Date Specific Enrollment - Implementation	01/10/19	\$ 7,496.00	\$ 25,389,155.66	\$ 17,135,733.13
228	MCO Passive Enrollment - Implementation	01/10/19	\$ 15,915.00	\$ 25,405,070.66	\$ 17,151,648.13
229	MCO Pre-Selection at Application - Implementation	01/10/19	\$ 52,951.00	\$ 25,458,021.66	\$ 17,204,599.13

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230	Infrastructure Install & Training - Power and Business Users / All Functionality	01/10/19	\$ 150,000.00	\$ 25,608,021.66	\$ 17,354,599.13
231	Quality Assurance - Testing Support - 6	01/10/19	\$ 508,620.00	\$ 26,116,641.66	\$ 17,863,219.13
232	Fraud Prevention Using Behavioral Prompts In Self-service - Implementation	01/10/19	\$ 82,661.12	\$ 26,199,302.78	\$ 17,945,880.25
233	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 3)	01/10/19	\$ 10,000.00	\$ 26,209,302.78	\$ 17,955,880.25
234	Eligibility Status Determination and Initial Implementation - Implementation	01/10/19	\$ 24,489.40	\$ 26,233,792.18	\$ 17,980,369.65
235	Job Scheduler & Batch Jobs Migration - System Test	01/10/19	\$ 289,170.00	\$ 26,522,962.18	\$ 18,269,539.65
236	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	01/10/19	\$ 108,990.00	\$ 26,631,952.18	\$ 18,378,529.65
237	New HEIGHTS Member Eligibility - System Test	01/10/19	\$ 54,205.00	\$ 26,686,157.18	\$ 18,432,734.65
238	Enhanced Document Imaging and Content Management - Production Pilot	03/05/19	\$ 13,598.00	\$ 26,699,755.18	\$ 18,446,332.65
239	Enhanced Document Imaging and Content Management - Post Production Support	03/05/19	\$ 11,143.00	\$ 26,710,898.18	\$ 18,457,475.65
240	New HEIGHTS Member Eligibility - Implementation	03/05/19	\$ 15,291.00	\$ 26,726,189.18	\$ 18,472,766.65
241	Intake Workflow - Requirements	03/06/19	\$ 162,426.00	\$ 26,888,615.18	\$ 18,635,192.65
242	Activity Tracking - New HEIGHTS - Construction & Unit Testing	03/06/19	\$ 472,028.48	\$ 27,360,643.66	\$ 19,107,221.13
243	Activity Tracking - NH EASY - Construction & Unit Testing	03/06/19	\$ 222,318.46	\$ 27,582,962.12	\$ 19,329,539.59
244	Federal, State Reporting & QC Sampling - Requirements	03/06/19	\$ 51,526.80	\$ 27,634,488.92	\$ 19,381,066.39
245	Maintenance and Enhancements - January 2019	03/06/19	\$ 625,000.00	\$ 28,259,488.92	\$ 20,006,066.39
246	Maintenance and Enhancements - February 2019	03/06/19	\$ 625,000.00	\$ 28,884,488.92	\$ 20,631,066.39
247	Maintenance and Enhancements - March 2019	04/01/19	\$ 625,000.00	\$ 29,509,488.92	\$ 21,256,066.39
248	Managed Care PMO - PMO Q1-18	04/29/19	\$ 43,264.00	\$ 29,552,752.92	\$ 21,299,330.39

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249	NH EASY Individual Accounts - Requirements & Design	04/29/19	\$ 44,528.00	\$ 29,597,280.92	\$ 21,343,858.39
250	Core Managed Care Enhancements - Requirements & Design	04/29/19	\$ 53,434.00	\$ 29,650,714.92	\$ 21,397,292.39
251	NH EASY Individual Accounts - Construction & Integration	04/29/19	\$ 83,712.00	\$ 29,734,426.92	\$ 21,481,004.39
252	Addition of a New MCO - Requirements & Design	04/29/19	\$ 8,312.00	\$ 29,742,738.92	\$ 21,489,316.39
253	NH EASY Individual Accounts - System Test	04/29/19	\$ 14,843.00	\$ 29,757,581.92	\$ 21,504,159.39
254	Activity Tracking - New HEIGHTS - Integration Testing	05/01/19	\$ 269,730.56	\$ 30,027,312.48	\$ 21,773,889.95
255	Digital Information Campaign - Content Development - Development	05/01/19	\$ 140,257.77	\$ 30,167,570.25	\$ 21,914,147.72
256	Maintenance and Enhancements - April 2019	05/01/19	\$ 625,000.00	\$ 30,792,570.25	\$ 22,539,147.72
257	Data Mart Extension - Data Sourced from New HEIGHTS - System Test	05/06/19	\$ 55,000.00	\$ 30,847,570.25	\$ 22,594,147.72
258	Data Mart Extension - Claims Data from MMIS - Requirements & Design	05/14/19	\$ 245,000.00	\$ 31,092,570.25	\$ 22,839,147.72
259	Data Mart Extension - Data Sourced from New Heights - Construction & Integration	05/14/19	\$ 119,000.00	\$ 31,211,570.25	\$ 22,958,147.72
260	Data Mart Extension - Data Sourced from New Heights - Implementation	05/14/19	\$ 40,000.00	\$ 31,251,570.25	\$ 22,998,147.72
261	Improve Security Governance over Unstructured Data - Data risk remediation	05/14/19	\$ 165,000.00	\$ 31,416,570.25	\$ 23,163,147.72
262	Managed Care PMO - PMO Q4-18	05/14/19	\$ 43,264.00	\$ 31,459,834.25	\$ 23,206,411.72
263	Activity Tracking - NH EASY - Integration Testing	05/14/19	\$ 127,039.12	\$ 31,586,873.37	\$ 23,333,450.84
264	Conversion Notices - Requirements & Design	05/14/19	\$ 7,124.00	\$ 31,593,997.37	\$ 23,340,574.84
265	Core Managed Care Enhancements - Construction & Integration	05/14/19	\$ 167,424.00	\$ 31,761,421.37	\$ 23,507,998.84
266	Maintenance and Enhancements - May 2019	05/28/19	\$ 625,000.00	\$ 32,386,421.37	\$ 24,132,998.84
267	LTSS Dashboard - Requirements & Design	06/24/19	\$ 208,000.00	\$ 32,594,421.37	\$ 24,340,998.84
268	Managed Care PMO - PMO Q1-19	06/24/19	\$ 43,264.00	\$ 32,637,685.37	\$ 24,384,262.84
Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals

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269	NH EASY Individual Accounts - Implementation	06/24/19	\$ 30,635.00	\$ 32,668,320.37	\$ 24,414,897.84
270	Suspension & Re-Application - Requirements	06/25/19	\$ 34,216.00	\$ 32,702,536.37	\$ 24,449,113.84
271	Federal, State Reporting & QC Sampling - Design	06/25/19	\$ 51,526.80	\$ 32,754,063.17	\$ 24,500,640.64
272	Suspension & Re-Application - Design	06/25/19	\$ 34,216.00	\$ 32,788,279.17	\$ 24,534,856.64
273	Activity Tracking - New HEIGHTS - Systems Testing	06/25/19	\$ 269,730.56	\$ 33,058,009.73	\$ 24,804,587.20
274	Activity Tracking - NH EASY - Systems Testing	06/25/19	\$ 127,039.12	\$ 33,185,048.85	\$ 24,931,626.32
275	Federal, State Reporting & QC Sampling - Construction & Unit Testing	06/25/19	\$ 180,343.80	\$ 33,365,392.65	\$ 25,111,970.12
276	Activity Tracking - New HEIGHTS - Implementation	06/25/19	\$ 67,432.64	\$ 33,432,825.29	\$ 25,179,402.76
277	Activity Tracking - NH EASY - Implementation	06/25/19	\$ 31,759.78	\$ 33,464,585.07	\$ 25,211,162.54
278	Maintenance and Enhancements - June 2019	06/26/19	\$ 625,000.00	\$ 34,089,585.07	\$ 25,836,162.54
279	Extract & Schema - Sourced from Existing EDW - Construction & Integration	07/19/19	\$ 130,000.00	\$ 130,000.00	\$ 25,966,162.54
280	Improve Security Governance over Unstructured Data - UDM tool integration, configuration, and data discovery	07/19/19	\$ 80,000.00	\$ 210,000.00	\$ 26,046,162.54
281	Improve Security Governance over Unstructured Data - Unstructured Data Risk Remediation Preparation and Plan	07/19/19	\$ 140,000.00	\$ 350,000.00	\$ 26,186,162.54
282	Data Mart Extension - Claims Data from MMIS - Construction & Integration	07/19/19	\$ 335,430.86	\$ 685,430.86	\$ 26,521,593.40
283	LTSS Dashboard - Construction & Integration	07/19/19	\$ 176,800.00	\$ 862,230.86	\$ 26,698,393.40
284	Digital Information Campaign - Navigation Delivery model - Requirements	07/19/19	\$ 105,193.40	\$ 967,424.26	\$ 26,803,586.80
285	Digital Information Campaign - Navigation Delivery model - Design	07/19/19	\$ 105,193.40	\$ 1,072,617.66	\$ 26,908,780.20
286	Automatically Run Newborns from DOB - Requirements & Design	07/19/19	\$ 48,366.64	\$ 1,120,984.30	\$ 26,957,146.84
287	Suspension & Re-Application - Construction & Unit Testing	07/19/19	\$ 119,756.00	\$ 1,240,740.30	\$ 27,076,902.84
Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
288	Federal, State Reporting & QC Sampling - Integration Testing	07/19/19	\$ 103,053.60	\$ 1,343,793.90	\$ 27,179,956.44

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289	Suspension & Re-Application - Integration Testing	07/19/19	\$ 68,432.00	\$ 1,412,225.90	\$ 27,248,388.44
290	Federal, State Reporting & QC Sampling - Systems Testing	07/19/19	\$ 103,053.60	\$ 1,515,279.50	\$ 27,351,442.04
291	Maintenance and Enhancements - July 2019	07/26/19	\$ 625,000.00	\$ 2,140,279.50	\$ 27,976,442.04
292	LTSS Dashboard Changes for MEA Processing - Requirements & Design	08/07/19	\$ 9,499.00	\$ 2,149,778.50	\$ 27,985,941.04
293	Extract & Schema - Sourced from Existing EDW - System Test	08/07/19	\$ 83,200.00	\$ 2,232,978.50	\$ 28,069,141.04
294	Data Mart Extension - Claims Data from MMIS - System Test	08/07/19	\$ 200,000.00	\$ 2,432,978.50	\$ 28,269,141.04
295	LTSS Unit Workflow Management - Requirements & Design	08/07/19	\$ 44,528.00	\$ 2,477,506.50	\$ 28,313,669.04
296	EBI Security - Control Evaluation & Security Testing	08/07/19	\$ 75,000.00	\$ 2,552,506.50	\$ 28,388,669.04
297	LTSS Dashboard - System Test	08/07/19	\$ 218,400.00	\$ 2,770,906.50	\$ 28,607,069.04
298	Digital Information Campaign - Navigation Delivery model - Development	08/07/19	\$ 140,257.77	\$ 2,911,164.27	\$ 28,747,326.81
299	Conversion Notices - System Test	08/07/19	\$ 12,319.00	\$ 2,923,483.27	\$ 28,759,645.81
300	Suspension & Re-Application - Systems Testing	08/07/19	\$ 68,432.00	\$ 2,991,915.27	\$ 28,828,077.81
301	Core Managed Care Enhancements - System Test	08/07/19	\$ 29,685.00	\$ 3,021,600.27	\$ 28,857,762.81
302	Federal, State Reporting & QC Sampling - Implementation	08/07/19	\$ 25,763.40	\$ 3,047,363.67	\$ 28,883,526.21
303	Suspension & Re-Application - Implementation	08/07/19	\$ 17,108.00	\$ 3,064,471.67	\$ 28,900,634.21
304	Addition of a New MCO - System Test	08/07/19	\$ 49,277.00	\$ 3,113,748.67	\$ 28,949,911.21
305	Intake Workflow - Reverse Engineering, Framework Development and User Story Development	08/07/19	\$ 207,606.00	\$ 3,321,354.67	\$ 29,157,517.21
306	Intake Workflow - Salesforce Infrastructure, Product Backlog, User Engagement, Business proof-of-concept	08/07/19	\$ 227,140.00	\$ 3,548,494.67	\$ 29,384,657.21
307	Intake Workflow - Salesforce security, architecture and Framework Setup, Code and Data Schema Walkthrough, Data Integration	08/07/19	\$ 216,310.00	\$ 3,764,804.67	\$ 29,600,967.21
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308	Intake Workflow - Hybrid Agile Planning, Infrastructure, Security, Communications and Change Management Plan, Sprint Planning	08/07/19	\$ 94,018.00	\$ 3,858,822.67	\$ 29,694,985.21

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309	Intake Workflow - Sprint 1 (Enterprise Planning, Infrastructure and Framework Setup, User Story Alignment)	08/07/19	\$ 120,250.00	\$ 3,979,072.67	\$ 29,815,235.21
310	Intake Workflow - Sprint 2 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,099,322.67	\$ 29,935,485.21
311	Intake Workflow - Sprint 3 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,219,572.67	\$ 30,055,735.21
312	Intake Workflow - Sprint 4 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,339,822.67	\$ 30,175,985.21
313	Intake Workflow - Sprint 5 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,460,072.67	\$ 30,296,235.21
314	Extract & Schema - Sourced from Existing EDW - Implementation	08/09/19	\$ 52,000.00	\$ 4,512,072.67	\$ 30,348,235.21
315	Data Mart Extension - Claims Data from MMIS - Implementation	08/09/19	\$ 55,000.00	\$ 4,567,072.67	\$ 30,403,235.21
316	Conversion Notices - Implementation	08/09/19	\$ 3,985.00	\$ 4,571,057.67	\$ 30,407,220.21
317	Core Managed Care Enhancements - Implementation	08/09/19	\$ 57,708.00	\$ 4,628,765.67	\$ 30,464,928.21
318	Addition of a New MCO - Implementation	08/09/19	\$ 13,922.00	\$ 4,642,687.67	\$ 30,478,850.21
319	Intake Workflow - Sprint 6 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/13/19	\$ 120,250.00	\$ 4,762,937.67	\$ 30,599,100.21
Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
320	Maintenance and Enhancements - August 2019	08/23/19	\$ 625,000.00	\$ 5,387,937.67	\$ 31,224,100.21
321	LTSS Unit Workflow Management - Construction & Integration	09/19/19	\$ 83,712.00	\$ 5,471,649.67	\$ 31,307,812.21
322	Database & DB Tools Migration - DB Conversion - Requirements & Design	09/19/19	\$ 130,725.00	\$ 5,602,374.67	\$ 31,438,537.21

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323	Automatically Run Newborns from DOB - Construction & Unit	09/19/19	\$ 320,594.71	\$ 5,922,969.38	\$ 31,759,131.92
324	Intake Workflow - Sprint 7 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	09/19/19	\$ 120,250.00	\$ 6,043,219.38	\$ 31,879,381.92
325	DD Waitlist Dashboard - Requirements & Design	10/01/19	\$ 9,499.00	\$ 6,052,718.38	\$ 9,499.00
326	DD Waitlist Dashboard - System Test	10/01/19	\$ 24,639.00	\$ 6,077,357.38	\$ 34,138.00
327	DD Waitlist Dashboard - Implementation	10/01/19	\$ 7,496.00	\$ 6,084,853.38	\$ 41,634.00
328	Sprint 10 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	10/01/19	\$ 92,010.00	\$ 6,176,863.38	\$ 133,644.00
329	Maintenance and Enhancements - September 2019	10/16/19	\$ 625,000.00	\$ 6,801,863.38	\$ 758,644.00
330	Sprint 11 (Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	10/22/19	\$ 92,010.00	\$ 6,893,873.38	\$ 850,654.00
331	LTSS Dashboard Changes for MEA Processing - System Test	11/08/19	\$ 34,494.00	\$ 6,928,367.38	\$ 885,148.00
332	LTSS Unit Workflow Management - System Test	11/08/19	\$ 14,843.00	\$ 6,943,210.38	\$ 899,991.00
333	LTSS Dashboard Changes for MEA Processing - Implementation	11/08/19	\$ 10,114.00	\$ 6,953,324.38	\$ 910,105.00
334	LTSS Unit Workflow Management - Implementation	11/08/19	\$ 30,635.00	\$ 6,983,959.38	\$ 940,740.00
335	Managed Care PMO - PMO Q2-19	11/08/19	\$ 43,264.00	\$ 7,027,223.38	\$ 984,004.00
336	Automatically Run Newborns from DOB - Systems Testing	11/08/19	\$ 88,125.71	\$ 7,115,349.09	\$ 1,072,129.71
337	Automatically Run Newborns from DOB - Implementation	11/08/19	\$ 24,057.21	\$ 7,139,406.30	\$ 1,096,186.92
Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
338	Improve Security Governance over Unstructured Data - UDM transition and knowledge transfer	11/08/19	\$ 35,000.00	\$ 7,174,406.30	\$ 1,131,186.92
339	Managed Care PMO - PMO Q3-19	11/08/19	\$ 43,264.00	\$ 7,217,670.30	\$ 1,174,450.92
340	Intake Workflow - Sprint 8 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,337,920.30	\$ 1,294,700.92

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341	Intake Workflow - Sprint 9 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,458,170.30	\$ 1,414,950.92
342	Infrastructure Install & Training - Power Users / DHHS Dashboard	11/08/19	\$ 100,000.00	\$ 7,558,170.30	\$ 1,514,950.92
343	Maintenance and Enhancements- October 2019	11/11/19	\$ 625,000.00	\$ 8,183,170.30	\$ 2,139,950.92
344	Sprint 12 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	11/12/19	\$ 85,250.00	\$ 8,268,420.30	\$ 2,225,200.92
345	Database & DB Tools Migration - DB Conversion - Construction & Integration	11/27/19	\$ 174,300.00	\$ 8,442,720.30	\$ 2,399,500.92
346	Database & DB Tools Migration - Setting up DB Tools & Configuration - Development	11/27/19	\$ 72,660.00	\$ 8,515,380.30	\$ 2,472,160.92
347	Database & DB Tools Migration - Performance Testing & Tuning - 1	11/27/19	\$ 54,600.00	\$ 8,569,980.30	\$ 2,526,760.92
348	Database & DB Tools Migration - Setting up DB Tools & Configuration - Testing	11/29/19	\$ 72,660.00	\$ 8,642,640.30	\$ 2,599,420.92
349	Database & DB Tools Migration - DB Conversion - System Test	11/29/19	\$ 87,150.00	\$ 8,729,790.30	\$ 2,686,570.92
350	Maintenance and Enhancements - November 2019	11/30/19	\$ 625,000.00	\$ 9,354,790.30	\$ 3,311,570.92

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351	Sprint 13 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Code Merge, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	12/03/19	\$ 130,000.00	\$ 9,484,790.30	\$ 3,441,570.92
352	Sprint 14 (Design and Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets)	12/24/19	\$ 130,000.00	\$ 9,614,790.30	\$ 3,571,570.92
353	Database & DB Tools Migration - DB Conversion - Implementation	12/27/19	\$ 43,785.00	\$ 9,658,575.30	\$ 3,615,355.92
354	Database & DB Tools Migration - Performance Testing & Tuning - 2	12/27/19	\$ 54,600.00	\$ 9,713,175.30	\$ 3,669,955.92
355	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	12/27/19	\$ 72,600.00	\$ 9,785,775.30	\$ 3,742,555.92
356	Maintenance and Enhancements - December 2019	12/31/19	\$ 625,000.00	\$ 10,410,775.30	\$ 4,367,555.92
357	Sprint 15 (Design and Development of User Stories, Defect Fixes, Contact Refactoring Changes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets, DevOps)	01/14/20	\$ 227,086.00	\$ 10,637,861.30	\$ 4,594,641.92
358	Maintenance and Enhancements - January 2020	01/31/20	\$ 625,000.00	\$ 11,262,861.30	\$ 5,219,641.92
359	Sprint 16 (Completion of Development of User Stories, Defect Fixes, Testing in Different Environments, Provisioning of Infrastructure and Extending eEnterprise Assets, DevOps - SIT)	02/04/20	\$ 144,094.00	\$ 11,406,955.30	\$ 5,363,735.92
360	Financial Passive Renewal - Requirements & Design	02/07/20	\$ 71,244.00	\$ 11,478,199.30	\$ 5,434,979.92
361	Sprint 17 (Defect Fixes, Testing in Different Environments, Provisioning of Infrastructure and Extending Enterprise Assets, DevOps - UAT)	02/25/20	\$ 143,307.00	\$ 11,621,506.30	\$ 5,578,286.92
362	Maintenance and Enhancements - February 2020	02/29/20	\$ 625,000.00	\$ 12,246,506.30	\$ 6,203,286.92

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363	Sprint 18 (Regression, Data Migration, Hardening and Go-live, Post Go-Live)	03/17/20	\$ 125,759.00	\$ 12,372,265.30	\$ 6,329,045.92
364	Financial Passive Renewal - Construction & Integration	03/20/20	\$ 409,405.00	\$ 12,781,670.30	\$ 6,738,450.92
365	Enhanced Case Task Workflow Management - Requirements & Design	03/27/20	\$ 35,000.00	\$ 12,816,670.30	\$ 6,773,450.92
366	System Security Plan (SSP) - Part A: System Identification	03/27/20	\$ 50,000.00	\$ 12,866,670.30	\$ 6,823,450.92
367	Maintenance and Enhancements - March 2020	03/31/20	\$ 625,000.00	\$ 13,491,670.30	\$ 7,448,450.92
368	Sprint 19 (Post Go-Live Support) Summary	04/07/20	\$ 42,000.00	\$ 13,533,670.30	\$ 7,490,450.92
369	Privacy Impact Assessment (PIA)	04/17/20	\$ 65,000.00	\$ 13,598,670.30	\$ 7,555,450.92
370	Financial Passive Renewal - System Test	04/24/20	\$ 72,590.00	\$ 13,671,260.30	\$ 7,628,040.92
371	Sprint 20 (Post Go-Live Support) Summary	04/28/20	\$ 17,754.00	\$ 13,689,014.30	\$ 7,645,794.92
372	Maintenance and Enhancements - April 2020	04/30/20	\$ 625,000.00	\$ 14,314,014.30	\$ 8,270,794.92
373	Information Security Risk Assessment (ISRA)	05/01/20	\$ 55,000.00	\$ 14,369,014.30	\$ 8,325,794.92
374	System Security Plan (SSP) - Part C: Privacy Controls	05/15/20	\$ 75,000.00	\$ 14,444,014.30	\$ 8,400,794.92
375	Security & Privacy Assessment Report (SAR)	05/15/20	\$ 55,000.00	\$ 14,499,014.30	\$ 8,455,794.92
376	System Security Plan (SSP) - Part B: Security Controls	05/22/20	\$ 75,000.00	\$ 14,574,014.30	\$ 8,530,794.92
377	Enhanced Case Task Workflow Management - Construction & Integration Testing	05/29/20	\$ 234,500.00	\$ 14,808,514.30	\$ 8,765,294.92
378	System Security Plan (SSP) - Controls workbooks	05/29/20	\$ 40,000.00	\$ 14,848,514.30	\$ 8,805,294.92
379	Automate Processing Medicaid Applications Using OCR - Requirements	05/29/20	\$ 54,750.00	\$ 14,903,264.30	\$ 8,860,044.92
380	Pandemic EBT - Development & Implementation	05/29/20	\$ 146,520.00	\$ 15,049,784.30	\$ 9,006,564.92
381	EA (Supplements) to SNAP Households - Development & Implementation	05/29/20	\$ 33,840.00	\$ 15,083,624.30	\$ 9,040,404.92
382	Continuous Coverage for Medicaid Beneficiaries - Development & Implementation	05/29/20	\$ 131,280.00	\$ 15,214,904.30	\$ 9,171,684.92

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383	Stopping Benefit Recovery Processes - Development & Implementation	05/29/20	\$ 21,000.00	\$ 15,235,904.30	\$ 9,192,684.92
384	Extend Certification periods for SNAP, Child Care & Cash - Development & Implementation	05/29/20	\$ 30,840.00	\$ 15,266,744.30	\$ 9,223,524.92
385	Zero Cost Share and Continuous coverage for Child Care - Development & Implementation	05/29/20	\$ 24,000.00	\$ 15,290,744.30	\$ 9,247,524.92
386	Remote Case Management - Development & Implementation	05/29/20	\$ 124,920.00	\$ 15,415,664.30	\$ 9,372,444.92
387	Maintenance and Enhancements - May 2020	05/31/20	\$ 625,000.00	\$ 16,040,664.30	\$ 9,997,444.92
388	Final Consolidated SSP (Ready for Submission)	06/02/20	\$ 50,000.00	\$ 16,090,664.30	\$ 10,047,444.92
389	Plan of Action and Milestone (POAM)	06/08/20	\$ 50,000.00	\$ 16,140,664.30	\$ 10,097,444.92
390	Financial Passive Renewal - Implementation	06/26/20	\$ 135,172.00	\$ 16,275,836.30	\$ 10,232,616.92
391	Enhanced Case Task Workflow Management - Systems Testing	06/26/20	\$ 63,000.00	\$ 16,338,836.30	\$ 10,295,616.92
392	Pandemic EBT - Post Implementation Review	06/26/20	\$ 25,200.00	\$ 16,364,036.30	\$ 10,320,816.92
393	Special Medicaid Eligibility for Uninsured Individuals - Development & Implementation	06/26/20	\$ 242,160.00	\$ 16,606,196.30	\$ 10,562,976.92
394	EA (Supplements) to SNAP Households - Post Implementation Review	06/26/20	\$ 29,280.00	\$ 16,635,476.30	\$ 10,592,256.92
395	Continuous Coverage for Medicaid Beneficiaries - Post Implementation Review	06/26/20	\$ 98,400.00	\$ 16,733,876.30	\$ 10,690,656.92
396	Stopping Benefit Recovery Processes - Post Implementation Review	06/26/20	\$ 7,920.00	\$ 16,741,796.30	\$ 10,698,576.92
397	Remote Case Management - Post Implementation Review	06/26/20	\$ 73,920.00	\$ 16,815,716.30	\$ 10,772,496.92
398	OCR - SNAP Rede Application - Requirements & Design	06/26/20	\$ 100,008.00	\$ 16,915,724.30	\$ 10,872,504.92
399	Recertification Tracking - Requirements & Design	06/26/20	\$ 28,416.00	\$ 16,944,140.30	\$ 10,900,920.92
400	Maintenance and Enhancements - June 2020	06/30/20	\$ 625,000.00	\$ 17,569,140.30	\$ 11,525,920.92

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401	Automate Processing Medicaid Applications Using OCR - Design	07/02/20	\$ 54,750.00	\$ 54,750.00	\$ 11,580,670.92
402	Maintenance and Enhancements - July 2020	07/31/20	\$ 625,000.00	\$ 679,750.00	\$ 12,205,670.92
403	Special Medicaid Eligibility for Uninsured Individuals - Post Implementation Review	07/31/20	\$ 24,000.00	\$ 703,750.00	\$ 12,229,670.92
404	CMS ATC Approval Hold Back (10%)	08/14/20	\$ 60,000.00	\$ 763,750.00	\$ 12,289,670.92
405	Enhanced Case Task Workflow Management - Implementation	08/28/20	\$ 17,500.00	\$ 781,250.00	\$ 12,307,170.92
406	Interconnection Security Agreement (ISA)	08/28/20	\$ 25,000.00	\$ 806,250.00	\$ 12,332,170.92
407	Automate Processing Medicaid Applications using OCR - Construction & Unit Testing	08/28/20	\$ 219,000.00	\$ 1,025,250.00	\$ 12,551,170.92
408	Maintenance and Enhancements - August 2020	08/31/20	\$ 625,000.00	\$ 1,650,250.00	\$ 13,176,170.92
409	Pandemic EBT - Program Termination	08/31/20	\$ 23,640.00	\$ 1,673,890.00	\$ 13,199,810.92
410	Special Medicaid Eligibility for Uninsured Individuals - Program Termination	08/31/20	\$ 24,000.00	\$ 1,697,890.00	\$ 13,223,810.92
411	Continuous Coverage for Medicaid Beneficiaries - Program Termination	08/31/20	\$ 66,000.00	\$ 1,763,890.00	\$ 13,289,810.92
412	Stopping Benefit Recovery Processes - Program Termination	08/31/20	\$ 9,960.00	\$ 1,773,850.00	\$ 13,299,770.92
413	Extend Certification periods for SNAP, Child Care & Cash - - Program Termination	08/31/20	\$ 9,600.00	\$ 1,783,450.00	\$ 13,309,370.92
414	Zero Cost Share and Continuous coverage for Child Care - - Program Termination	08/31/20	\$ 13,560.00	\$ 1,797,010.00	\$ 13,322,930.92
415	Remote Case Management - Program Termination	08/31/20	\$ 108,120.00	\$ 1,905,130.00	\$ 13,431,050.92
416	OCR - SNAP Rede Application - Construction & Integration Testing	08/31/20	\$ 250,020.00	\$ 2,155,150.00	\$ 13,681,070.92
417	Recertification Tracking - Construction & Integration Testing	08/31/20	\$ 71,040.00	\$ 2,226,190.00	\$ 13,752,110.92
418	Client Notice Consolidation for Medicaid - Requirements & Design	09/25/20	\$ 32,500.00	\$ 2,258,690.00	\$ 13,784,610.92

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419	Automate Processing Medicaid Applications using OCR - Integration-Testing	09/25/20	\$ 82,125.00	\$ 2,340,815.00	\$ 13,866,735.92
420	Maintenance and Enhancements - September 2020	09/30/20	\$ 625,000.00	\$ 2,965,815.00	\$ 14,491,735.92
421	OCR - SNAP Rede Application - Systems Testing	09/30/20	\$ 150,012.00	\$ 3,115,827.00	\$ 14,641,747.92
422	Recertification Tracking - Systems Testing	09/30/20	\$ 42,624.00	\$ 3,158,451.00	\$ 14,684,371.92
423	Client Notice Consolidation for Medicaid - Construction & Integration Testing	10/30/20	\$ 217,750.00	\$ 3,376,201.00	\$ 217,750.00
424	Maintenance and Enhancements - October 2020	10/31/20	\$ 625,000.00	\$ 4,001,201.00	\$ 842,750.00
425	Automate Processing Medicaid Applications using OCR - Systems Testing	11/13/20	\$ 109,500.00	\$ 4,110,701.00	\$ 952,250.00
426	Client Notice Consolidation for Medicaid - Systems Testing	11/27/20	\$ 58,500.00	\$ 4,169,201.00	\$ 1,010,750.00
427	Maintenance and Enhancements - November 2020	11/30/20	\$ 625,000.00	\$ 4,794,201.00	\$ 1,635,750.00
428	LTSS Enhancements - Requirements & Design	11/30/20	\$ 19,418.00	\$ 4,813,619.00	\$ 1,655,168.00
429	Automate Processing Medicaid Applications Using OCR - Implementation	12/10/20	\$ 27,375.00	\$ 4,840,994.00	\$ 1,682,543.00
430	Client Notice Consolidation for Medicaid - Implementation	12/11/20	\$ 16,250.00	\$ 4,857,244.00	\$ 1,698,793.00
431	Maintenance and Enhancements - December 2020	12/31/20	\$ 625,000.00	\$ 5,482,244.00	\$ 2,323,793.00
432	LTSS Enhancements - Construction & Integration Testing	01/08/21	\$ 130,105.00	\$ 5,612,349.00	\$ 2,453,898.00
433	Maintenance and Enhancements - January 2021	01/31/21	\$ 625,000.00	\$ 6,237,349.00	\$ 3,078,898.00
434	LTSS Enhancements - Systems Testing	02/05/21	\$ 34,954.00	\$ 6,272,303.00	\$ 3,113,852.00
435	LTSS Enhancements - Implementation	02/26/21	\$ 9,709.00	\$ 6,282,012.00	\$ 3,123,561.00
436	Maintenance and Enhancements - February 2021	02/28/21	\$ 625,000.00	\$ 6,907,012.00	\$ 3,748,561.00
437	Maintenance and Enhancements - March 2021	03/31/21	\$ 625,000.00	\$ 7,532,012.00	\$ 4,373,561.00
438	Maintenance and Enhancements - April 2021	04/30/21	\$ 625,000.00	\$ 8,157,012.00	\$ 4,998,561.00
439	Maintenance and Enhancements - May 2021	05/31/21	\$ 625,000.00	\$ 8,782,012.00	\$ 5,623,561.00
440	Maintenance and Enhancements - June 2021	06/30/21	\$ 625,000.00	\$ 9,407,012.00	\$ 6,248,561.00
441	Maintenance and Enhancements - July 2021	07/31/21	\$ 625,000.00	\$ 625,000.00	\$ 6,873,561.00

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442	Maintenance and Enhancements - August 2021	08/31/21	\$ 625,000.00	\$ 1,250,000.00	\$ 7,498,561.00
443	Maintenance and Enhancements - September 2021	09/30/21	\$ 625,000.00	\$ 1,875,000.00	\$ 8,123,561.00
444	Maintenance and Enhancements - October 2021	10/31/21	\$ 625,000.00	\$ 2,500,000.00	\$ 625,000.00
445	Maintenance and Enhancements - November 2021	11/30/21	\$ 625,000.00	\$ 3,125,000.00	\$ 1,250,000.00
446	Maintenance and Enhancements - December 2021	12/31/21	\$ 625,000.00	\$ 3,750,000.00	\$ 1,875,000.00
447	Maintenance and Enhancements - January 2022	01/31/22	\$ 625,000.00	\$ 4,375,000.00	\$ 2,500,000.00
448	Maintenance and Enhancements - February 2022	02/28/22	\$ 625,000.00	\$ 5,000,000.00	\$ 3,125,000.00
449	Maintenance and Enhancements - March 2022	03/31/22	\$ 625,000.00	\$ 5,625,000.00	\$ 3,750,000.00
450	Maintenance and Enhancements - April 2022	04/30/22	\$ 625,000.00	\$ 6,250,000.00	\$ 4,375,000.00
451	Maintenance and Enhancements - May 2022	05/31/22	\$ 625,000.00	\$ 6,875,000.00	\$ 5,000,000.00
452	Maintenance and Enhancements - June 2022	06/30/22	\$ 625,000.00	\$ 7,500,000.00	\$ 5,625,000.00
453	Maintenance and Enhancements - July 2022	07/31/22	\$ 625,000.00	\$ 8,125,000.00	\$ 6,250,000.00
454	Maintenance and Enhancements - August 2022	08/31/22	\$ 625,000.00	\$ 8,750,000.00	\$ 6,875,000.00
455	Maintenance and Enhancements - September 2022	09/30/22	\$ 625,000.00	\$ 9,375,000.00	\$ 7,500,000.00
		Grand Total	\$ 99,543,957.13	\$ 99,543,957.13	\$ 99,543,957.13

Deloitte Consulting LLP  
 Vendor Initials SW  
 Date 06/16/20

RFP #2013-009  
 Page 25 of 25

MAR25'20 am 9:12 DRS



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-7964  
www.nh.gov/doit

Mar 24

Debb Coulet  
Commissioner

February 12, 2020

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

**REQUESTED ACTION**

1. Authorize the Department of Information Technology, on behalf of the Department of Health and Human Services, to amend an existing contract with Deloitte Consulting LLP, 30 N. Third Street, Suite 800, Harrisburg, PA 17101 (Vendor# 174776) (PO# 1002699) for the implementation of several necessary enhancements and continued maintenance and operations of the New HEIGHTS system by exercising a contract renewal option by increasing the price limitation by \$10,216,686 from \$78,041,991 to \$88,258,677 and by extending the completion date from June 30, 2020 to June 30, 2021 effective upon Governor and Council approval. The original contract was approved by Governor and Council on June 19, 2013, Item #19 and amended on May 2, 2018 Item #43.

2. Further authorize the Department of Information Technology, on behalf of the Department of Health and Human Services, to enter into a Sole Source amendment to the contract, by increasing the price limitation by \$9,375,000 from \$88,258,677 to \$97,633,677 for continued maintenance and support of the New HEIGHTS system, and by extending the completion date from June 30, 2020 to September 30, 2022, effective upon Governor and Council approval.

Source of Funds for Maintenance and Operations: 65% Federal, 35% General.

Source of Funds for Enhancement Services: 87% Federal, 12% General, and 1% Other.

Funds are available in the following account(s) for SFY 2020, SFY 2021 and anticipated to be available in SFY 2022 and SFY 2023, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

01-03-03-030010-76950000 Department of Information Technology, DoIT - IT for DHMS  
100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and  
Human Services to reimburse DoIT is 65% Federal, 35% General. Activity Code - 03950041

SFY	Class/Obj	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2016	046-500465	03950041	Consultants	\$ 6,200,000	\$ -	\$ 6,200,000
SFY 2017	046-500465	03950041	Consultants	\$ 6,200,000	\$ -	\$ 6,200,000
SFY 2018	046-500465	03950041	Consultants	\$ 7,500,000	\$ -	\$ 7,500,000
SFY 2019	046-500465	03950041	Consultants	\$ 7,500,000	\$ -	\$ 7,500,000
SFY 2020	046-500465	03950041	Consultants	\$ 7,500,000	\$ -	\$ 7,500,000
SFY 2021	046-500465	03950041	Consultants	\$ -	\$ 7,500,000	\$ 7,500,000
SFY 2022	046-500465	03950041	Consultants	\$ -	\$ 7,500,000	\$ 7,500,000
SFY 2023	046-500465	03950041	Consultants	\$ -	\$ 1,875,000	\$ 1,875,000
<b>Sub Total</b>				<b>\$ 44,500,000</b>	<b>\$ 16,875,000</b>	<b>\$ 61,375,000</b>

05-95-45-452010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - DFA FIELD  
SVCS

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	046-500465	TBD	Consultants	\$ 12,781,103	\$ -	\$ 12,781,103
SFY 2020	046-500465	TBD	Consultants	\$ -	\$ 1,773,179	\$ 1,773,179
<b>Sub Total</b>				<b>\$ 12,781,103</b>	<b>\$ 1,773,179</b>	<b>\$ 14,554,282</b>

05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 17-228:1-X:F DCYF SCAN UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 499,729	\$ -	\$ 499,729
SFY 2019	034-500099	TBD	Capital Projects	\$ 499,728	\$ -	\$ 499,728
<b>Sub Total</b>				<b>\$ 999,457</b>	<b>\$ -</b>	<b>\$ 999,457</b>

**05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:17VC LEGACY SYSTEMS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 250,000	\$ -	\$ 250,000
SFY 2019	034-500099	TBD	Capital Projects	\$ 250,000	\$ -	\$ 250,000
<b>Sub Total</b>				<b>\$ 500,000</b>	<b>\$ -</b>	<b>\$ 500,000</b>

**05-95-90-900030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, 13-195:VI-I BRIDGES MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 500,000	\$ -	\$ 500,000
SFY 2019	034-500099	TBD	Capital Projects	\$ 500,000	\$ -	\$ 500,000
<b>Sub Total</b>				<b>\$ 1,000,000</b>	<b>\$ -</b>	<b>\$ 1,000,000</b>

**05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-X:E NEW HEIGHTS  
MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 7,518,836	\$ -	\$ 7,518,836
SFY 2019	034-500099	TBD	Capital Projects	\$ 7,080,535	\$ -	\$ 7,080,535
<b>Sub Total</b>				<b>\$ 14,599,371</b>	<b>\$ -</b>	<b>\$ 14,599,371</b>

**05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1-VI-H REG ASSESS  
DBII**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 50,066	\$ -	\$ 50,066
SFY 2019	034-500099	TBD	Capital Projects	\$ 50,066	\$ -	\$ 50,066
<b>Sub Total</b>				<b>\$ 100,132</b>	<b>\$ -</b>	<b>\$ 100,132</b>

**05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII H NEW HEIGHTS A**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	034-500099	TBD	Capital Projects	\$ 1,209,564	\$ -	\$ 1,209,564
SFY 2019	034-500099	TBD	Capital Projects	\$ 1,235,564	\$ -	\$ 1,235,564
<b>Sub Total</b>				<b>\$ 2,445,128</b>	<b>\$ -</b>	<b>\$ 2,445,128</b>

**05-95-47-470010-50990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS:  
MEDICAID & BUS POLICY OFC, OFF. OF MEDICAID & BUS. POLICY, NH MPP TRUST FUND**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2019	102-500731	TBD	Contracts for Program Services	\$ 438,300	\$ -	\$ 438,300
<b>Sub Total</b>				<b>\$ 438,300</b>	<b>\$ -</b>	<b>\$ 438,300</b>

**05-95-45-451010-79970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - DISABILITY  
DETERMINATION UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2018	046-500465	TBD	Consultants	\$ 292,500	\$ -	\$ 292,500
SFY 2019	046-500465	TBD	Consultants	\$ 126,000	\$ -	\$ 126,000
SFY 2020	046-500465	TBD	Consultants	\$ -	\$ 243,507	\$ 243,507
<b>Sub Total</b>				<b>\$ 418,500</b>	<b>\$ 243,507</b>	<b>\$ 662,007</b>

**05-95-95-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 19-146:1-VIIIA DCYF CHILD  
WELFARE**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2020	034-500099	TBD	Capital Projects	\$ 260,000	\$ 700,000	\$ 960,000
<b>Sub Total</b>				<b>\$ 260,000</b>	<b>\$ 700,000</b>	<b>\$ 960,000</b>
<b>Total</b>				<b>\$ 78,041,991</b>	<b>\$ 19,591,686</b>	<b>\$ 97,633,677</b>

### EXPLANATION

New HEIGHTS is the enterprise case management system for DHMS and supports extensive and complex business functions. The initial request to exercising a contract renewal option is necessary to support required ongoing maintenance and to deliver time-sensitive functionality necessary to meet Federal and State mandates. This second item requested is Sole Source because the extension request is beyond the extension period allowed in the original contract. This extension will provide for additional maintenance and support while DHMS continues to plan for the release of an RFP as defined below. The original contract allowed for an extension of up to three (3) years from the original contract end date of June 30, 2018. This extension request will extend the contract to September 30, 2022 (one year and three months beyond the allowable option years).

DHMS has been working with the Centers for Medicaid and Medicare Services (CMS), Administration for Children and Families (ACF) and Food and Nutrition Services (FNS) to identify a strategy to leverage the State's investment in the New HEIGHTS platform and strategically plan for its replacement. The key concepts for the replacement of New HEIGHTS will be leveraging enterprise platforms to increase interoperability and integration, reuse existing solutions, and optimize hardware, software and services for maintenance and support of the system. The plan is to utilize this amendment's timeframe to complete existing federal and state mandates from previous sessions and complete the planning and requirements associated with replacing the system. This will include a rigorous review process through the three (3) federal agencies mentioned above for approval, capital budget submittals for biennium budgeting, integration and architectural to align with State enterprise platforms. This will result in an RFP, currently planned for the 2022/2023 biennium with an implementation in the 2024/2025 biennium.

As DHMS's enterprise eligibility and case management platform, ongoing maintenance and operations of New HEIGHTS is essential to the provision of services to New Hampshire citizens and the fulfillment of the mission of DHMS as well as mandates based on State and Federal requirements. DHMS has utilized New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks supporting increased caseloads, engage clients and community stakeholders through the NH EASY Gateway to Services web portal, and to improve person-centric care through enhanced interoperability. These investments in more efficient, effective and secure service delivery required new technologies, including an Identity Management System for security integrated with the Lawson human resources system, a Master Client Index (MCI), an Enterprise Service Bus (ESB), a rules engine, integration with the Federal Data Services Hub (FDSH) and Federally Facilitated Exchange (FFE), and much more.

### ENHANCEMENTS

This amendment also includes a number of necessary enhancements allowed for within the scope of the original contract. The scope of these enhancement services include:

#### **Medicaid Compliance and Efficiencies**

These projects support Medicaid policy compliance and efficiencies including client notice consolidation, enhanced case management task workflow management, improvements to Long



Term Supports and Services functionality, and automated processing of Medicaid applications using OCR.

#### **CMS Required Security Assessment**

This includes an assessment of New HEIGHTS based on the security and privacy controls in Minimum Acceptable Risk Standards for Exchanges (MARS-E) 2.1 Moderate Baseline Level. CMS security and privacy compliance are required to attain the full three (3) -year Authority to Connect (ATC) between New Hampshire, Dept. of Health and Human Services' New HEIGHTS application and CMS's Federal Data Services Hub (FDSH).

#### **DCYF Contract Refactoring**

DCYF is in the process of migrating aging legacy functions support on PowerBuilder with Salesforce on the DoIT enterprise platform. This project offers DCYF the benefits of Salesforce no-code/low-code capabilities, shared enterprise service capabilities facilitated by DoIT, enhanced capabilities for DCYF staff, and improved adaptability for evolving need of the State overtime.

The decision to include the enhancement work in this amendment was made after carefully considering alternative approaches such as a separate competitive procurement. Based on the standard duration of the request for proposal and contracting cycles, a bid for the scope of work would impede DHHS's ability to meet federal and state mandated timelines.

The scope of this contract amendment is strictly limited to the New HEIGHTS Integrated Eligibility and Enrollment (E&E) system, for which the State contracted with Deloitte Consulting to maintain through a competitively procured contract.

- New HEIGHTS supports extensive and complex business functions, including:
- DHHS enterprise case management system, including self-service & imaging
  - 100+ categories of assistance including Medicaid, SNAP, TANF, Childcare, etc.
  - 275,000+ clients serving 1 in 5 NH citizens
  - 1,100 DHHS users & 750,000 transactions per day
  - 1,150 online pages, 850 reports, 8.5M lines of code, 2.2M documents scanned annually

For this contract scope of work, it is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services and to minimize cost. The vendor rate of service is fixed with no escalator over the current contract rate and has been evaluated by Department staff as extremely competitive. The vendor has a strong track record for quality of service and a large national practice, which enables DHHS to leverage the experience of other states. Additionally, there would be added risk to having multiple vendors support a single system with enhancement and maintenance threads that impact overlapping application components.

Should the Governor and Executive Council determine to deny this request; the Department of Health and Human Services will be unable to implement DHHS mandates and priorities and to fulfill commitments to citizens, CMS, and FNS. This scope of work supports mission-critical goals to improve access to community based long-term service supports, enhance worker effectiveness and efficiency, harden security of sensitive citizen data, enhance program transparency and oversight as well as better coordinate service delivery and management among providers, payers, guardians and stakeholders.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
Page 7

The State will be working with Deloitte Consulting on a daily basis ensuring that the deliverables outlined in this contract amendment are met. Additionally, the Centers for Medicare & Medicaid Services are also working closely with both the State and the vendor to ensure timely implementation.

Geographic area served: Statewide

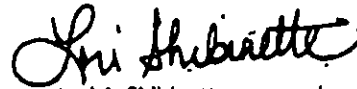
In the event the Federal Funds become no longer available, General Funds will not be requested to support this activity. The Department of Information Technology and the Department of Health and Human Services respectfully request approval of this contract.

Respectfully submitted,



Denis Goulet  
DoIT Commissioner

Respectfully submitted,



Lori A. Shibiante  
DHHS Commissioner

DG/tv  
DoIT #2013-009B  
RID: 33890/44770

cc: Bruce Smith, DoIT IT Leader  
Laurie Snow, New HEIGHTS Project Manager  
Mary Callise, DHHS Financial Officer



Denis Goulet  
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](http://www.nh.gov/doit)

March 3, 2020

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

Dear Commissioner Shibanette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT, on behalf of the Department of Health and Human Services, to enter into a contract amendment with Deloitte Consulting, LLP of Harrisburg, PA, as described below and referenced as DoIT 2013-009B.

This amendment authorizes Deloitte Consulting LLP, to continue to provide support and maintenance and implement several necessary enhancements to the New HEIGHTS system.

The contract price will increase from \$78,041,991 to \$97,633,677 and the completion date will extend from June 30, 2020 to September 30, 2022, effective upon Governor and Executive Council approval.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/ik  
DoIT #2013-009B

cc: Mike Williams, IT Manager, DoIT

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



**State of New Hampshire  
Department of Information Technology  
Amendment #2 to the  
New HEIGHTS Maintenance**

This 2nd Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment Two", is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP, (hereinafter referred to as "the Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 800, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 19, 2013, Item #19, and amended May 2, 2018, Item #43, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties; and

WHEREAS, the parties agree to extend the Completion Date, increase the price limitation and modify the scope of services to support continued delivery of and enhancements to New HEIGHTS to meet program requirements, promote client self-service, and conduct the Centers of Medicare and Medicaid (CMS) Minimum Acceptable Risk Standards for Exchanges (MARS-E) version 2.1 assessment to renew the Authority to Connect (ATC) between DHHS and CMS's Federal Service hub; and

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
September 30, 2022.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$97,633,677.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency to read: Denis Goulet, Commissioner Department of Information Technology and Lori A Shubinette Commissioner Department of Health and Human Services.
4. Form P-37, General Provisions, Block 1.15 Name and Title of State Agency Signatory to read: Denis Goulet, Commissioner Department of Information Technology and Lori A Shubinette Commissioner Department of Health and Human Services
5. Modify Exhibit A, Scope of Work, Section 1.1, Purpose, by deleting the text in its entirety and replacing it with the following:
  - 1.1 PURPOSE
    - a) Attachment A-2, New HEIGHTS Statement of Work for Expanded Scope, is attached hereto and incorporated by reference.



- b) This document defines the specific services Deloitte Consulting LLP (Contractor) will provide to the State. In general, these services include maintenance and enhancement of the New HEIGHTS system and New HEIGHTS data mart application and overall production operations support, management and implementation of system software releases. In addition, the Contractor will provide adequate facilities in the Concord, New Hampshire area to house project staff and management of Contractor resources to meet project work plan and service level agreement performance standards.
  - c) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Expanded Scope Amendment 1. These services are intended to support improvements to the system functionality through enhancements related to the following categories of projects: Access Front Door (AFD)/Medicaid Modernization, Enterprise Business Intelligence, Legacy Platform Modernization, Medicaid Enhancements, Medicaid Program Enhancements, New HEIGHTS Enhancements, NH EASY Self-Service Enhancements.
  - d) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Expanded Scope Amendment 2. These services are intended to support improvements to the system functionality through enhancements related to the following categories of projects: Medicaid program services, security, child protective services intake as well as continual maintenance and operations activities for the New HEIGHTS and NH EASY systems.
6. Modify Exhibit A, Scope of Work, Section 1.3, Period of Performance, by deleting the text in its entirety and replacing it with the following:

**1.3 Period of Performance**

The work defined by this document begins on July 1, 2013 and shall comprise enhancement, maintenance, and operations support services to be rendered through the Contract Completion Date of September 30, 2022. The effective date of Amendment 2 is the date of the New Hampshire Governor and Executive Council approval of Amendment #2 or the date of Federal approval and funding availability, for this Amendment and the associated scope of work, whichever is later. The Contractor will be notified by the DHHS New HEIGHTS project manager in writing once all of the required approvals are in place in order to proceed.

7. Modify Exhibit A, Scope of Work, Section 1.5.1 by deleting the text in its entirety and replacing it with the following:

1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:

- 1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;
- 2. Exhibits A, B, C, C-1, D, E, F, G, H, I, and J;
  - a. Exhibit A – Scope of Work
    - i. Amendment 2
    - ii. Attachment A-1 - New HEIGHTS Maintenance and Enhancement Staff Loading Amendment 2

Hampshire Department of Information Technology  
New HEIGHTS Maintenance



- iii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 1 Enhancements
  - iv. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 2 Enhancements
  - b. Exhibit B - Payment Terms
    - i. Attachment B-1 - New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 2
  - c. Exhibit C - Special Provisions
  - d. Exhibit C-1 - Additional Special Provisions
  - e. Exhibit D - Certification Regarding Drug-Free Workplace Requirements
  - f. Exhibit E - Certification Regarding Lobbying
  - g. Exhibit F - Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
  - h. Exhibit G - Certification Regarding the Americans with Disabilities Act Compliance
  - i. Exhibit H - Certification Regarding Environmental Traffic Smoke
  - j. Exhibit I - Business Associate Agreement
  - k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
  - l. Certificates and Attachments
    - i. Certificate and Certificate of Authority
    - ii. Certificate of Good Standing
    - iii. Certificate of Insurance
    - iv. Computer Access and Use Agreement
3. Request For Proposals (RFP) 2013-009 dated August 6, 2012 by reference;
4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17, 2012 by reference.

5. Modify Exhibit B, Payment Terms, Section 1, Price, . Item a), to read as follows:

a) The total price for all services and facilities provided under this agreement shall not exceed \$97,633,877.00, Contract Price Limitation in Form P-37, General Provisions Block 1.8, Price Limitation.

6. Modify Exhibit B, Section 2, Item a) by deleting the text in its entirety and replacing it with the following:

a) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$31,855,094.00 and with federal funds made available under the following Catalog of Federal Domestic Assistance (CFDA), as follows:

- i. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,165,380.00
- ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$7,381,947.00.
- iii. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$53,608,554.00.

**Hampshire Department of Information Technology  
New HEIGHTS Maintenance**



- 
- iv. CDFA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$1,544,702.00.
  
  - 7. Modify Attachment B-1 – New HEIGHTS Maintenance and Enhancement Payment Schedule by deleting the text in its entirety and replacing it with Attachment B-1 New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 2, which is attached hereto and incorporated by reference.

Hampshire Department of Information Technology  
New HEIGHTS Maintenance



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.

3/5/2020  
Date

State of New Hampshire  
Department of Information Technology

[Signature]  
Denis Goulet  
Commissioner

State of New Hampshire  
Department of Health and Human Services

2/14/20  
Date

[Signature]  
Lori R. Shibamoto  
Commissioner

Deloitte Consulting LLP

1/31/2020  
Date

[Signature]  
Scott Workman  
Consulting Managing Director

Acknowledgement of Contractor's signature:

State of NEW HAMPSHIRE County of MERRIMACK on JANUARY 31, 2020 before the undersigned officer, personally appeared the person identified directly 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]  
Signature of Notary Public or Justice of the Peace

TRISTIN CRAIGUE, Notary Public  
My Commission Expires June 6, 2023

TRISTIN CRAIGUE  
Name and Title of Notary or Justice of the Peace

My Commission Expires: JUNE 6, 2023



Hampshire Department of Information Technology  
New HEIGHTS Maintenance



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

OFFICE OF THE ATTORNEY GENERAL

3/24/2020  
Date

[Signature]  
Name:  
Title:

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

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

SFY2013 - SFY2017	
Total Average FTEs Per Year: 25.1	
<i>Title</i>	<i>Average FTEs</i>
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architect	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 2**

SFY2018 - SFY2020	
Total Average FTEs Per Year: 32.1	
Title	Average FTEs
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

Initial all pages  
 Vendor Initials SW

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SFY2021	
Total Average FTEs Per Year: 30	
<i>Title</i>	<i>Average FTEs</i>
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
Kofax and Infrastructure Administrator	1.0
Java Architect	2.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

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 Vendor Initials *SLW*

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SFY2022	
Total Average FTEs Per Year: 28	
Title	Average FTEs
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Java Architect	1.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	2.0
Developer	10
QA Testers	2.0

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 Vendor Initials SW



**New Hampshire**

**Department of Health and Human Services**

**Attachment A - 2  
New HEIGHTS  
Statement of Work for Expanded Scope  
Amendment 2**

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 Department of Health and Human Services (DHHS)  
 Attachment A-2 New HEIGHTS Statement of Work for Amendment 2 Enhancements

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## **1 INTRODUCTION**

### **1.1 New HEIGHTS Background**

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 180,000+ Medicaid consumers and manages approximately \$1.4 billion in annual benefits for SANP and Cash programs. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management.

The New Hampshire EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, medical assessments, service authorization planning, Presumptive, Foster Care & Adoption Parents, WIC Referral and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. The document imaging solution also supports scanning & indexing documents for Child Welfare and Child Support systems. Additionally, New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare).

## **2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS**

The scope of services is comprised of multiple projects, including:

### **2.1 Medicaid Policy, Administration and Operational Efficiency**

These projects expand the client self-service channels in NH EASY and enhance case worker access to case and individual information required to operate the Medicaid program promoting program integrity, efficiency of operations, quality and cost management.

#### **2.1.1 Client Notice Consolidation for Medicaid**

This project will use a holistic approach to consolidate Medicaid notices. The Centers of Medicare and Medicaid Services (CMS) has provided guidance of Medicaid notification best practices. This project supports the guidance provided by CMS while simplifying the client experience and reducing the cost associated with mailing as well as client confusion and customer relationship management via phone calls and in-person visits to District Offices to clarify health plan selection, health plan confirmation, status change, disenrollment, co-pay, and the associated reminders.

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**2.1.2 Enhanced Case Task Workflow Management**

DHHS is facing increased call volume and staff turnover. This project will enhance DHHS staff workflow management by providing a holistic "one stop shop" case and task view. The consolidation will include demographics, household relationship, income, resources, expenses, unprocessed documents, and eligibility information on one view. Outstanding activities related to a case such as expected changes, alerts, upcoming appointments, documents to be processed will be accessible from a single prioritized worklist. This will improve worker efficiency and reduce complexity through simplified access to essential tasks data.

**2.1.3 LTSS Enhancements**

This project includes improvements to LTSS functionality provided through the NH EAST Getaway to Services for Case Management Agencies (CMA), providers and DHHS staff, including:

- Provide CMAs with the ability to look up providers based on service types
- Provide a document Upload History for providers and CMA's
- Match SSN to pending Medical Eligibility Assessment (MEA) automatically using enhanced logic
- Automatically purge unmatched MEAs with assessment dates >1 year
- Report Preadmission Screening and Resident Review (PASSR) counts by Country or Service Link

**2.1.4 Automate Processing Medicaid Applications using OCR**

New Hampshire receives more than 50% of eligibility applications in paper form. This project will automate data extraction from paper-based Medicaid applications using Kofax OCR Technology (KTM). Extracted data will be validate and imported for processing through New HEIGHTS. The process will also trigger real-time (no-touch) eligibility determination for MAGI applications. This will enhance application process timeliness and staff productivity.

**2.2 MARS-E 2.1 Assessment**

This project includes an assessment of the New HEIGHTS based on the security and privacy controls in Minimum Acceptable Risk Standards for Exchanges (MARS-E) 2.1 Moderate Baseline Level. Through this project, security and privacy documentation will be completed for New HEIGHTS as required by the Centers for Medicare and Medicaid Services (CMS). CMS security and privacy compliance are required to attain the full 3-year Authority to Connect (ATC) between New Hampshire, Dept. of Health and Human Services' New HEIGHTS application and CMS's Federal Data Services Hub (FDSM). Workshops will be conducted with the New HEIGHTS development teams, Department of Information Technology (DoIT) teams supporting the solution, and business stakeholders to obtain an understanding of the current processes, technology and the solution infrastructure. The information collected will be used to develop the CMS mandated artifacts that form the basis for the ATC with CMS. Based on the information collected through the workshops and documentation of the current-state, a Plan of Action and Milestone (POA&M) will be developed to align New HEIGHTS with the CMS MARS-E 2.1 requirements

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where gaps are identified within the solution ecosystem that do not fully address the security/privacy controls within the MARS-E 2.1 set of controls requirements.

The security controls in place for New HEIGHTS will be assessed based on requirements from CMS and will be evaluated and documented based upon the current New HEIGHTS system boundary that covers the following components:

- New HEIGHTS application
- NH EASY application
- New HEIGHTS Mainframe (including z/OS, zLinux, Apache, WebSphere, and DB2)
- Supporting hosting infrastructure for the above-mentioned systems

The MARS-E 2.1 assessment effort will develop the following artifacts used by the State to be submitted to CMS as part of the requirements to renew the ATC:

- System Security Plan (SSP) -The SSP will include the completed workbooks and evidence for the security and privacy control families
- Security & Privacy Assessment Report (SAR)
- Information Security Risk Assessment (ISRA)
- Privacy Impact Assessment
- Plan of Action and Milestone (POAM)
- Interconnection Security Agreement (ISA)

**2.3 DCYF Contact Refactoring, SDM and Prioritized Backlog**

DCYF is in the process of migrating aging legacy functions support on PowerBuilder with Salesforce on the DoIT enterprise platform. This project offers DCYF the benefits of Salesforce no-code/low-code capabilities, shared enterprise service capabilities facilitated by DoIT, enhanced capabilities for DCYF staff, and improved adaptability for evolving need of the State overtime. These DCYF services are being delivered using the Agile methodology. Following Agile principles, the final functional requirements will be jointly agreed by defining and prioritizing user stories from the project backlog and resource allocation based on State priorities. The State and Vendor staff will work collaboratively to refine the scope of work based on the constraints of the vendor resources. The backlog and tasks managed using the Agile method based on the burndown budget are defined in Section 5 Milestones include:

**2.3.1 Contact Refactoring**

The intake module will be enhanced to utilize the refactored enterprise common objects for "Contact" including demographics and address, including configuration of the Salesforce application, MuleSoft integration services, and data migration from NH Bridges. Contact refactoring will include completion of the following prioritized backlog items:

Item	Descriptions
CCWIS-1761	Contact Refactoring - Error Handling UI - Person/Address Validations are not bring thrown correctly

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Item	Descriptions
CCWIS-1760	Contact Refactoring - Date of Death_Avoid_Future_Date (Validation Rule)
CCWIS-1737	Person (Contact) 'AKA' not saving to Granite Families (GF) Contact
CCWIS-1731	Add/View Person 'Error' Received on Reporter Person Search
CCWIS-1716	Employer is null displaying at end of Business Address pulled in from an associated Employer Account
CCWIS-1706	Person (Contact) Recently Viewed Contacts List has Import button Displayed and Enabled
CCWIS-1704	Data Sync - Clients added to Bridges are synced to Salesforce but is not getting a GF number and when added into a new referral and being searched, a new client with a new GF number/Bridges ID is created
CCWIS-1691	Add Person Error on Save
CCWIS-1537	New: Search logic/sequencing needs to be updated to avoid potential data duplication
CCWIS-1529	Priors - Report in Salesforce is not locked down (point in time)
CCWIS-1528	Priors - Salesforce is not picking up correct priors. Added Allegations is not picked up as a prior. Bridges Priors report is correct, Salesforce priors report is incorrect
CCWIS-1524	Person (Contact) - display issue with Golden Record
CCWIS-1523	Add Address - Redundant data entry for Primary referral address if all addresses have been populated by the system when client s were searched
CCWIS-1522	Regression: Remove Search by Assessment & Case ID
CCWIS-1520	Add Person - User receives error message if dob and dod are entered without / between day, month, year
CCWIS-1512	No Start or End Date populated for any Relationship record loaded in data migration load
CCWIS-1462	Regression: Issues with Search Functionality
CCWIS-1453	Data sync-demo under Assessment in the Navigator
CCWIS-1440	Error Handling UI - Person/Address Validations are not bring thrown correctly
CCWIS-1435	Search Person Duplicate Message displayed when confirming and saving a person who was migrated from Bridges
CCWIS-1424	Search/View Person Anonymous reporter displaying with incorrect Verification Status
CCWIS-1422	Search Person - Error Received when selecting Save after Search/Confirm
CCWIS-1409	Data Sync - Ethnicity updated incorrectly on Bridges client
CCWIS-1408	Display Security Alert - security alert not displaying on contact or referral
CCWIS-1402	Search MCI - Seeing the word "null" in front of the address in several places
CCWIS-1392	Search Person - When user search for a client when certain search criteria has been eliminated, user cannot do the last "Save"

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Item	Descriptions
CCWIS-1379	Relationships Revisit - User are able to delete Contact Relationships from the Contact record and should not be
CCWIS-1316	Employers - Adding new Employer account does not work
CCWIS-1291	Add Person Reporter and Collateral Type lists are missing the hierarchy categories
CCWIS-1274	Search Person - error message received on search
CCWIS-1231	Add Person User is able to add a person with the same SSN as an existing person
CCWIS-1087	Layout of the Home Page - Contact's DOB not displaying in Recent Rems
CCWIS-830	Search Person Unable to view Person Contact information if Referral not assigned to logged in worker
CCWIS-1777	Contact Refactoring - Data Migration - Change Data Migration scripts to align with address related changes for CR
CCWIS-1778	Contact Refactoring - Data Migration - Change Data Migration scripts to align with changes to contact object for CR

**2.3.2 Structured Decision Making® (SDM)**

DCYF is developing a Structured Decision Making® (SDM) model under a separate contract with the National Council of Crime and Delinquency (NCCD). The outputs of the DCYF/NCCD project will be used to develop the user stories for this project in collaboration with DCYF subject matter experts. The Salesforce intake module will be enhanced to use the SDM model for screening decision, response priority, allegations and the safety and risk assessment with a burndown allocation of 1,334 hours.

**2.3.3 Prioritized Backlog**

To support additional items to be prioritized from the intake backlog, the vendor will provide 518 hours of burndown capacity.

**2.3.4 UAT, Migration and Post Deployment Support**

The vendor will provide support for user acceptance testing, compliance issue resolution, and implementation with a burndown allocation Support the transition to the new enterprise DevOPS model with a burndown allocation of 1,188 hours. The post implementation support period is for seven weeks following implementation to support defect correction and optimization tasks prioritized based on impact and severity with a burndown allocation of 558 hours. In total the burndown allocation for UAT, migration and post deployment support are 1,746 hours.

**3 PROJECT MANAGEMENT PLAN**

Key activities will be managed using a structured project management methodology including:

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- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/Issue status and tracking using JIRA
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

**3.1 Activity – Project/Contract Management and Support**

**3.1.1 Task 1 - Perform Project Management Functions**  
**Requirements of Task**

Throughout the execution of the project, the State's project management team (which is comprised of the New HEIGHTS Project Manager, Deputy Project Manager, Security Manager and core State staff and contracted Subject Matter Experts) will:

- Provide oversight for the activities conducted by the Contractor
- Provide review and approval of deliverables
- Help ensure the Contractor's access to critical State resources
- Facilitate ongoing status reporting and conduct periodic project reviews
- Serve as liaison to federal partner agencies, DHHS executive staff, systems external to New HEIGHTS, DoIT, and State regulatory agencies
- Procure hardware, software and infrastructure required to deliver the scope of work
- Manage the Technical Support Group (TSG) infrastructure services required to deliver the scope of work
- Conduct scope management in conjunction with the Contractor

The Contractor is generally responsible for managing the overall contract execution, including but not limited to:

- Financial management – producing bills/invoices
- Subcontractor management – managing subcontractors, contracts, and relationships
- Scope management in conjunction with State staff
- Delivery management in conjunction with State staff

**Deliverables from Task**

- Project tracking using the New HEIGHTS JIRA workflow
- Issue and risk management
- Resource time (effort) tracking/reporting using the FTE bank
- Producing and processing bills/invoices using standard procedures established for New HEIGHTS

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- Status Reports – due to the State Project Manager on Thursday of each week for prior week’s activities. Status reports shall include:
  - o Major accomplishments
  - o Major upcoming work
  - o Significant issues and concerns for the overall project

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the project management functions/tasks.

Function/Task	Responsibility
Develop processes and procedures for development of the Project Plan	State, Contractor
Create the Project Plan content	Contractor
Execute and control the project	State, Contractor
Provide tools to facilitate the planning, execution, and control of the project	State
Participate in project status meetings	State, Contractor
Manage subcontractors	Contractor
Submit invoices	Contractor
Review, approve, and pay invoices	State
Provide the State Project Manager with a primary point of accountability for all Contractor activities	Contractor
Participate as critical members of the project management team	State, Contractor
Provide status reports for all Contractor activities, tasks, and deliverables	Contractor
Provide access to stakeholders and make project decisions based on the timelines agreed upon in the project plan	State

**3.2 Activity – Requirements Definition & Design**

**3.2.1 Task 1 - Perform Requirements and Design Definition**

**Requirements of Task**

The functional requirements will be driven using joint application design (JAD) sessions. The State will be responsible for providing Subject Matter Experts and other analysts to define and clarify requirements for new functionality included in the scope of work.

The design task is intended to translate requirements into a set of deliverables that can be used to drive and support the building of software artifacts – code, configuration data, and rules. For new functionality, each standard unit of development effort—whether an iteration cycle, a milestone, a functional module, or a release—will be completed using the New HEIGHTS Change Control Document (CCD) standard which will typically require the following items:

- A list of proposed schema changes

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- Web page mockups for new pages and pages with enhanced functionality
- Business rules and logic definitions
- Configuration changes in the application or framework to enable the necessary functionality
- Descriptions of common user interface objects such as menus and other navigational items

**Deliverables from Task**

- Change Control Document – Identifies new or changed business processes based on the agreed upon requirements and design.

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the analysis and requirements definition functions/tasks.

Function/Task	Responsibility
Provide access to business Subject Matter Experts on current State business policy and procedure as required in support of new functionality requirements definition	State
Create and maintain the logical and physical data model	New HEIGHTS Maintenance Team, Contractor
Provide change control documentation for new functions and complete design walk-through with the State	Contractor State
Approve requirements and design for new functionality	State

**3.3 Activity – Application Development**

**3.3.1 Task 1 – Build and Unit Test System Requirements of Task**

The Contractor will have responsibility for developing New HEIGHTS source code, configuration data with respect to frameworks, rules, the batch schedule, and the creation of build inputs for migration through the various environments. The Contractor shall Unit test all of the resulting artifacts.

In addition to Unit testing, the Development Team shall perform Integration testing in the Development environment when units of work are deployed as an integrated build.

The Contractor will mark components as ready for State Systems testing once Unit and Integration testing are complete. Components will be marked for migration to Regression and Production based on State approval.

**Deliverables from Task**



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- Software artifacts – timeframe to be determined based on Contractor's methodology and project schedule

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the application development functions/tasks.

Function/Task	Responsibility
Construct all software artifacts	Contractor
Unit test software artifacts	Contractor
Integration test software artifacts	Contractor
Initiate/submit database change requests	Contractor
Approve database change requests	State
Apply database change requests	New HEIGHTS Maintenance Team, Contractor
Complete configuration and build management	New HEIGHTS Maintenance Team, Contractor
Change to other systems (Legal Aid, NECSES, NH Bridges, Options, WIC, text services, and other systems outside of New HEIGHTS)	State

**3.4 Activity – Testing**

**3.4.1 Task 1 - Develop Test Plans**

**Requirements of Task**

The Contractor is required to complete integration testing.

**Deliverables from Task**

- Creation of Integration Test Plan and Results

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the testing functions/tasks.

Function/Task	Responsibility
Creation of Integration test plans	Contractor
Complete integration testing	Contractor
Develop Systems and Regression test plan	State

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**3.4.2 Task 2 – Perform System and Regression Test Requirements of Task**

The State will execute Systems and Regression tests in accordance with the test plans developed by the State.

**Deliverables from Task**

- Systems Test Results Document – due at the completion of the Systems test cycle
- Regression Test Results Document – due at the completion of the Regression test cycle
- Production-ready system – due at the completion of Regression testing

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the Systems and Regression testing functions/tasks.

Function/Task	Responsibility
Execute test plans	State
Document test results	State
Review and approve test results	State

**3.4.3 Task 3 – Perform Software Implementation Requirements of Task**

The Contractor is responsible for promoting the software to each environment, including Production, based on State approvals and will assist in the resolution of problems, issues, and errors as they arise.

**Deliverables from Task**

- Software Promotion Approval Form - due prior to each release for State approval

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the software promotion functions/tasks.

Function/Task	Responsibility
Define the order in which configurable items need to be built and applied	Contractor
Identify new batch jobs and order of execution when combined with other batch jobs	Contractor

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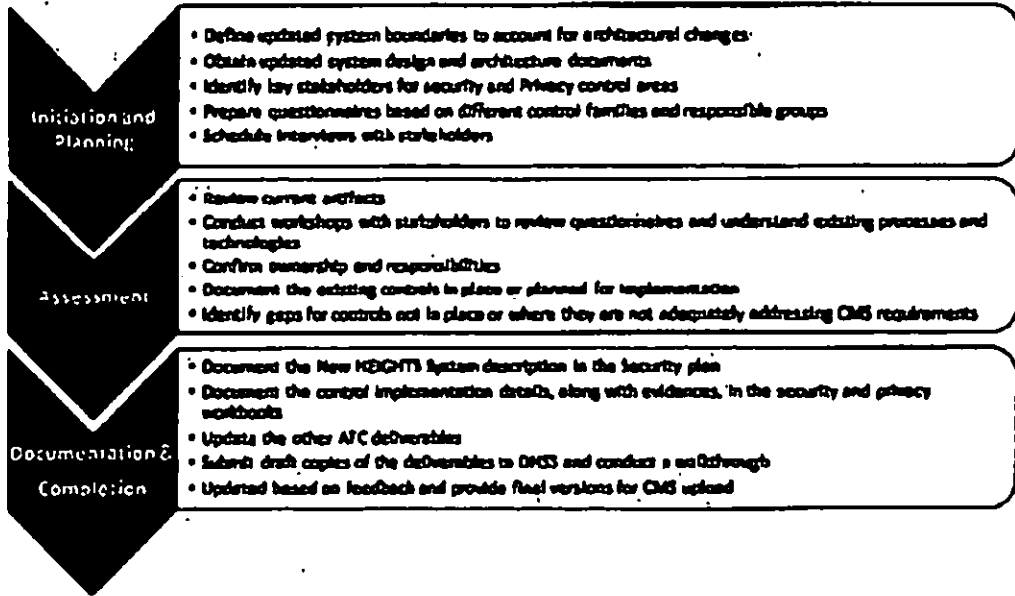
Function/Task	Responsibility
Script the build process	New HEIGHTS Maintenance Team, Contractor
Approve the build components	State
Verify that the build is correct	New HEIGHTS Maintenance Team, Contractor
Promote releases to testing and environments	Contractor State
Create and review implementation plan	Contractor State
Create and execute post-implementation plan	Contractor State
Conduct retrospective meeting to determine best practices for ensuring recurrence of problems	Contractor State

**3.5 Activity - MARS-E 2.1 Assessment**

**Requirements & Approach of Task**

The following is a high-level illustration of the approach that will be used:

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**Deliverables from Task**

The deliverables for the full MARS-E 2.0 security and privacy assessment will be as follows:

- System Security Plan (SSP) - Part A: System Identification
- System Security Plan (SSP) - Part B: Security Controls
- System Security Plan (SSP) - Part C: Privacy Controls
- System Security Plan (SSP) – Controls workbooks
- Final Consolidated SSP (ready for submission)
- Security & Privacy Assessment Report (SAR)
- Information Security Risk Assessment (ISRA)
- Privacy Impact Assessment (PIA)
- Plan of Action and Milestone (POAM)
- Interconnection Security Agreement (ISA) – After ATS is approved

**Roles and Responsibilities Related to Task**

The following state and contractor groups are anticipated to be a part of this project:

Group	Anticipated Role
State of New Hampshire:	<ul style="list-style-type: none"> <li>o Ownership and oversight of the project</li> <li>o Coordinate resources on the State side</li> </ul>

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Group	Anticipated Role
<ul style="list-style-type: none"> <li>o Department of Health and Human Services (DHHS)</li> </ul>	<ul style="list-style-type: none"> <li>o Provide required documentation needed for the assessment</li> <li>o Review and accept deliverables</li> <li>o Upload and submit documentation to CMS</li> <li>o Prepare the Interconnection Security Agreement (ISA) between DHSS and CMS once the MARS-E 2.1 ATC package is approved</li> <li>o Maintain and provide quarterly updates to CMS on the POAMs</li> </ul>
<p>State of New Hampshire:</p> <ul style="list-style-type: none"> <li>o Department of Health and Human Services (DHHS)</li> <li>o Department of Information Technology (DoIT)</li> <li>o Systems &amp; Communications Sciences, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>o Answer questions/surveys and provide data as requested by Deloitte</li> <li>o Participate in interviews &amp; workshops</li> <li>o Provide strategic overview of current process &amp; procedures</li> <li>o Provide an understanding of unique business operations, regulatory requirements, and risks specific to the institution</li> <li>o Provide the relevant documents for New HEIGHTS as requested by Deloitte to support information provided during workshops</li> </ul>
<p>State of New Hampshire Contractors:</p> <ul style="list-style-type: none"> <li>o Deloitte Consulting (Application Team)</li> <li>o Deloitte Consulting (Security Team)</li> </ul>	<ul style="list-style-type: none"> <li>o Lead the assessment activities</li> <li>o Develop the SSP, Security and Privacy Workbooks, and PIA on behalf of DHHS</li> <li>o Review and analyze the existing controls</li> <li>o Identify gaps in existing implementation of the controls</li> <li>o Develop the POA&amp;M on behalf of DHHS listing the gaps in existing implementation of the controls</li> <li>o Assist DHHS and New HEIGHTS in developing a remediation strategy for the gaps identified</li> <li>o Perform Project Management Office (PMO) functions</li> </ul>

### 3.6 Activity - DCYF-Contact Refactoring, SDM and Prioritized Backlog

#### 3.6.1 Task 1 - Perform Project Management Functions Requirements of Task

- Throughout the execution of the project, the State's project management team will:
  - o Provide technical resources who will be available to support the creation and maintenance of Salesforce enterprise sandboxes
  - o Provide three (3) business analysts who will be available part time with an allocation of approximately 50% for the project duration supporting requirements, design, quality assurance, and system documentation
  - o Provide Salesforce enterprise resources as required to complete the scope of services
  - o Provide training on the new application to DCYF end users
  - o Provide end user documentation including user guides, manuals, help references and other similar documentation
  - o Provide timely review and approval of artifacts and deliverables
  - o Serve as liaison to federal partner agencies, DHHS executive staff, external systems, DoIT, and State regulatory agencies
  - o Conduct scope management in conjunction with the Contractor

The Contractor is generally responsible for managing the overall contract execution, including but not limited to:

- Financial management - producing bills/invoices and backlog reporting
- Subcontractor management - managing subcontractors, contracts, and relationships
- Scope management in conjunction with State staff
- Delivery management in conjunction with State staff

#### 3.6.2 Task 2 - Perform User Story Sessions and Design Sessions Requirements of Task

The functional requirements will be driven using user story sessions. The State will be responsible for providing Subject Matter Experts and other analysts to define and clarify requirements for new functionality included in the scope of work.

The design task is intended to translate user stories into a set of deliverables that can be used to drive and support the building of software artifacts - Salesforce OOTB features, custom code where deemed necessary and approved by DCYF business stakeholders, configuration of Salesforce to meet the requirements of the user story which will typically require the following items:

- A list of proposed Salesforce configuration changes
- Business rules and logic definitions

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- Salesforce configuration changes in the application to enable the necessary functionality
- Descriptions of common user interface objects such as menus and other navigational items

**Deliverables from Task**

- User Stories – Identifies new or changed business processes based on the agreed upon requirements and design

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the analysis and requirements definition functions/tasks:

Function/Task	Responsibility
Identify user story participants	State - DCYF
Schedule user story sessions	State/Vendor
Facilitate user story sessions	Vendor
Provide subject matter expertise and business process flow requirements inputs	State - DCYF
Create/maintain project documentation and the Responsible, Accountable, Consulted and Informed (RACI) chart.	Vendor
Document user stories	Vendor
Support development of and approval of user stories	State - DoIT
State DoIT staff to provide required inputs for changes to the existing NH Bridges domain including Oracle database, PowerBuilder, APIs and other potential changes to the existing domain required for interoperability with the new framework and functions	State - DoIT
Refine scope prioritizing DCYF requirements and final requirements included in the user story based on the vendor and DoIT delivery resource constraints	Vendor/State
Review & approve user stories	State - DCYF

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**3.6.3 Task 3 - Perform Build, Unit Test and Systems Integration Test**  
**Requirements of Task**

The State identified technical resources will share the responsibility with the Contractor for developing out-of-the-box (OOTB) functionality in Salesforce, developing custom code as deemed necessary to align with business end user expectations, and the migration through the various enterprise environments. The State identified technical resources, in collaboration with the Contractor, shall perform Unit testing of all the resulting artifacts and shall collaborate with DoIT and DCYF staff who will develop and execution of Systems Integration Testing (SIT) plans.

The State identified technical resources, in collaboration with the Contractor, will mark components as ready for User Acceptance testing once the unit and SIT is complete.

**Deliverables from Task**

- Software artifacts – unit test check list, unit test results, functionality in Salesforce and SIT test plan

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the application development functions/tasks.

Function/Task	Responsibility
Implement user stories in Salesforce including code review (excluding changes required within the existing NH Bridges application, e.g. PowerBuilder) and unit test*	Vendor, State-DoIT*
Complete development and test of changes that may be required to the existing Bridges solution (e.g. PowerBuilder)	State – DoIT
Complete SIT testing of changes.	State – DCYF and DoIT
Provisioning of enterprise Salesforce sandboxes for development, data migration related activities and testing activities	DoIT

\* Based on jointly agreed upon screen/scope assignments to DoIT staff

**3.6.4 Task 4 - Perform User Acceptance Testing**  
**Requirements of Tasks**

The State will execute user acceptance testing (UAT) in accordance with the test plans developed by the State and components will be marked for migration to Production based on State approval.



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**Deliverables from Task**

- User Acceptance Testing result document - due at the completion of the UAT
- Production-ready system - due at the completion of the UAT

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the Systems and Regression testing functions/tasks.

Function/Task	Responsibility
Complete user acceptance testing and enterprise compliance validation	State - DCYF and DoIT
Document test results	State - DCYF and DoIT
Review and approve test results	State - DCYF and DoIT
Provisioning of enterprise Salesforce sandboxes for development, data migration related activities and testing activities	DoIT
Complete prioritized backlog defects	Vendor

**3.6.5 Task 5 - Perform Software Implementation**

**Requirements of Tasks**

The State identified technical resources, in collaboration with the Contractor, will be responsible for submitting promotion requests for migration to UAT and Production and will be responsible for submitting and managing promotions to lower regions.

**Deliverables from Task**

- Software Promotion Approval - due prior to each release for State approval

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the software promotion functions/tasks.

Function/Task	Responsibility
Complete migration plan	Vendor, DoIT, DCYF
Provide build package	Vendor

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Function/Task	Responsibility
Deploy build	DoIT
Complete Post Implementation Review (PIR) activities <ul style="list-style-type: none"> <li>• Validate code deployment</li> <li>• Verify any Database and Reference Table updates</li> </ul>	Vendor, State DoIT and DCYF
Complete any PIR test cases	Vendor, State DoIT and DCYF
Monitor production defect resolution and migration to higher regions and ensure timely migration requests are submitted	Vendor/ State - DoIT
Follow up with NH Bridges business team to ensure PIR activities are completed and project is closed	Vendor/ State - DoIT

**4 Assumptions**

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, subject matter expertise, and post implementation support for work associated with this Agreement with the exception the Bridges platform and database which will be supported by DoIT staff.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) State staff will complete systems and regression testing.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone and deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.
- f) The State and contractor management team will manage to the overall project hours and/or augment with maintenance team support or additional resources using the change order process.
- g) The State will be responsible for executing the data risk remediation plan and POA&M. The contractor will develop the plan and coordinate the efforts across DHHS and DoIT, however will not directly manipulate files, folders and/or access to them.

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- h) The State will be responsible for ensuring that the surveys sent out as part of the security initiatives to its stakeholders are completed and returned based on the agreed upon timelines.
- i) The scope of the current initiatives does not include the execution of the reoccurring requirements identified in the risk and compliance calendar.
- j) The New HEIGHTS Incident Response (IR) plan will be based on the DHHS Cyber Incident Response Plan. This initiative will not include the testing of the IR plan or addressing the suggested enhancements to the current IR plan.
- k) DHHS is responsible for procuring and deploying the security tools required to perform the security enhancement tasks.
- l) DHHS is responsible for procuring and maintaining licensing for Kofax KTM.
- m) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premise hardware/software to be deployed in the DoIT data center.
- n) DHHS is responsible for procuring for providing the Salesforce platform and other software and infrastructure required to execute the DCYF project work, application lifecycle management (ALM), DevOPS, and Infrastructure and support
- o) DHHS is responsible for licensing the Structured Decision Making (SDM) tool and completion of the SDM project work being completed by National Counsel of Crime and Delinquency (NCCD) as pre-requisite to the SDM implementation project.
- p) The scope of work includes only changes to the Salesforce Intake application and does not include any changes to Bridges, integration with Bridges, or modification for assessment.
- q) The DoIT technical staff will be responsible for operations, maintenance, and defect correction of the CCWIS Salesforce system following implementation and post implementation support period.

**5 Milestones**

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Category	Project Name	Hours
Medicaid Policy, Administration & Operational Efficiency	Client Notice Consolidation for Medicaid	2,876

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Category	Project Name	Hours
Medicaid Policy, Administration & Operational Efficiency	Enhanced Case Task Workflow Management	3,098
Medicaid Policy, Administration & Operational Efficiency	LTSS Enhancements	1,719
Medicaid Policy, Administration & Operational Efficiency	Automate Processing Medicaid Applications using OCR	4,845
Medicaid Policy, Administration & Operational Efficiency	Intake	3,598
<b>TOTAL</b>		<b>16,136</b>

## 6 Deliverables

The State will approve all Deliverables according to the review process described below.

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without condition. Within ten working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.
- b) Within five working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have thirty working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St. Fiscal Yr Totals	Fed Fiscal Yr Totals
1	Maintenance and Enhancements - July 2013	07/31/13	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$ 458,333.33	\$ 916,666.66	\$ 916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99
4	Maintenance and Enhancements - October 2013	10/31/13	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
16	Maintenance and Enhancements - October 2014	10/31/14	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
17	Maintenance and Enhancements - November 2014	11/28/14	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
18	Maintenance and Enhancements - December 2014	12/31/14	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
19	Maintenance and Enhancements - January 2015	01/30/15	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
20	Maintenance and Enhancements - February 2015	02/27/15	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
21	Maintenance and Enhancements - March 2015	03/31/15	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
22	Maintenance and Enhancements - April 2015	04/30/15	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
23	Maintenance and Enhancements - May 2015	05/29/15	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
24	Maintenance and Enhancements - June 2015	06/30/15	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
25	Maintenance and Enhancements - July 2015	07/31/15	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30

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26	Maintenance and Enhancements - August 2015	08/31/15	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
27	Maintenance and Enhancements - September 2015	09/30/15	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
28	Maintenance and Enhancements - October 2015	10/30/15	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
49	Maintenance and Enhancements - July 2017	07/31/17	\$ 458,333.33	\$ 458,333.33	\$ 4,583,333.30
50	Maintenance and Enhancements - August 2017	08/31/17	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
51	Maintenance and Enhancements - September 2017	09/29/17	\$ 458,333.33	\$ 1,374,999.99	\$ 5,499,999.96

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52	Maintenance and Enhancements - October 2017	10/31/17	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
54	Maintenance and Enhancements - December 2017	12/29/17	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
57	Maintenance and Enhancements - March 2018	05/15/18	\$ 958,333.33	\$ 4,624,999.97	\$ 3,249,999.98
58	Maintenance and Enhancements - April 2018	05/12/18	\$ 958,333.33	\$ 5,583,333.30	\$ 4,208,333.31
59	Batch Application Migration - Release 1(java) - Requirements & Design	06/01/18	\$ 152,565.00	\$ 5,735,898.30	\$ 4,360,898.31
60	Client Scheduling Enhancements - Requirements & Design	06/01/18	\$ 20,364.95	\$ 5,756,263.25	\$ 4,381,263.26
61	Online Applications Migration - New HEIGHTS RPC, Kofax & Mute Applications	06/01/18	\$ 145,200.00	\$ 5,901,463.25	\$ 4,526,463.26
62	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	06/01/18	\$ 167,055.00	\$ 6,068,518.25	\$ 4,693,518.26
63	Address Verification and Fraud Alert - Requirements & Design	06/01/18	\$ 76,368.34	\$ 6,144,886.59	\$ 4,769,886.60
64	Maintenance and Enhancements - May 2018	06/01/18	\$ 958,333.33	\$ 7,103,219.92	\$ 5,728,219.93
65	Access Front End Modernization - Requirements & Design	07/26/18	\$ 28,600.00	\$ 28,600.00	\$ 5,756,819.93
66	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 1)	07/26/18	\$ 10,000.00	\$ 38,600.00	\$ 5,766,819.93
67	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 2)	07/26/18	\$ 10,000.00	\$ 48,600.00	\$ 5,776,819.93
68	Quality Assurance - Testing Support - 1	07/26/18	\$ 181,650.00	\$ 230,250.00	\$ 5,958,469.93
69	NH EASY Application Modernization - Requirements & Design	07/26/18	\$ 210,830.00	\$ 441,080.00	\$ 6,169,299.93
70	Estate Recovery Integration - Requirements &	07/26/18	\$ 69,140.00	\$ 510,220.00	\$ 6,238,439.93

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	Design				
71	Automated Help Desk Tickets - Requirements & Design	07/26/18	\$ 40,729.78	\$ 550,949.78	\$ 6,279,169.71
72	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	07/26/18	\$ 30,547.34	\$ 581,497.12	\$ 6,309,717.05
73	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy policy	07/26/18	\$ 35,000.00	\$ 616,497.12	\$ 6,344,717.05
74	Verification Checklist Enhancements - Requirements & Design	07/26/18	\$ 109,461.34	\$ 725,958.46	\$ 6,454,178.39
75	Quality Assurance - Testing Support - 2	07/26/18	\$ 399,630.00	\$ 1,125,588.46	\$ 6,853,808.39
76	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 1	07/26/18	\$ 35,000.00	\$ 1,160,588.46	\$ 6,888,808.39
77	Enhanced Expected Change Functionality - Requirements & Design	07/26/18	\$ 68,731.50	\$ 1,229,319.96	\$ 6,957,539.89
78	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	07/26/18	\$ 35,638.59	\$ 1,264,958.55	\$ 6,993,178.48
79	Client Scheduling Enhancements - Construction & Integration	07/26/18	\$ 134,987.54	\$ 1,399,946.09	\$ 7,128,166.02
80	Verification Checklist Enhancements - Construction & Unit	07/26/18	\$ 725,556.40	\$ 2,125,502.49	\$ 7,853,722.42
81	Automated Help Desk Tickets - Construction & Unit	07/26/18	\$ 269,974.34	\$ 2,395,476.83	\$ 8,123,696.76
82	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	07/26/18	\$ 236,227.73	\$ 2,631,704.56	\$ 8,359,924.49
83	Verification Checklist Enhancements - Systems Testing	07/26/18	\$ 199,442.39	\$ 2,831,146.95	\$ 8,559,366.88
84	MCI Integration - Requirements & Design	07/26/18	\$ 50,000.00	\$ 2,881,146.95	\$ 8,609,366.88
85	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly	07/26/18	\$ 35,000.00	\$ 2,916,146.95	\$ 8,644,366.88

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	activity report 2				
86	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	07/26/18	\$ 167,055.00	\$ 3,083,201.95	\$ 8,811,421.88
87	Specified Closing/Denial Reasons - Requirements & Design	07/26/18	\$ 35,638.59	\$ 3,118,840.54	\$ 8,847,060.47
88	Client Scheduling Enhancements - Implementation	07/26/18	\$ 47,235.02	\$ 3,166,075.56	\$ 8,894,295.49
89	Verification Checklist Enhancements - Implementation	07/26/18	\$ 54,445.27	\$ 3,220,520.83	\$ 8,948,740.76
90	Automated Help Desk Tickets - Systems Testing	07/26/18	\$ 94,469.77	\$ 3,314,990.60	\$ 9,043,210.53
91	Address Verification and Fraud Alert - Construction & Unit	07/26/18	\$ 506,201.88	\$ 3,821,192.48	\$ 9,549,412.41
92	Enhanced Expected Change Functionality - Construction & Unit	07/26/18	\$ 455,581.69	\$ 4,276,774.17	\$ 10,004,994.10
93	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	07/26/18	\$ 82,661.12	\$ 4,359,435.29	\$ 10,087,655.22
94	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/26/18	\$ 75,000.00	\$ 4,434,435.29	\$ 10,162,655.22
95	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS Data Flow Mapping	07/26/18	\$ 90,000.00	\$ 4,524,435.29	\$ 10,252,655.22
96	Address Verification and Fraud Alert - Systems Testing	07/26/18	\$ 177,130.83	\$ 4,701,566.12	\$ 10,429,786.05
97	Enhanced Expected Change Functionality - Systems Testing	07/26/18	\$ 159,417.75	\$ 4,860,983.87	\$ 10,589,203.80
98	Specified Closing/Denial Reasons - Construction & Integration	07/26/18	\$ 236,227.73	\$ 5,097,211.60	\$ 10,825,431.53
99	Maintenance and Enhancements - June 2018	07/30/18	\$ 958,333.33	\$ 6,055,544.93	\$ 11,783,764.86
100	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 3)	09/14/18	\$ 10,000.00	\$ 6,065,544.93	\$ 11,793,764.86

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STATE OF NEW HAMPSHIRE  
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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

AMENDMENT 2

101	Quality Assurance - Testing Support - 3	09/14/18	\$ 508,620.00	\$ 6,574,164.93	\$ 12,302,384.86
102	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy incidence response plan	09/14/18	\$ 45,000.00	\$ 6,619,164.93	\$ 12,347,384.86
103	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	09/14/18	\$ 89,892.00	\$ 6,709,056.93	\$ 12,437,276.86
104	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 3	09/14/18	\$ 35,000.00	\$ 6,744,056.93	\$ 12,472,276.86
105	Eligibility Status Determination and Initial Implementation - Requirements	09/14/18	\$ 48,978.80	\$ 6,793,035.73	\$ 12,521,255.66
106	Digital Information Campaign - Multimedia - Requirements	09/14/18	\$ 105,193.40	\$ 6,898,229.13	\$ 12,626,449.06
107	Digital Information Campaign - Multimedia - Design	09/14/18	\$ 105,193.40	\$ 7,003,422.53	\$ 12,731,642.46
108	Maintenance and Enhancements - July 2018	09/17/18	\$ 625,000.00	\$ 7,628,422.53	\$ 13,356,642.46
109	Maintenance and Enhancements - August 2018	09/17/18	\$ 625,000.00	\$ 8,253,422.53	\$ 13,981,642.46
110	Online Applications Migration - New HEIGHTS WEB, Kiosk, FFM Inbound/Outbound Conversion	10/03/18	\$ 145,200.00	\$ 8,398,622.53	\$ 145,200.00
111	Online & Batch Utility Migration - SORT & ADHOC SQL Generic Process	10/03/18	\$ 90,825.00	\$ 8,489,447.53	\$ 236,025.00
112	Ongoing New HEIGHTS Risk and Compliance Management - Risk and compliance management calendar	10/03/18	\$ 60,000.00	\$ 8,549,447.53	\$ 296,025.00
113	Online & Batch Utility Migration - REXX Conversion - Group-1	10/03/18	\$ 102,900.00	\$ 8,652,347.53	\$ 398,925.00
114	Estate Recovery Integration - Construction & Integration	10/03/18	\$ 304,648.00	\$ 8,956,995.53	\$ 703,573.00
115	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	10/03/18	\$ 132,143.00	\$ 9,089,138.53	\$ 835,716.00

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 2

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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 2

116	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	10/03/18	\$ 222,810.00	\$ 9,311,948.53	\$ 1,058,526.00
117	NH EASY Application Modernization - Construction & Integration	10/03/18	\$ 1,370,400.00	\$ 10,682,348.53	\$ 2,428,926.00
118	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	10/03/18	\$ 202,480.75	\$ 10,884,829.28	\$ 2,631,406.75
119	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	10/03/18	\$ 35,638.59	\$ 10,920,467.87	\$ 2,667,045.34
120	Online & Batch Utility Migration - REXX Conversion - Group-2	10/03/18	\$ 102,900.00	\$ 11,023,367.87	\$ 2,769,945.34
121	Job Scheduler & Batch Jobs Migration - Requirements	10/03/18	\$ 144,375.00	\$ 11,167,742.87	\$ 2,914,320.34
122	Enhanced Document Imaging and Content Management - Requirements & Design	10/03/18	\$ 89,790.00	\$ 11,257,532.87	\$ 3,004,110.34
123	Date Specific Enrollment - Requirements & Design	10/03/18	\$ 9,499.00	\$ 11,267,031.87	\$ 3,013,609.34
124	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 4	10/03/18	\$ 35,000.00	\$ 11,302,031.87	\$ 3,048,609.34
125	Job Scheduler & Batch Jobs Migration - Design	10/03/18	\$ 144,375.00	\$ 11,446,406.87	\$ 3,192,984.34
126	Eligibility Status Determination and Initial Implementation - Design	10/03/18	\$ 48,978.80	\$ 11,495,385.67	\$ 3,241,963.14
127	Quality Assurance - Testing Support - 4	10/03/18	\$ 508,620.00	\$ 12,004,005.67	\$ 3,750,583.14
128	MCO Pre-Selection at Application - Requirements & Design	10/03/18	\$ 38,591.00	\$ 12,042,596.67	\$ 3,789,174.14
129	MCO Passive Enrollment - Requirements & Design	10/03/18	\$ 11,874.00	\$ 12,054,470.67	\$ 3,801,048.14
130	New HEIGHTS Member Eligibility - Requirements & Design	10/03/18	\$ 8,906.00	\$ 12,063,376.67	\$ 3,809,954.14
131	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	10/03/18	\$ 171,425.80	\$ 12,234,802.47	\$ 3,981,379.94

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 2**

132	Activity Tracking - New HEIGHTS - Requirements	10/03/18	\$ 134,865.28	\$ 12,369,667.75	\$ 4,116,245.22
133	Online Applications Migration - Rule Engine Application Conversion	10/03/18	\$ 145,200.00	\$ 12,514,867.75	\$ 4,261,445.22
134	Specified Closing/Denial Reasons - Implementation	10/03/18	\$ 82,661.12	\$ 12,597,528.87	\$ 4,344,106.34
135	Digital Information Campaign - Multimedia - Development	10/03/18	\$ 140,256.77	\$ 12,737,785.64	\$ 4,484,363.11
136	CMS Annual Attestation - CMS Annual Attestation Final Report	10/03/18	\$ 120,000.00	\$ 12,857,785.64	\$ 4,604,363.11
137	Maintenance and Enhancements - September 2018	10/10/18	\$ 625,000.00	\$ 13,482,785.64	\$ 5,229,363.11
138	Maintenance and Enhancements - October 2018	10/29/18	\$ 625,000.00	\$ 14,107,785.64	\$ 5,854,363.11
139	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 4)	10/30/18	\$ 10,000.00	\$ 14,117,785.64	\$ 5,864,363.11
140	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 5	10/30/18	\$ 35,000.00	\$ 14,152,785.64	\$ 5,899,363.11
141	Estate Recovery Integration - System Test	10/30/18	\$ 54,016.00	\$ 14,206,801.64	\$ 5,953,379.11
142	MCO Pre-Selection at Application - Construction & Integration	10/30/18	\$ 156,960.00	\$ 14,363,761.64	\$ 6,110,339.11
143	Infrastructure Install & Training - Tool and Platform Evaluation	11/29/18	\$ 72,800.00	\$ 14,436,561.64	\$ 6,183,139.11
144	Infrastructure Install & Training - Requirements & Design	11/29/18	\$ 249,600.00	\$ 14,686,161.64	\$ 6,432,739.11
145	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	11/29/18	\$ 167,055.00	\$ 14,853,216.64	\$ 6,599,794.11
146	Online & Batch Utility Migration - Data Access Design for Batch Jobs	11/29/18	\$ 163,485.00	\$ 15,016,701.64	\$ 6,763,279.11
147	Improve Security Governance over Unstructured Data - UDM roadmap and operating model	11/29/18	\$ 60,000.00	\$ 15,076,701.64	\$ 6,823,279.11

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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
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148	Application & Server Security - Requirements & Design	11/29/18	\$ 152,565.00	\$ 15,229,266.64	\$ 6,975,844.11
149	Activity Tracking - NH EASY - Requirements	11/29/18	\$ 63,519.56	\$ 15,292,786.20	\$ 7,039,363.67
150	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 6	11/29/18	\$ 35,000.00	\$ 15,327,786.20	\$ 7,074,363.67
151	Estate Recovery Integration - Implementation	11/29/18	\$ 102,148.00	\$ 15,429,934.20	\$ 7,176,511.67
152	Fraud Prevention Using Behavioral Prompts In Self-service - Construction & Integration	11/29/18	\$ 236,227.73	\$ 15,666,161.93	\$ 7,412,739.40
153	Eligibility Status Determination and Initial Implementation - Integration Testing	11/29/18	\$ 97,957.60	\$ 15,764,119.53	\$ 7,510,697.00
154	Quality Assurance - Testing Support - S	11/29/18	\$ 508,620.00	\$ 16,272,739.53	\$ 8,019,317.00
155	Digital Information Campaign - Content Development - Requirements	11/29/18	\$ 105,193.40	\$ 16,377,932.93	\$ 8,124,510.40
156	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration testing of new HEIGHTS environment	12/12/18	\$ 40,000.00	\$ 16,417,932.93	\$ 8,164,510.40
157	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 1)	12/12/18	\$ 10,000.00	\$ 16,427,932.93	\$ 8,174,510.40
158	Data File Migration & Archival/Retention Process - PDF Migration	12/12/18	\$ 108,990.00	\$ 16,536,922.93	\$ 8,283,500.40
159	Maintenance and Enhancements - November 2018	12/18/18	\$ 625,000.00	\$ 17,161,922.93	\$ 8,908,500.40
160	Maintenance and Enhancements - December 2018	01/03/19	\$ 625,000.00	\$ 17,786,922.93	\$ 9,533,500.40
161	Extract & Schema - Sourced From Existing EDW - Requirements & Design	01/10/19	\$ 104,000.00	\$ 17,890,922.93	\$ 9,637,500.40
162	EBI Security - Security and Privacy Requirements	01/10/19	\$ 50,000.00	\$ 17,940,922.93	\$ 9,687,500.40
163	Data Mart Extension - Data Sourced From New HEIGHTS - Requirements & Design	01/10/19	\$ 95,000.00	\$ 18,035,922.93	\$ 9,782,500.40

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Department of Health and Human Services

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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

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164	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	01/10/19	\$ 104,000.00	\$ 18,139,922.93	\$ 9,886,500.40
165	New HEIGHTS Security Incident Response Plan - Security Incident response plan updates and knowledge transfer	01/10/19	\$ 60,000.00	\$ 18,199,922.93	\$ 9,946,500.40
166	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 1	01/10/19	\$ 163,485.00	\$ 18,363,407.93	\$ 10,109,985.40
167	Batch Application Migration - Release 1(Java) - Construction & Integration	01/10/19	\$ 203,385.00	\$ 18,566,792.93	\$ 10,313,370.40
168	EBI Security - Architecture & Design	01/10/19	\$ 75,000.00	\$ 18,641,792.93	\$ 10,388,370.40
169	Infrastructure Install & Training - Construction & Integration	01/10/19	\$ 301,600.00	\$ 18,943,392.93	\$ 10,689,970.40
170	Access Front End Modernization - Construction & Integration	01/10/19	\$ 46,800.00	\$ 18,990,192.93	\$ 10,736,770.40
171	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group - 2	01/10/19	\$ 163,485.00	\$ 19,153,677.93	\$ 10,900,255.40
172	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	01/10/19	\$ 156,000.00	\$ 19,309,677.93	\$ 11,056,255.40
173	MOI Integration - Construction & Integration	01/10/19	\$ 70,000.00	\$ 19,379,677.93	\$ 11,126,255.40
174	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 19,602,487.93	\$ 11,349,065.40
175	Infrastructure Install & Training - System Test	01/10/19	\$ 156,000.00	\$ 19,758,487.93	\$ 11,505,065.40
176	Batch Application Migration - Release 1(Java) - System Test	01/10/19	\$ 101,640.00	\$ 19,860,127.93	\$ 11,606,705.40
177	Batch Application Migration - Release 2 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 19,971,427.93	\$ 11,718,005.40
178	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for HMLAST and New HEIGHTS (delta source code review 5)	01/10/19	\$ 10,000.00	\$ 19,981,427.93	\$ 11,728,005.40
179	Online & Batch Utility Migration - REXX Conversion	01/10/19	\$ 102,900.00	\$ 20,084,327.93	\$ 11,830,905.40

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 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 2

	- Group-3				
180	Access Front End Modernization - System Test	01/10/19	\$ 15,600.00	\$ 20,099,927.93	\$ 11,846,505.40
181	Batch Application Migration - Release 1(Java) - Implementation	01/10/19	\$ 51,030.00	\$ 20,150,957.93	\$ 11,897,535.40
182	Infrastructure Install & Training - Implementation	01/10/19	\$ 104,000.00	\$ 20,254,957.93	\$ 12,001,535.40
183	Batch Application Migration - Release 2 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 20,310,817.93	\$ 12,057,395.40
184	Access Front End Modernization - Implementation	01/10/19	\$ 5,200.00	\$ 20,316,017.93	\$ 12,062,595.40
185	Batch Application Migration - Release 3 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 20,427,317.93	\$ 12,173,895.40
186	NH EASY Application Modernization - Systems Testing	01/10/19	\$ 421,662.00	\$ 20,848,979.93	\$ 12,595,557.40
187	Study to migrate New HEIGHTS to the Other Platform - Requirements	01/10/19	\$ 108,990.00	\$ 20,957,969.93	\$ 12,704,547.40
188	Infrastructure Install & Training - Installation and configuration of the primary platform components	01/10/19	\$ 150,000.00	\$ 21,107,969.93	\$ 12,854,547.40
189	Extract & Schema - New Data Based on Data Mart Extension - System Test	01/10/19	\$ 104,000.00	\$ 21,211,969.93	\$ 12,958,547.40
190	MCJ Integration - System Test	01/10/19	\$ 40,000.00	\$ 21,251,969.93	\$ 12,998,547.40
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (full source code)	01/10/19	\$ 25,000.00	\$ 21,276,969.93	\$ 13,023,547.40
192	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	01/10/19	\$ 108,990.00	\$ 21,385,959.93	\$ 13,132,537.40
193	Enhanced Document Imaging and Content Management - Construction	01/10/19	\$ 340,000.00	\$ 21,725,959.93	\$ 13,472,537.40
194	Infrastructure Install & Training - Power Users Train the Trainer / Access Front End Modernization	01/10/19	\$ 100,000.00	\$ 21,825,959.93	\$ 13,572,537.40
195	Extract & Schema - New Data Based on Data Mart Extension - Implementation	01/10/19	\$ 78,000.00	\$ 21,903,959.93	\$ 13,650,537.40

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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

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195	MCI Integration - Implementation	01/10/19	\$ 20,000.00	\$ 21,923,959.93	\$ 13,670,537.40
197	Online & Batch Utility Migration - File Transfer Conversion	01/10/19	\$ 163,485.00	\$ 22,087,444.93	\$ 13,834,022.40
198	Batch Application Migration - Release 3 (Cobol) - Implementation	01/10/19	\$ 55,850.00	\$ 22,143,304.93	\$ 13,889,882.40
199	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	01/10/19	\$ 222,810.00	\$ 22,366,114.93	\$ 14,112,692.40
200	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	01/10/19	\$ 256,620.00	\$ 22,622,734.93	\$ 14,369,312.40
201	Enhanced Document Imaging and Content Management - Unit/Integration Testing	01/10/19	\$ 241,780.00	\$ 22,864,514.93	\$ 14,611,092.40
202	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 6)	01/10/19	\$ 10,000.00	\$ 22,874,514.93	\$ 14,621,092.40
203	Study to migrate New HEIGHTS to the Other Platform - Analysis & Design	01/10/19	\$ 108,990.00	\$ 22,983,504.93	\$ 14,730,082.40
204	Data File Migration & Archival/Retention Process - MVS Dataset Migration	01/10/19	\$ 108,990.00	\$ 23,092,494.93	\$ 14,839,072.40
205	NH EASY Application Modernization - Implementation	01/10/19	\$ 105,415.56	\$ 23,197,910.49	\$ 14,944,487.96
206	Home Care - Children with Severe Disabilities (MCCSD) Application in NH EASY - Implementation	01/10/19	\$ 70,852.33	\$ 23,268,762.82	\$ 15,015,340.29
207	Batch Application Migration - Release 4 (Cobol) - System Test	01/10/19	\$ 111,300.00	\$ 23,380,062.82	\$ 15,126,640.29
208	Activity Tracking - NewHEIGHTS - Design	01/10/19	\$ 134,865.28	\$ 23,514,928.10	\$ 15,261,505.57
209	Application & Server Security - Construction & Integration	01/10/19	\$ 203,385.00	\$ 23,718,313.10	\$ 15,464,890.57
210	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 7	01/10/19	\$ 35,000.00	\$ 23,753,313.10	\$ 15,499,890.57

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 2

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 2**

211	Activity Tracking - NH EASY - Design	01/10/19	\$ 63,519.56	\$ 23,816,832.66	\$ 15,563,410.13
212	Job Scheduler & Batch Jobs Migration - Integration Testing	01/10/19	\$ 128,310.00	\$ 23,945,142.66	\$ 15,691,720.13
213	Enhanced Document Imaging and Content Management - Systems/UAT	01/10/19	\$ 107,740.00	\$ 24,052,882.66	\$ 15,799,460.13
214	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 2)	01/10/19	\$ 10,000.00	\$ 24,062,882.66	\$ 15,809,460.13
215	Batch Application Migration - Release 4 (Cobol) - Implementation	01/10/19	\$ 55,860.00	\$ 24,118,742.66	\$ 15,865,320.13
216	Date Specific Enrollment - System Test	01/10/19	\$ 24,639.00	\$ 24,143,381.66	\$ 15,889,959.13
217	MCO Passive Enrollment - System Test	01/10/19	\$ 55,437.00	\$ 24,198,818.66	\$ 15,945,396.13
218	MCO Pre-Selection at Application - System Test	01/10/19	\$ 27,830.00	\$ 24,226,648.66	\$ 15,973,226.13
219	Application & Server Security - System Test	01/10/19	\$ 152,670.00	\$ 24,379,318.66	\$ 16,125,896.13
220	Eligibility Status Determination and Initial Implementation - Systems Testing	01/10/19	\$ 97,957.60	\$ 24,477,276.26	\$ 16,223,853.73
221	Infrastructure Install & Training - Post Implementation	01/10/19	\$ 500,000.00	\$ 24,977,276.26	\$ 16,723,853.73
222	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 7)	01/10/19	\$ 10,000.00	\$ 24,987,276.26	\$ 16,733,853.73
223	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 8	01/10/19	\$ 35,000.00	\$ 25,022,276.26	\$ 16,768,853.73
224	Digital Information Campaign - Content Development - Design	01/10/19	\$ 105,193.40	\$ 25,127,469.66	\$ 16,874,047.13
225	Data File Migration & Archival/Retention Process - Retention & Archival Process	01/10/19	\$ 108,990.00	\$ 25,236,459.66	\$ 16,983,037.13
226	Online Applications Migration - NH EASY Gateway & Core Application Conversion	01/10/19	\$ 145,200.00	\$ 25,381,659.66	\$ 17,128,237.13

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NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
AMENDMENT 2

227	Date Specific Enrollment - Implementation	01/10/19	\$ 7,496.00	\$ 25,389,155.66	\$ 17,135,733.13
228	MCO Passive Enrollment - Implementation	01/10/19	\$ 25,915.00	\$ 25,405,070.66	\$ 17,151,648.13
229	MCO Pre-Selection at Application - Implementation	01/10/19	\$ 52,951.00	\$ 25,458,021.66	\$ 17,204,599.13
230	Infrastructure Install & Training - Power and Business Users / All Functionality	01/10/19	\$ 150,000.00	\$ 25,608,021.66	\$ 17,354,599.13
231	Quality Assurance - Testing Support - 6	01/10/19	\$ 508,620.00	\$ 26,116,641.66	\$ 17,863,219.13
232	Fraud Prevention Using Behavioral Prompts in Self-service - Implementation	01/10/19	\$ 82,661.12	\$ 26,199,302.78	\$ 17,945,880.25
233	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 3)	01/10/19	\$ 10,000.00	\$ 26,209,302.78	\$ 17,955,880.25
234	Eligibility Status Determination and Initial Implementation - Implementation	01/10/19	\$ 24,489.40	\$ 26,233,792.18	\$ 17,980,369.65
235	Job Scheduler & Batch Jobs Migration - System Test	01/10/19	\$ 289,170.00	\$ 26,522,962.18	\$ 18,269,539.65
236	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	01/10/19	\$ 108,990.00	\$ 26,631,952.18	\$ 18,378,529.65
237	New HEIGHTS Member Eligibility - System Test	01/10/19	\$ 54,205.00	\$ 26,686,157.18	\$ 18,432,734.65
238	Enhanced Document Imaging and Content Management - Production Pilot	03/05/19	\$ 13,598.00	\$ 26,699,755.18	\$ 18,446,332.65
239	Enhanced Document Imaging and Content Management - Post Production Support	03/05/19	\$ 11,143.00	\$ 26,710,898.18	\$ 18,457,475.65
240	New HEIGHTS Member Eligibility - Implementation	03/05/19	\$ 15,291.00	\$ 26,726,189.18	\$ 18,472,766.65
241	Intake Workflow - Requirements	03/06/19	\$ 162,426.00	\$ 26,888,615.18	\$ 18,635,192.65
242	Activity Tracking - New HEIGHTS - Construction & Unit Testing	03/06/19	\$ 472,028.48	\$ 27,360,643.66	\$ 19,107,221.13
243	Activity Tracking - NH EASY - Construction & Unit Testing	03/06/19	\$ 222,318.46	\$ 27,582,962.12	\$ 19,329,539.59

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244	Federal, State Reporting & QC Sampling - Requirements	03/06/19	\$ 51,526.80	\$ 27,634,488.92	\$ 19,381,066.39
245	Maintenance and Enhancements - January 2019	03/06/19	\$ 625,000.00	\$ 28,259,488.92	\$ 20,006,066.39
246	Maintenance and Enhancements - February 2019	03/06/19	\$ 625,000.00	\$ 28,884,488.92	\$ 20,631,066.39
247	Maintenance and Enhancements - March 2019	04/01/19	\$ 625,000.00	\$ 29,509,488.92	\$ 21,256,066.39
248	Managed Care PMO - PMO Q1-18	04/29/19	\$ 43,264.00	\$ 29,552,752.92	\$ 21,299,330.39
249	NH EASY Individual Accounts - Requirements & Design	04/29/19	\$ 44,528.00	\$ 29,597,280.92	\$ 21,343,858.39
250	Core Managed Care Enhancements - Requirements & Design	04/29/19	\$ 53,434.00	\$ 29,650,714.92	\$ 21,397,292.39
251	NH EASY Individual Accounts - Construction & Integration	04/29/19	\$ 83,712.00	\$ 29,734,426.92	\$ 21,481,004.39
252	Addition of a New MCO - Requirements & Design	04/29/19	\$ 8,312.00	\$ 29,742,738.92	\$ 21,489,316.39
253	NH EASY Individual Accounts - System Test	04/29/19	\$ 14,843.00	\$ 29,757,581.92	\$ 21,504,159.39
254	Activity Tracking - New HEIGHTS - Integration Testing	05/01/19	\$ 269,730.56	\$ 30,027,312.48	\$ 21,773,889.95
255	Digital Information Campaign - Content Development - Development	05/01/19	\$ 140,257.77	\$ 30,167,570.25	\$ 21,914,147.72
256	Maintenance and Enhancements - April 2019	05/01/19	\$ 625,000.00	\$ 30,792,570.25	\$ 22,539,147.72
257	Data Mart Extension - Data Sourced From New HEIGHTS - System Test	05/06/19	\$ 55,000.00	\$ 30,847,570.25	\$ 22,594,147.72
258	Data Mart Extension - Claims Data From MMIS - Requirements & Design	05/14/19	\$ 245,000.00	\$ 31,092,570.25	\$ 22,839,147.72
259	Data Mart Extension - Data Sourced From New HEIGHTS - Construction & Integration	05/14/19	\$ 119,000.00	\$ 31,211,570.25	\$ 22,958,147.72
260	Data Mart Extension - Data Sourced From New HEIGHTS - Implementation	05/14/19	\$ 40,000.00	\$ 31,251,570.25	\$ 22,998,147.72
261	Improve Security Governance over Unstructured Data - Data risk remediation	05/14/19	\$ 165,000.00	\$ 31,416,570.25	\$ 23,163,147.72
262	Managed Care PMO - PMO Q4-18	05/14/19	\$ 43,264.00	\$ 31,459,834.25	\$ 23,206,411.72

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263	Activity Tracking - NH EASY - Integration Testing	05/14/19	\$ 127,039.12	\$ 31,586,873.37	\$ 23,333,450.84
264	Conversion Notices - Requirements & Design	05/14/19	\$ 7,124.00	\$ 31,593,997.37	\$ 23,340,574.84
265	Core Managed Care Enhancements - Construction & Integration	05/14/19	\$ 167,424.00	\$ 31,761,421.37	\$ 23,507,998.84
266	Maintenance and Enhancements - May 2019	05/28/19	\$ 625,000.00	\$ 32,386,421.37	\$ 24,132,998.84
267	LTSS Dashboard - Requirements & Design	06/24/19	\$ 208,000.00	\$ 32,594,421.37	\$ 24,340,998.84
268	Managed Care PMO - PMO Q1-19	06/24/19	\$ 43,264.00	\$ 32,637,685.37	\$ 24,384,262.84
269	NH EASY Individual Accounts - Implementation	06/24/19	\$ 30,635.00	\$ 32,668,320.37	\$ 24,414,897.84
270	Suspension & Re-Application - Requirements	06/25/19	\$ 34,216.00	\$ 32,702,536.37	\$ 24,449,113.84
271	Federal, State Reporting & QC Sampling - Design	06/25/19	\$ 51,526.80	\$ 32,754,063.17	\$ 24,500,640.64
272	Suspension & Re-Application - Design	06/25/19	\$ 34,216.00	\$ 32,788,279.17	\$ 24,534,856.64
273	Activity Tracking - New HEIGHTS - Systems Testing	06/25/19	\$ 269,730.56	\$ 33,058,009.73	\$ 24,804,587.20
274	Activity Tracking - NH EASY - Systems Testing	06/25/19	\$ 127,039.12	\$ 33,185,048.85	\$ 24,931,626.32
275	Federal, State Reporting & QC Sampling - Construction & Unit Testing	06/25/19	\$ 180,343.80	\$ 33,365,392.65	\$ 25,111,970.12
276	Activity Tracking - NewHEIGHTS - Implementation	06/25/19	\$ 67,432.64	\$ 33,432,825.29	\$ 25,179,402.76
277	Activity Tracking - NH EASY - Implementation	06/25/19	\$ 31,759.78	\$ 33,464,585.07	\$ 25,211,162.54
278	Maintenance and Enhancements - June 2019	06/26/19	\$ 625,000.00	\$ 34,089,585.07	\$ 25,836,162.54
279	Extract & Schema - Sourced From Existing EDW - Construction & Integration	07/19/19	\$ 130,000.00	\$ 130,000.00	\$ 25,966,162.54
280	Improve Security Governance over Unstructured Data - UDM tool Integration, configuration, and data discovery	07/19/19	\$ 80,000.00	\$ 210,000.00	\$ 26,046,162.54
281	Improve Security Governance over Unstructured Data - Unstructured Data Risk Remediation Preparation and Plan	07/19/19	\$ 140,000.00	\$ 350,000.00	\$ 26,186,162.54
282	Data Mart Extension - Claims Data From MMIS - Construction & Integration	07/19/19	\$ 335,430.86	\$ 685,430.86	\$ 26,521,593.40
283	LTSS Dashboard - Construction & Integration	07/19/19	\$ 176,800.00	\$ 862,230.86	\$ 26,698,393.40

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 2

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284	Digital Information Campaign - Navigation Delivery model - Requirements	07/19/19	\$ 105,193.40	\$ 967,424.26	\$ 26,803,586.80
285	Digital Information Campaign - Navigation Delivery model - Design	07/19/19	\$ 105,193.40	\$ 1,072,617.66	\$ 26,908,780.20
286	Automatically Run Newborns from DOB - Requirements & Design	07/19/19	\$ 48,366.64	\$ 1,120,984.30	\$ 26,957,146.84
287	Suspension & Re-Application - Construction & Unit Testing	07/19/19	\$ 119,756.00	\$ 1,240,740.30	\$ 27,076,902.84
288	Federal, State Reporting & QC Sampling - Integration Testing	07/19/19	\$ 103,053.60	\$ 1,343,793.90	\$ 27,179,956.44
289	Suspension & Re-Application - Integration Testing	07/19/19	\$ 68,432.00	\$ 1,412,225.90	\$ 27,248,388.44
290	Federal, State Reporting & QC Sampling - Systems Testing	07/19/19	\$ 103,053.60	\$ 1,515,279.50	\$ 27,351,442.04
291	Maintenance and Enhancements - July 2019	07/26/19	\$ 625,000.00	\$ 2,140,279.50	\$ 27,976,442.04
292	LTSS Dashboard Changes for MEA Processing - Requirements & Design	08/07/19	\$ 9,499.00	\$ 2,149,778.50	\$ 27,985,941.04
293	Extract & Schema - Sourced From Existing EDW - System Test	08/07/19	\$ 83,200.00	\$ 2,232,978.50	\$ 28,069,141.04
294	Data Mart Extension - Claims Data From MMIS - System Test	08/07/19	\$ 200,000.00	\$ 2,432,978.50	\$ 28,269,141.04
295	LTSS Unit Workflow Management - Requirements & Design	08/07/19	\$ 44,528.00	\$ 2,477,506.50	\$ 28,313,669.04
296	EBI Security - Control Evaluation & Security Testing	08/07/19	\$ 75,000.00	\$ 2,552,506.50	\$ 28,388,669.04
297	LTSS Dashboard - System Test	08/07/19	\$ 218,400.00	\$ 2,770,906.50	\$ 28,607,069.04
298	Digital Information Campaign - Navigation Delivery model - Development	08/07/19	\$ 140,257.77	\$ 2,911,164.27	\$ 28,747,326.81
299	Conversion Notices - System Test	08/07/19	\$ 12,319.00	\$ 2,923,483.27	\$ 28,759,645.81
300	Suspension & Re-Application - Systems Testing	08/07/19	\$ 68,432.00	\$ 2,991,915.27	\$ 28,828,077.81
301	Core Managed Care Enhancements - System Test	08/07/19	\$ 29,685.00	\$ 3,021,600.27	\$ 28,857,762.81
302	Federal, State Reporting & QC Sampling -	08/07/19	\$ 25,763.40	\$ 3,047,363.67	\$ 28,883,526.21

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	Implementation				
303	Suspension & Re-Application - Implementation	08/07/19	\$ 17,108.00	\$ 3,064,471.67	\$ 28,900,634.21
304	Addition of a New MCO - System Test	08/07/19	\$ 49,277.00	\$ 3,113,748.67	\$ 28,949,911.21
305	Intake Workflow - Reverse Engineering, Framework Development and User Story Development	08/07/19	\$ 207,606.00	\$ 3,321,354.67	\$ 29,157,517.21
306	Intake Workflow - Salesforce Infrastructure, Product Backlog, User Engagement, Business proof-of-concept	08/07/19	\$ 227,140.00	\$ 3,548,494.67	\$ 29,384,657.21
307	Intake Workflow - Salesforce security, architecture and Framework Setup, Code and Data Schema Walkthrough, Data Integration	08/07/19	\$ 216,310.00	\$ 3,764,804.67	\$ 29,600,967.21
308	Intake Workflow - Hybrid Agile Planning, Infrastructure, Security, Communications and Change Management Plan, Sprint Planning	08/07/19	\$ 94,018.00	\$ 3,858,822.67	\$ 29,694,985.21
309	Intake Workflow - Sprint 1 (Enterprise Planning, Infrastructure and Framework Setup, User Story Alignment)	08/07/19	\$ 120,250.00	\$ 3,979,072.67	\$ 29,815,235.21
310	Intake Workflow - Sprint 2 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,099,322.67	\$ 29,935,485.21
311	Intake Workflow - Sprint 3 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,219,572.67	\$ 30,055,735.21
312	Intake Workflow - Sprint 4 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,339,822.67	\$ 30,175,985.21

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313	Intake Workflow - Sprint 5 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/07/19	\$ 120,250.00	\$ 4,460,072.67	\$ 30,296,235.21
314	Extract & Schema - Sourced From Existing EDW - Implementation	08/09/19	\$ 52,000.00	\$ 4,512,072.67	\$ 30,348,235.21
315	Data Mart Extension - Claims Data From MMIS - Implementation	08/09/19	\$ 55,000.00	\$ 4,567,072.67	\$ 30,403,235.21
316	Conversion Notices - Implementation	08/09/19	\$ 3,985.00	\$ 4,571,057.67	\$ 30,407,220.21
317	Core Managed Care Enhancements - Implementation	08/09/19	\$ 57,708.00	\$ 4,628,765.67	\$ 30,464,928.21
318	Addition of a New MCO - Implementation	08/09/19	\$ 13,922.00	\$ 4,642,687.67	\$ 30,478,850.21
319	Intake Workflow - Sprint 6 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	08/13/19	\$ 120,250.00	\$ 4,762,937.67	\$ 30,599,100.21
320	Maintenance and Enhancements - August 2019	08/23/19	\$ 625,000.00	\$ 5,387,937.67	\$ 31,224,100.21
321	LTSS Unit Workflow Management - Construction & Integration	09/19/19	\$ 83,712.00	\$ 5,471,649.67	\$ 31,307,812.21
322	Database & DB Tools Migration - DB Conversion - Requirements & Design	09/19/19	\$ 130,725.00	\$ 5,602,374.67	\$ 31,438,537.21
323	Automatically Run Newborns from DOB - Construction & Unit	09/19/19	\$ 320,594.71	\$ 5,922,969.38	\$ 31,759,131.92
324	Intake Workflow - Sprint 7 (User Story Refinement, Design and Development of User Stories, Provisioning of infrastructure and Extending Enterprise Assets)	09/19/19	\$ 120,250.00	\$ 6,043,219.38	\$ 31,879,381.92
325	OD Waitlist Dashboard - Requirements & Design	10/01/19	\$ 9,499.00	\$ 6,052,718.38	\$ 9,499.00
326	OD Waitlist Dashboard - System Test	10/01/19	\$ 24,639.00	\$ 6,077,357.38	\$ 34,138.00
327	OD Waitlist Dashboard - Implementation	10/01/19	\$ 7,496.00	\$ 6,084,853.38	\$ 41,634.00

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328	Sprint 10 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/01/19	\$ 92,010.00	\$ 6,176,863.38	\$ 133,644.00
329	Maintenance and Enhancements - September 2019	10/16/19	\$ 625,000.00	\$ 6,801,863.38	\$ 758,644.00
330	Sprint 11 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	10/22/19	\$ 92,010.00	\$ 6,893,873.38	\$ 850,654.00
331	LTSS Dashboard Changes for MEA Processing - System Test	11/08/19	\$ 34,494.00	\$ 6,928,367.38	\$ 885,148.00
332	LTSS Unit Workflow Management - System Test	11/08/19	\$ 14,843.00	\$ 6,943,210.38	\$ 899,991.00
333	LTSS Dashboard Changes for MEA Processing - Implementation	11/08/19	\$ 10,114.00	\$ 6,953,324.38	\$ 910,105.00
334	LTSS Unit Workflow Management - Implementation	11/08/19	\$ 30,635.00	\$ 6,983,959.38	\$ 940,740.00
335	Managed Care PMO - PMO Q2-19	11/08/19	\$ 43,264.00	\$ 7,027,223.38	\$ 984,004.00
336	Automatically Run Newborns from OOB - Systems Testing	11/08/19	\$ 88,125.71	\$ 7,115,349.09	\$ 1,072,129.71
337	Automatically Run Newborns from DOB - Implementation	11/08/19	\$ 24,057.21	\$ 7,139,406.30	\$ 1,096,186.92
338	Improve Security Governance over Unstructured Data - UDM transition and knowledge transfer	11/08/19	\$ 35,000.00	\$ 7,174,406.30	\$ 1,131,186.92
339	Managed Care PMO - PMO Q3-19	11/08/19	\$ 43,264.00	\$ 7,217,670.30	\$ 1,174,450.92
340	Intake Workflow - Sprint 8 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,337,920.30	\$ 1,294,700.92

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341	Intake Workflow - Sprint 9 (User Story Refinement, Design and Development of User Stories, Provisioning of Infrastructure and Extending Enterprise Assets)	11/08/19	\$ 120,250.00	\$ 7,458,170.30	\$ 1,414,950.92
342	Infrastructure Install & Training - Power Users / DHHS Dashboard	11/08/19	\$ 100,000.00	\$ 7,558,170.30	\$ 1,514,950.92
343	Maintenance and Enhancements - October 2019	11/11/19	\$ 625,000.00	\$ 8,183,170.30	\$ 2,139,950.92
344	Sprint 12 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	11/12/19	\$ 85,250.00	\$ 8,268,420.30	\$ 2,225,200.92
345	Database & DB Tools Migration - DB Conversion - Construction & Integration	11/27/19	\$ 174,300.00	\$ 8,442,720.30	\$ 2,399,500.92
346	Database & DB Tools Migration - Setting up DB Tools & Configuration - Development	11/27/19	\$ 72,660.00	\$ 8,515,380.30	\$ 2,472,160.92
347	Database & DB Tools Migration - Performance Testing & Tuning - 1	11/27/19	\$ 54,600.00	\$ 8,569,980.30	\$ 2,526,760.92
348	Database & DB Tools Migration - Setting up DB Tools & Configuration - Testing	11/29/19	\$ 72,660.00	\$ 8,642,640.30	\$ 2,599,420.92
349	Database & DB Tools Migration - DB Conversion - System Test	11/29/19	\$ 87,150.00	\$ 8,729,790.30	\$ 2,686,570.92
350	Maintenance and Enhancements - November 2019	11/30/19	\$ 625,000.00	\$ 9,354,790.30	\$ 3,311,570.92
351	Sprint 13 (Development of user stories, Defect Fixes, Contact Refactoring Changes, Code Merge, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/03/19	\$ 130,000.00	\$ 9,484,790.30	\$ 3,441,570.92
352	Sprint 14 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of infrastructure and extending enterprise assets)	12/24/19	\$ 130,000.00	\$ 9,614,790.30	\$ 3,571,570.92

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353	Database & DB Tools Migration - DB Conversion - Implementation	12/27/19	\$ 43,785.00	\$ 9,658,575.30	\$ 3,615,355.92
354	Database & DB Tools Migration - Performance Testing & Tuning - 2	12/27/19	\$ 54,600.00	\$ 9,713,175.30	\$ 3,669,955.92
355	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	12/27/19	\$ 72,600.00	\$ 9,785,775.30	\$ 3,742,555.92
356	Maintenance and Enhancements - December 2019	12/31/19	\$ 625,000.00	\$ 10,410,775.30	\$ 4,367,555.92
357	Sprint 15 (Design and development of user stories, Defect Fixes, Contact Refactoring Changes, Testing in different environments, Provisioning of Infrastructure and extending enterprise assets, DevOps)	01/14/20	\$ 227,086.00	\$ 10,637,861.30	\$ 4,594,641.92
358	Maintenance and Enhancements - January 2020	01/31/20	\$ 625,000.00	\$ 11,262,861.30	\$ 5,219,641.92
359	Sprint 16 (Completion of development of user stories, Defect Fixes, Testing in different environments, Provisioning of Infrastructure and extending enterprise assets, DevOps - SIT)	02/04/20	\$ 144,094.00	\$ 11,406,955.30	\$ 5,363,735.92
360	Financial Passive Renewal - Requirements & Design	02/07/20	\$ 71,244.00	\$ 11,478,199.30	\$ 5,434,979.92
361	Sprint 17 (Defect Fixes, Testing in different environments, Provisioning of Infrastructure and extending enterprise assets, DevOps - UAT)	02/25/20	\$ 143,307.00	\$ 11,621,506.30	\$ 5,578,286.92
362	Maintenance and Enhancements - February 2020	02/29/20	\$ 625,000.00	\$ 12,246,506.30	\$ 6,203,286.92
363	Sprint 18 (Regression, Data Migration, Hardening and Go-Live, Post Go-Live)	03/17/20	\$ 125,759.00	\$ 12,372,265.30	\$ 6,329,045.92
364	Financial Passive Renewal - Construction & Integration	03/20/20	\$ 409,405.00	\$ 12,781,670.30	\$ 6,738,450.92
365	Enhanced Case Task Workflow Management - Requirements & Design	03/27/20	\$ 35,000.00	\$ 12,816,670.30	\$ 6,773,450.92
366	System Security Plan (SSP) - Part A: System Identification	03/27/20	\$ 50,000.00	\$ 12,866,670.30	\$ 6,823,450.92

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367	Maintenance and Enhancements - March 2020	03/31/20	\$ 625,000.00	\$ 13,491,670.30	\$ 7,448,450.92
368	Sprint 19 (Post Go-Live Support) Summary	04/07/20	\$ 42,000.00	\$ 13,533,670.30	\$ 7,490,450.92
369	Privacy Impact Assessment (PIA)	04/17/20	\$ 65,000.00	\$ 13,598,670.30	\$ 7,555,450.92
370	Financial Passive Renewal - System Test	04/24/20	\$ 72,590.00	\$ 13,671,260.30	\$ 7,628,040.92
371	Sprint 20 (Post Go-Live Support) Summary	04/28/20	\$ 17,754.00	\$ 13,689,014.30	\$ 7,645,794.92
372	Maintenance and Enhancements - April 2020	04/30/20	\$ 625,000.00	\$ 14,314,014.30	\$ 8,270,794.92
373	Information Security Risk Assessment (ISRA)	05/01/20	\$ 55,000.00	\$ 14,369,014.30	\$ 8,325,794.92
374	System Security Plan (SSP) - Part C: Privacy Controls	05/15/20	\$ 75,000.00	\$ 14,444,014.30	\$ 8,400,794.92
375	Security & Privacy Assessment Report (SAR)	05/15/20	\$ 55,000.00	\$ 14,499,014.30	\$ 8,455,794.92
376	System Security Plan (SSP) - Part B: Security Controls	05/22/20	\$ 75,000.00	\$ 14,574,014.30	\$ 8,530,794.92
377	Enhanced Case Task Workflow Management - Construction & Integration Testing	05/29/20	\$ 234,500.00	\$ 14,808,514.30	\$ 8,765,294.92
378	System Security Plan (SSP) - Controls workbooks	05/29/20	\$ 40,000.00	\$ 14,848,514.30	\$ 8,805,294.92
379	Automate Processing Medicaid Applications using OCR - Requirements	05/29/20	\$ 54,750.00	\$ 14,903,264.30	\$ 8,860,044.92
380	Maintenance and Enhancements - May 2020	05/31/20	\$ 625,000.00	\$ 15,528,264.30	\$ 9,485,044.92
381	Final Consolidated SSP (ready for submission)	06/02/20	\$ 50,000.00	\$ 15,578,264.30	\$ 9,535,044.92
382	Plan of Action and Milestone (POAM)	06/08/20	\$ 50,000.00	\$ 15,628,264.30	\$ 9,585,044.92
383	Financial Passive Renewal - Implementation	06/26/20	\$ 135,172.00	\$ 15,763,436.30	\$ 9,720,216.92
384	Enhanced Case Task Workflow Management - Systems Testing	06/26/20	\$ 63,000.00	\$ 15,826,436.30	\$ 9,783,216.92
385	Maintenance and Enhancements - June 2020	06/30/20	\$ 625,000.00	\$ 16,451,436.30	\$ 10,408,216.92
386	Automate Processing Medicaid Applications using OCR - Design	07/02/20	\$ 54,750.00	\$ 54,750.00	\$ 10,462,966.92
387	Maintenance and Enhancements - July 2020	07/31/20	\$ 625,000.00	\$ 679,750.00	\$ 11,087,966.92
388	CMS ATC Approval Hold Back (10%)	08/14/20	\$ 60,000.00	\$ 739,750.00	\$ 11,147,966.92
389	Enhanced Case Task Workflow Management -	08/28/20	\$ 17,500.00	\$ 757,250.00	\$ 11,165,466.92

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 2

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
Attachment B-3

NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
AMENDMENT 2

	Implementation				
390	Interconnection Security Agreement (ISA)	08/28/20	\$ 25,000.00	\$ 782,250.00	\$ 11,190,466.92
391	Automate Processing Medicaid Applications using OCR - Construction & Unit Testing	08/28/20	\$ 219,000.00	\$ 1,001,250.00	\$ 11,409,466.92
392	Maintenance and Enhancements - August 2020	08/31/20	\$ 625,000.00	\$ 1,626,250.00	\$ 12,034,466.92
393	Client Notice Consolidation for Medicaid - Requirements & Design	09/25/20	\$ 32,500.00	\$ 1,658,750.00	\$ 12,066,966.92
394	Automate Processing Medicaid Applications using OCR - Integration Testing	09/25/20	\$ 82,125.00	\$ 1,740,875.00	\$ 12,149,091.92
395	Maintenance and Enhancements - September 2020	09/30/20	\$ 625,000.00	\$ 2,365,875.00	\$ 12,774,091.92
396	Client Notice Consolidation for Medicaid - Construction & Integration Testing	10/30/20	\$ 217,750.00	\$ 2,583,625.00	\$ 217,750.00
397	Maintenance and Enhancements - October 2020	10/31/20	\$ 625,000.00	\$ 3,208,625.00	\$ 842,750.00
398	Automate Processing Medicaid Applications using OCR - Systems Testing	11/13/20	\$ 109,500.00	\$ 3,318,125.00	\$ 952,250.00
399	Client Notice Consolidation for Medicaid - Systems Testing	11/27/20	\$ 58,500.00	\$ 3,376,625.00	\$ 1,010,750.00
400	Maintenance and Enhancements - November 2020	11/30/20	\$ 625,000.00	\$ 4,001,625.00	\$ 1,635,750.00
401	LTSS Enhancements - Requirements & Design	11/30/20	\$ 19,418.00	\$ 4,021,043.00	\$ 1,655,168.00
402	Automate Processing Medicaid Applications using OCR - Implementation	12/10/20	\$ 27,375.00	\$ 4,048,418.00	\$ 1,682,543.00
403	Client Notice Consolidation for Medicaid - Implementation	12/11/20	\$ 16,250.00	\$ 4,064,668.00	\$ 1,698,793.00
404	Maintenance and Enhancements - December 2020	12/31/20	\$ 625,000.00	\$ 4,689,668.00	\$ 2,323,793.00
405	LTSS Enhancements - Construction & Integration Testing	01/08/21	\$ 130,105.00	\$ 4,819,773.00	\$ 2,453,898.00
406	Maintenance and Enhancements - January 2021	01/31/21	\$ 625,000.00	\$ 5,444,773.00	\$ 3,078,898.00
407	LTSS Enhancements - Systems Testing	02/05/21	\$ 34,954.00	\$ 5,479,727.00	\$ 3,113,852.00
408	LTSS Enhancements - Implementation	02/26/21	\$ 9,709.00	\$ 5,489,436.00	\$ 3,123,561.00

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 2

Page 24 of 25

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**

**AMENDMENT 2**

409	Maintenance and Enhancements - February 2021	02/28/21	\$ 625,000.00	\$ 6,114,436.00	\$ 3,748,561.00
410	Maintenance and Enhancements - March 2021	03/31/21	\$ 625,000.00	\$ 6,739,436.00	\$ 4,373,561.00
411	Maintenance and Enhancements - April 2021	04/30/21	\$ 625,000.00	\$ 7,364,436.00	\$ 4,998,561.00
412	Maintenance and Enhancements - May 2021	05/31/21	\$ 625,000.00	\$ 7,989,436.00	\$ 5,623,561.00
413	Maintenance and Enhancements - June 2021	06/30/21	\$ 625,000.00	\$ 8,614,436.00	\$ 6,248,561.00
414	Maintenance and Enhancements - July 2021	07/31/21	\$ 625,000.00	\$ 625,000.00	\$ 6,873,561.00
415	Maintenance and Enhancements - August 2021	08/31/21	\$ 625,000.00	\$ 1,250,000.00	\$ 7,498,561.00
416	Maintenance and Enhancements - September 2021	09/30/21	\$ 625,000.00	\$ 1,875,000.00	\$ 8,123,561.00
417	Maintenance and Enhancements - October 2021	10/31/21	\$ 625,000.00	\$ 2,500,000.00	\$ 625,000.00
418	Maintenance and Enhancements - November 2021	11/30/21	\$ 625,000.00	\$ 3,125,000.00	\$ 1,250,000.00
419	Maintenance and Enhancements - December 2021	12/31/21	\$ 625,000.00	\$ 3,750,000.00	\$ 1,875,000.00
420	Maintenance and Enhancements - January 2022	01/31/22	\$ 625,000.00	\$ 4,375,000.00	\$ 2,500,000.00
421	Maintenance and Enhancements - February 2022	02/28/22	\$ 625,000.00	\$ 5,000,000.00	\$ 3,125,000.00
422	Maintenance and Enhancements - March 2022	03/31/22	\$ 625,000.00	\$ 5,625,000.00	\$ 3,750,000.00
423	Maintenance and Enhancements - April 2022	04/30/22	\$ 625,000.00	\$ 6,250,000.00	\$ 4,375,000.00
424	Maintenance and Enhancements - May 2022	05/31/22	\$ 625,000.00	\$ 6,875,000.00	\$ 5,000,000.00
425	Maintenance and Enhancements - June 2022	06/30/22	\$ 625,000.00	\$ 7,500,000.00	\$ 5,625,000.00
426	Maintenance and Enhancements - July 2022	07/31/22	\$ 625,000.00	\$ 8,125,000.00	\$ 6,250,000.00
427	Maintenance and Enhancements - August 2022	08/31/22	\$ 625,000.00	\$ 8,750,000.00	\$ 6,875,000.00
428	Maintenance and Enhancements - September 2022	09/30/22	\$ 625,000.00	\$ 9,375,000.00	\$ 7,500,000.00
<b>Grand Total</b>			<b>\$ 97,633,677.13</b>	<b>\$ 97,633,677.13</b>	<b>\$ 97,633,677.13</b>

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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-7964  
www.nh.gov/doit

Denis Conist  
Commissioner

April 9, 2018

His Excellency, Governor Christopher T. Sununu  
And the Honorable Executive Council  
State House  
Concord, NH 03301

Requested Action

- 1) Authorize the Department of Information Technology, on behalf of the Department of Health and Human Services, to exercise a contract renewal option with Deloitte Consulting LLP, 30 N. Third street, Suite 800, Harrisburg, PA 17101 (Vendor# 174776) (PO# 1002699), increasing the price limitation by \$17,000,000 from \$27,500,000 to \$44,500,000, for the purpose of continued maintenance and operations of the New HEIGHTS system, and by extending the completion date from June 30, 2018 to June 30, 2020 effective upon Governor and Council approval. The Governor and Executive Council approved the original contract agreement on June 19, 2013, Item #19.
- 2) Further authorize the Department to amend the contract, increasing the price limitation by \$33,541,991 from \$44,500,000 to \$78,041,991, to implement several necessary enhancements to the New HEIGHTS system, effective upon Governor and Council approval through June 30, 2020.

Source of Funds for Maintenance and Operations: 65% Federal, 35% General. Source of Funds for Enhancement Services: 88% Federal, 11% General, and 1% Other.

Funds are available in the following account(s) for SFY 2018 and SFY 2019 and contingent upon the availability and continued appropriation of funds in SFY 2020 with the authority to adjust encumbrances between fiscal years through the Budget Office, if needed and justified.

**01-03-03-030010-76950000 Department of Information Technology, DoIT - IT for DHHS  
100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of  
Health and Human Services to reimburse DoIT is 65% Federal, 35% General.**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2014	048-500485	03950041	Consultants	\$4,800,000		\$4,800,000
SFY 2015	048-500485	03950041	Consultants	\$4,800,000		\$4,800,000
SFY 2016	048-500485	03950041	Consultants	\$6,200,000		\$6,200,000
SFY 2017	048-500485	03950041	Consultants	\$6,200,000		\$6,200,000
SFY 2018	048-500485	03950041	Consultants	\$9,500,000	\$2,000,000	\$7,500,000
SFY 2019	048-500485	03950041	Consultants		\$7,500,000	\$7,500,000
SFY 2020	048-500485	03950041	Consultants		\$7,500,000	\$7,500,000
<b>Sub Total</b>				<b>\$27,500,000</b>	<b>\$17,000,000</b>	<b>\$44,500,000</b>

**05-95-45-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - OFA FIELD  
SVCS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SFY 2018	040-500464	TBD	Consultants	\$ -	\$ 13,018,103	\$ 13,018,103
<b>Sub Total</b>				<b>\$ -</b>	<b>\$ 13,018,103</b>	<b>\$ 13,018,103</b>

**05-95-95-954030-16970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SERVICES, 37-228:1-X:F OCYF SCAN  
UNIT**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SFY 2018	034-500089	TBD	Capital Projects	\$ -	\$ 489,729	\$ 489,729
SFY 2019	034-500089	TBD	Capital Projects	\$ -	\$ 489,729	\$ 489,729
<b>Sub Total</b>				<b>\$ -</b>	<b>\$ 979,457</b>	<b>\$ 979,457</b>

**05-95-95-950030-18190000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF THE COMMISSIONER, 09-145:17IVC LEGACY SYSTEMS**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SFY 2018	034-500089	TBD	Capital Projects	\$ -	\$ 250,000	\$ 250,000
SFY 2019	034-500089	TBD	Capital Projects	\$ -	\$ 290,000	\$ 290,000
<b>Sub Total</b>				<b>\$ -</b>	<b>\$ 540,000</b>	<b>\$ 540,000</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
Page 3

**05-95-90-900030-29470000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
PUBLIC HEALTH DIVISION, HEALTH AND SOCIAL SERVICES, LB-185-VII-M BRIDGES MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SPY 2018	034-500099	TBD	Capital Projects	\$ -	\$ 500,000	\$ 500,000
SPY 2019	034-500099	TBD	Capital Projects	\$ -	\$ 500,000	\$ 500,000
<b>Sub Total</b>				\$ -	\$ 1,000,000	\$ 1,000,000

**05-95-95-954030-16960000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 17-228:1-N:E NEW HEIGHTS  
MODERN**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SPY 2018	034-500099	TBD	Capital Projects	\$ -	\$ 7,518,836	\$ 7,518,836
SPY 2019	034-500099	TBD	Capital Projects	\$ -	\$ 7,080,535	\$ 7,080,535
<b>Sub Total</b>				\$ -	\$ 14,599,371	\$ 14,599,371

**05-95-95-954030-09690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
OFFICE OF THE COMMISSIONER, OFFICE OF INFORMATION SYSTEMS, 11-253:1-VII-M REG ASSESS  
QB11**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SPY 2018	034-500099	TBD	Capital Projects	\$ -	\$ 50,000	\$ 50,000
SPY 2019	034-500099	TBD	Capital Projects	\$ -	\$ 50,000	\$ 50,000
<b>Sub Total</b>				\$ -	\$ 100,132	\$ 100,132

**05-95-45-451030-52690000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS,  
HHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, 15-220:1-VII-M NEW HEIGHTS A**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SPY 2018	034-500099	TBD	Capital Projects	\$ -	\$ 1,235,584	\$ 1,235,584
SPY 2019	034-500099	TBD	Capital Projects	\$ -	\$ 1,235,584	\$ 1,235,584
<b>Sub Total</b>				\$ -	\$ 2,471,128	\$ 2,471,128

**05-95-47-470010-30990000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS:  
MEDICAID & BUS POLICY DFC, OFF. OF MEDICAID & BUS. POLICY, NH KPP TRUST FUND**

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SPY 2019	102-500731	TBD	Contracts for Program Services	\$ -	\$ 438,300	\$ 438,300
<b>Sub Total</b>				\$ -	\$ 438,300	\$ 438,300



05-95-45-451010-99970000 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS.  
DHHS TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES, CLIENT SERVICES - DISABILITY  
DETERMINATION UNIT

State Fiscal Year	Class/Object	Job Number	Description	Current Modified Budget	Increase Amount	Revised Modified Budget
SFY 2018	048-800484	TBD	Consultants	\$ -	\$ 282,000	\$ 282,000
SFY 2019	048-800484	JBD	Consultants	\$ -	\$ 128,000	\$ 128,000
Sub Total				\$ -	\$ 410,000	\$ 410,000
<b>Total</b>				\$ 27,900,000	\$ 60,941,991	\$ 78,041,991

Explanation

Maintenance and Operations

This amendment will exercise two (2) of the three (3) allowable option years provided for in the competitively procured maintenance and enhancement contract for the eligibility and enrollment system, New HEIGHTS. New HEIGHTS is the enterprise case management system for DHHS and supports extensive and complex business functions. Exercising these contract option years is necessary to support required ongoing maintenance and to deliver time-sensitive functionality necessary to meet Federal and State mandates. In parallel, DHHS will competitively re-procure New HEIGHTS maintenance and enhancement services.

This amendment includes an increase in the annual maintenance of New HEIGHTS from \$5,500,000 to \$7,500,000, which was approved in the DHHS 2018-2019 budget. As DHHS's enterprise eligibility and case management platform, ongoing maintenance and operations of New HEIGHTS is essential to the provision of services to New Hampshire citizens and the fulfillment of the mission of DHHS as well as mandates based on State and Federal requirements. DHHS has utilized New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks supporting increased caseloads, engage clients and community stakeholders through the NM EASY Gateway to Services web portal, and to improve person-centric care through enhanced interoperability. These investments in more efficient, effective and secure service delivery required new technologies, including an Identity Management System for security integrated with the Lawson human resources system, a Master Client Index (MCI), an Enterprise Service Bus (ESB), a rules engine, and much more. In addition, New HEIGHTS was expanded to support managed care for Medicaid, the Medicaid expansion population, and integration with the Federal Data Services Hub (FDSH) and Federally Facilitated Exchange (FFE).

The option years will be utilized to complete a new procurement in accordance with requirements of the three Federal entities providing oversight and funding for New

HEIGTS (Centers for Medicare and Medicaid (CMS), Food and Nutrition Services (FNS), and Administration for Children and Families (ACF). These federal agencies have issued updated guidance to States with prerequisite tasks, review requirements, and timelines for eligibility and enrollment systems procurement. Based on this guidance, the projected timeline is depicted below:

Request For Proposal (RFP) Tasks	Estimate	Start Date	End Date
Develop RFP	90	2/6/2018	5/7/2018
DHMS Review & Refinement	30	5/7/2018	6/6/2018
DoIT Review & Refinement	30	6/7/2018	7/7/2018
CMS/FNS/ACF Review	90	7/8/2018	10/6/2018
RFP Posting and Vendor Response	45	10/7/2018	11/21/2018
Review Proposals and Selection	38	11/22/2018	12/30/2018
<b>Contracting Tasks</b>			
Create Contract Documents	30	12/31/18	1/30/19
DHMS Review	30	1/31/19	3/2/19
DoIT Review	45	3/3/19	4/2/19
Attorney General Review	45	4/3/19	5/18/19
CMS/FNS/ACF Review	90	5/19/19	7/3/19
G&C	30	7/4/19	10/2/19
<b>Transition Tasks</b>			
Project Start Up (if a new vendor)	30	11/3/19	12/3/19
Transition	180	12/4/19	6/1/20

**Enhancements**

This amendment also includes a number of necessary enhancements allowed for within the scope of the original contract. These enhancements qualify for a 90/10 Federal match using the time-limited cost allocation exception which expires on December 31, 2018, as defined in the Office of Management and Budget (OMB) Circular A-87 (Section C.3). The scope of these enhancement services, which were approved through the DHMS capital budget for fiscal years 2018 and 2019, include:

**Medicaid Compliance and Efficiencies**

These projects support Medicaid policy compliance and efficiencies including oversight of Long Term Services and Supports (LTSS), work and community engagement for the able-bodied expanded Medicaid population, Estate Recovery, operations management

dashboards, and enhanced verifications to reduce fraud and abuse. In addition, this category of work also includes operational efficiencies for DHHS workers alleviating pain points and automate time-consuming tasks, including automated help desk ticketing, document upload, case comment templates, voice recognition software, statewide client scheduling, enhance self-service document scan/upload, and improved verification checklist tracking.

#### **Enterprise Business Intelligence (EBI)**

The EBI projects support the Strategic Data Transformation Initiative (SDTI) to improve utilization of data for strategic planning and operational oversight. This includes platform upgrade to modernize business intelligence tooling, the addition of Medicaid data to the enterprise data warehouse, strategic dashboards for DHHS leadership, and LTSS oversight dashboards.

#### **New Hampshire EASY (NH EASY) Gateway to Services**

The NH EASY self-service enhancement projects support DHHS goals of independence and self-directed care management for citizens by providing a tailored application for parents or guardians applying for Home Care – Children with Severe Disabilities (HCCSD) benefits on behalf of their children, introducing positive behavioral “nudges” to promote program integrity and help prevent fraud, online Medicaid card requests, and access to eligibility information for case management.

#### **Medicaid Information Technology Architecture (MITA) 3.0 and Legacy Platform Modernization**

The modernization of New HEIGHTS and NH EASY legacy components is based on CMS MITA standards and will extend system longevity, reduce ongoing infrastructure costs, and improve support for state and federal requirements. This project includes migration from the mainframe zOS platform to a Linux operating system using a Service Oriented Architecture. Enhancements to the NH EASY web portal for citizen and community partners includes responsive design for mobile and tablet device usage to apply, re-determine, and report changes for programs including Medicaid, SNAP, and TANF.

#### **CMS Minimum Acceptable Risk Standards for Exchanges (MARS-E) 2.0**

Projects identified through the CMS mandated MARS-E 2.0 assessment which further strengthen the security and privacy posture of DHHS and the New HEIGHTS system. These projects include application vulnerability management, unstructured data management (UDM), a privacy program, incident response planning, and ongoing risk and compliance management.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
Page 7

The decision to include the enhancement work in this amendment was made after carefully considering alternative approaches such as a separate competitive procurement. Based on the standard duration of the request for proposal and contracting cycles, a bid for the scope of work would impede DHHS's ability to meet federal and state mandated timelines and would jeopardize usage of the A-87 cost allocation exception to minimize State general funds and maximize federal funding necessary to complete the required work.

The scope of this contract amendment is strictly limited to the New HEIGHTS Integrated Eligibility and Enrollment (E&E) system, for which the State contracted with Deloitte Consulting to maintain through a competitively procured contract which included option years exercised through this first amendment to the contract.

New HEIGHTS supports extensive and complex business functions, including:

- DHHS enterprise case management system, including self-service & imaging
- 100+ categories of assistance including Medicaid, SNAP, TANF, Childcare, etc.
- 275,000+ clients serving 1 in 5 NH citizens
- 1,100 DHHS users & 750,000 transactions per day
- 1,150 online pages, 850 reports, 8.5M lines of code, 2.2M documents scanned annually

For this contract scope of work, it is in the best interest of the State to use the existing vendor to maintain continuity of support, efficient delivery of services and to minimize cost. The vendor rate of service is fixed with no escalator over the current contract rate and has been evaluated by Department staff as extremely competitive. The vendor has a strong track record for quality of service and a large national practice which enables DHHS to leverage the experience of other states. Additionally, there would be added risk to having multiple vendors support a single system with enhancement and maintenance threads that impact overlapping application components.

Should the Governor and Executive Council determine to deny this request, the Department of Health and Human Services will be unable to utilize time-limited federal funds with a match rate of 90% to implement DHHS priorities approved by the legislature and to fulfill commitments to citizens, CMS, and FNS. This scope of work supports mission-critical goals to improve access to community-based long term service supports, enhance worker effectiveness and efficiency, harden security of sensitive citizen data, enhance program transparency and oversight as well as better coordinate service delivery and management among providers, payers, guardians and stakeholders.

The State will be working with Deloitte Consulting on a daily basis ensuring that the deliverables outlined in this contract amendment are met. Additionally, the Centers for Medicare & Medicaid Services are also working closely with both the State and the vendor to ensure timely implementation.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
Page 8

Geographic area served: Statewide

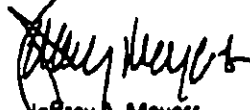
In the event the Federal Funds become no longer available, General Funds will not be requested to support this activity. The Department of Information Technology respectfully requests approval of this contract.

Respectfully submitted,



Denis Goulet  
DoIT Commissioner

Respectfully submitted,



Jeffrey A. Meyers  
DHHS Commissioner

DG/ik  
DoIT #2013-009A  
RID: 33890

cc: Bruce Smith, DoIT IT Leader  
Laurie Snow, New HEIGHTS Project Manager  
Mary Calise, DHHS Financial Officer



**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](http://www.nh.gov/doit)

Denis Goulet  
Commissioner

April 16, 2018

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

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT, on behalf of the Department of Health and Human Services, to enter into a contract amendment with Deloitte Consulting, LLP of Harrisburg, PA, as described below and referenced as DoIT 2013-009A:

This amendment authorizes Deloitte Consulting LLP to continue to provide system operation and maintenance services, including, but not limited to production operational support, application maintenance, and project management for the New HEIGHTS system. The amendment also provides for a number of necessary enhancements to the New HEIGHTS system.

The funding amount of this amendment is \$50,541,991, increasing the current contract from \$27,500,000 to \$78,041,991. The contract amendment shall become effective upon Governor and Executive Council approval through June 30, 2020.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/kaf  
DoIT #2013-009A

cc: Bruce Smith, IT Manager, DoIT

New Hampshire Department of Information Technology  
New HEIGHTS Maintenance



State of New Hampshire  
Department of Information Technology  
Amendment #1 to the  
New HEIGHTS Maintenance

This 1<sup>st</sup> Amendment to the New HEIGHTS Maintenance contract (hereinafter referred to as "Amendment One") dated this 9th day of April, 2018, is by and between the State of New Hampshire, Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP, (hereinafter referred to as "the Contractor"), a limited partnership organized under the laws of the State of Delaware with a place of business at 30 N. Third Street, Suite 600, Harrisburg, PA 17101.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 13, 2013; Item #19, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to the General Provisions, Paragraph 16, the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties;

WHEREAS, the parties agree to exercise two of the extension years allowed under the agreement and to increase the price limitation and modify the scope of services, to support continued delivery of and enhancements to New HEIGHTS to meet Medicaid program requirements, support strengthened security based on the Centers of Medicare and Medicaid (CMS) Minimum Acceptable Risk Standards for Exchanges (MARS-E) version 2.0, modernize the legacy platform modules to support reduction of ongoing costs of operation, enhance the Department of Health and Human Services business intelligence reporting, enhance document imaging and workflow, and promote client self-service,

WHEREAS, the Department wishes to add the Department of Health and Human Services (hereinafter referred to as DHHS) as a party to this agreement;

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

1. Form P-37, General Provisions, Block 1.1, add the New Hampshire Department of Health and Human Services.
2. Form P-37, General Provisions, Block 1.2, add the New Hampshire Department of Health and Human Services address of 129 Pleasant St, Concord NH 03301.
3. Form P-37, General Provisions, Block 1.7, to extend Completion Date by two (2) years from 6/30/18 to read: 6/30/2020.
4. Form P-37, General Provisions, Block 1.8, to increase Price Limitation by \$50,541,991.00 from \$27,500,000.00 to read: \$78,041,991.00.
5. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency to read: Denis Goulet, Commissioner Department of Information Technology and Jeffrey A. Meyers, Commissioner Department of Health and Human Services.
6. Form P-37, General Provisions, Block 1.10 State Agency Telephone Number to read: 603-223-5703 and 603-271-9300.
7. Form P-37, General Provisions, Block 1.16 Name and Title of State Agency Signatory to read: Denis Goulet, Commissioner Department of Information Technology and Jeffrey A. Meyers, Commissioner Department of Health and Human Services

New Hampshire Department of Information Technology  
New HEIGHTS Maintenance



8. Exhibit A, Delete Section 1.1, Purpose in its entirety and replace with the following:

1.1 PURPOSE

- a) This document defines the specific services Deloitte Consulting LLP (Contractor) will provide to the State. In general, these services include maintenance and enhancement of the New HEIGHTS system and New HEIGHTS data mart application and overall production operations support, management and implementation of system software releases. In addition, the Contractor will provide adequate facilities in the Concord, New Hampshire area to house project staff, maintenance of the New HEIGHTS Development LAN and management of Contractor resources to meet project work plan and service level agreement performance standards.
- b) The Contractor shall provide New HEIGHTS enhancement services as defined in Attachment A-2 New HEIGHTS Statement of Work for Expanded Scope Amendment-1. These services are intended to support improvements to the system functionality through enhancements related to the following categories of projects: Access Front Door (AFD)/Medicaid Modernization, Enterprise Business Intelligence, Legacy Platform - Modernization, Medicaid Enhancements, Medicaid Program Enhancements, New HEIGHTS Enhancements, NH EASY Self-Service Enhancements, as well as continual maintenance and operations activities for the New HEIGHTS and NH EASY systems.

9. Exhibit A, Delete Section 1.3 Period of Performance in its entirety and replace with:

The work defined by this document begins on July 1, 2013 and shall comprise enhancement, maintenance, and operations support services to be rendered through June 30, 2020. The effective date of Amendment 1 is the date of the New Hampshire Governor and Executive Council approval or the date of Federal approval and funding availability, for this Amendment and the associated scope of work, whichever is later. The Vendor will be notified by the DHHS New HEIGHTS project manager in writing once the required approvals are in place in order to proceed.

10. Exhibit A, Delete Section 1.5.1 in its entirety and replace with the following:

- 1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:
1. New Hampshire Standard Agreement Terms and Conditions, Form P-37;
  2. Exhibits A, B, C, C-1, D, E, F, G, H, I, and J:
    - a. Exhibit A - Scope of Work
      - i. Attachment A-1 - New Heights Maintenance and Enhancement Staff Loading
      - B. Amendment 1
      - ii. Attachment A-2 - New HEIGHTS Statement of Work for Amendment 1 Enhancements
    - b. Exhibit B - Payment Terms
      - i. Attachment B-1 - New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 1
    - c. Exhibit C - Special Provisions
    - d. Exhibit C-1 - Additional Special Provisions
    - e. Exhibit D - Certification Regarding Drug-Free Workplace Requirements
    - f. Exhibit E - Certification Regarding Lobbying
    - g. Exhibit F - Certification Regarding Debarment, Suspension and Other Responsibility - Matters Primary Covered Transactions
    - h. Exhibit G - Certification Regarding the Americans with Disabilities Act Compliance
    - i. Exhibit H - Certification Regarding Environmental Traffic Smoke
    - j. Exhibit I - Business Associate Agreement





- k. Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
- l. Certificates and Attachments
  - I. Certificate and Certificate of Authority
  - II. Certificate of Good Standing
  - III. Certificate of Insurance
  - iv. Computer Access and Use Agreement
3. Request For Proposal (RFP) 2013-009 dated August 6, 2012 by reference;
4. Deloitte Consulting LLP response to RFP 2013-009 dated September 17th, 2012 by reference.
5. Exhibit B, Delete Section 1, Price, Item a) in its entirety and replace with the following:
  - a) The total price for all services and facilities provided under this agreement shall not exceed \$78,041,891.00.
6. Exhibit B, Delete Section 2, Item a) in its entirety and replace with the following:
  - a) This agreement is funded with funds from the New Hampshire General Fund in the amount of \$23,884,658.00 and with federal funds made available under the following Catalog of Federal Domestic Assistance:
    - I. CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,165,380.00
    - ii. CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$5,731,870.00.
    - III. CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$44,428,354.00.
    - iv. CDFA #93.658 and #93.659, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-E Foster Care/Adoption Assistance in the amount of \$833,731.00.
7. Delete Attachment B-1 - New HEIGHTS Maintenance and Enhancement Payment Schedule in its entirety and replace with: New HEIGHTS Maintenance and Enhancement Payment Schedule Amendment 1



New Hampshire Department of Information Technology  
New HEIGHTS Maintenance

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.

4/19/2019  
Date

State of New Hampshire  
Department of Information Technology

[Signature]  
Denis Goulet  
Commissioner

\_\_\_\_\_  
Date

State of New Hampshire  
Department of Health and Human Services

[Signature]  
Jeffrey A. Meyers  
Commissioner

4/10/18  
Date

CONTRACTOR NAME

[Signature]  
Name:  
Title:

Acknowledgement of Contractor's signature:

State of New Hampshire, County of Merrimack, on April 10, 2018 before the undersigned officer, personally appeared the person identified directly 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]  
Notary Public or Justice of the Peace  
JULIE PETERS MONROE, Notary Public  
My Commission Expires May 6, 2020

Name and Title of Notary or Justice of the Peace

My Commission Expires: May 6, 2020

New Hampshire Department of Information Technology  
New HEIGHTS Maintenance



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

OFFICE OF THE ATTORNEY GENERAL

4/19/18  
Date

[Signature]  
Name: John J. Conover  
Title: Assistant 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:

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT STAFF LOADING**  
**AMENDMENT 1**

SFY2013 - SFY2017	
Total Average FTEs Per Year: 25.1	
Title	Average FTEs
Project Executive	0.1
Project Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	6.0
QA Testers	0.0

Initial all pages  
 Vendor Initials *SS*

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment A-1**  
**NEW HEIGHTS MAINTENANCE AND ENRANCEMENT STAFF LOADING**  
**AMENDMENT 1**

SFY2018 - SFY2020	
Total Average FTEs Per Year: 32.1	
Title	Average FTEs
Project Executive	0.1
Project Manager	1.0
Application Manager	1.0
Technical Manager	1.0
Track Managers	3.0
DBAs	2.0
LAN Administrator	1.0
Kofax/.Net Senior Developer	1.0
Java Architects	3.0
Change Control Specialist	1.0
Operators	2.0
Business Intelligence Senior Developer	1.0
Senior Developer	3.0
Developer	10
QA Testers	2.0

Initial all pages  
 Vendor Initials *SS*



**New Hampshire**

**Department of Health and Human Services**

**Attachment A - 2**

**New HEIGHTS**

**Statement of Work for Expanded Scope**

**Amendment 1**

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STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services (DHHS)  
 Attachment A-2 New HEIGHTS Statement of Work for Amendment 1 Enhancements

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## 1 INTRODUCTION

### 1.1 New HEIGHTS Background

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,000 DHHS staff that process new applications, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories and manages approximately \$1.3 billion in annual benefits to over 180,000 Medicaid consumers with 50,000+ clients in the New Hampshire Health Protection Program (NHHP) for expanded Medicaid. New HEIGHTS is a fully integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management.

The New Hampshire EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for program eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, and online client notices, medical assessments, service authorization planning and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, and enterprise content management. Additionally, New HEIGHTS supports extensive interfaces with federal and state systems such as SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare).

### 1.2 Purpose

This scope of services supports DHHS's needs to enhance Medicaid functionality, modernize the existing system platform, and provide service delivery improvements based on requirements requested by community partners and/or business units. The scope of services supports DHHS objectives, including:

- Improve operational efficiency
- Modernize business intelligence platform
- Modernize legacy eligibility determination platform
- Enhance long term care service delivery
- Augment web-based client self-service
- Improve program integrity
- Enhance document imaging and workflow
- Automate processes that support disability determinations for Medicaid
- Strengthen the security posture of DHHS and New HEIGHTS

## 2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENTS

The scope of services is comprised of multiple projects organized into groupings, including:

- Medicaid Policy, Administration and Operational Efficiency
- NH EASY Self-Service Enhancements
- Enterprise Business Intelligence (EBI)
- Legacy Platform Modernization
- Strengthened Security Posture

The scope of services for each category is described below:

### 2.1 Medicaid Policy, Administration and Operational Efficiency

This grouping of projects includes the creation of dashboards to enhance redetermination tracking and supervision, verifications to reduce fraud and abuse, enhancing existing functionality in order to improve operational efficiency, and improved information gathering to better data quality.

#### 2.1.1 Address Verification and Fraud Alert

This project will update the system functionality to allow workers to complete address searches and view a full list of individuals currently residing at a specific address, making it easier for them to validate the information provided and identify possible instances of fraud. In order to make address searches possible the enhancements will include address validation updates and existing data conversion.

#### 2.1.2 Automated Help Desk Tickets

This project will serve to automate the ticket creation process by allowing users to click on a button in New HEIGHTS to create the ticket and automatically capture standard information. The new button will be added to the New HEIGHTS page framework which, when selected, will automatically connect to JIRA, create a Help Desk ticket, and input basic information, such as the error code, the current time, and the page on which the error occurred, as well as a screenshot of the page; screen shot capture may require manual action to capture and link the screen image to the help desk ticket. The system will then display this information in a pop-up window in order to allow the user to validate the information captured is correct, add other relevant details, and enter an explanation of the workflow that led to the error or problem.

#### 2.1.3 Automatically Run Newborns from DOB

The New HEIGHTS system will be updated to automatically run eligibility on a case after a newborn is added in the system in circumstance where the mother was on Medicaid at the time of the birth. By automating the triggering of the eligibility determination once the newborn is added, the results will be more consistent and an extra step will be removed from the workers' task queue. After the eligibility determination is completed, the system will provide a notification describing the

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determination decision. This will allow the worker to review the information in order to validate the outcome is correct.

**2.1.4 Case Comment Templates & Voice Driven Updates to Comments**

A set of common templates will be created and speech-to-text software will be integrated to relevant fields in New HEIGHTS. The voice-to-text software will also assist in the capture of information. As part of this project, each worker will be equipped with the necessary hardware (e.g., headsets with microphones) to capture voice driven case comments/notes. DHHS and DoIT will procure, install and maintain hardware and CDTS software products for voice-to-text.

**2.1.5 Client Scheduling Enhancements**

This project will combine and consolidate the Appointment History, District Office Queue, Daily Schedule, and Transfer/Reschedule screens from New HEIGHTS into one cohesive scheduling screen providing the ability to view available timeslots for District Office, Worker, and Activity. Functionality will be added to decrease the number of screen clicks, prevent roundabout scheduling methods, and alleviate workloads.

**2.1.6 Enhance Expected Change Functionality**

This project will enhance the information provided as part of an expected change notification. It includes links to the screen where the relevant change is expected. By adding more details about the expected change, workers will have improved capability to process pending changes and navigate to the appropriate page to enact the change through functionality including:

Expected change notifications will be automatically removed after the worker has acted upon the pending item.

- An expected change flag will be added to any case that has an expected change. This flag will be visible anytime the case is accessed enabling the workers to act upon expected changes in a more timely manner and in combination with other required tasks.
- A systematic notification will be added to request Shared Shelter documentation from clients via the expected change screen. Workers will be able to click a button on the associated screen to request that a Shared Shelter form be sent to clients who require it.
- New notifications will be added to alert supervisors that a deadline is approaching and action is required.

**2.1.7 Estate Recovery System Consolidation**

The Estate Recovery Unit's (ERU) Money Manager system functionality will be integrated into New HEIGHTS providing greater continuity throughout the integrated eligibility cycles, reducing potential security exposure, and eliminating redundant infrastructure.

Money Manager, the ERU's Access database that tracks claims and payments, will be decommissioned once its equivalent functionality is incorporated into New HEIGHTS. The New HEIGHTS system will be augmented to calculate Medicaid and Cash Assistance recoveries across the

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federal, state, and county governments. An import and export process between New HEIGHTS and Legal Files, a separate system which will not be modified as part of this scope of work, will be developed to reduce manual intervention and eliminate potential data entry errors. The project will also include the creation of four reports—three of which include claims and payment information and will be generated and transmitted to the Office of Finance and one of which will serve as a payment tracking report used by the ERU for court purposes.

**2.1.B Managed Long Term Services and Supports (MLTSS)**

New HEIGHTS enhancements are required to deploy and support the Department's Long Term Services and Supports (LTSS) initiatives. The LTSS initiative system modifications are categorized into two threads outlined below.

**2.1.B.1 LTSS Service Delivery Initiatives**

These projects involve system enhancements required to sustainably operate and manage the LTSS program. These projects are designed to streamline the administration of the LTSS program, decrease the time required to process initial applications and deliver ongoing services including:

- **New HEIGHTS MMS Interface Enhancements** – This project will support the expansion of the existing New HEIGHTS interfaces with the MMS. Additions include case manager, Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) indicators, a Special Medical Services (SMS) indicator with effective dates, the Bureau of Developmental Services (BDS) Area Agency, living arrangement, as well as the Medicaid financial redetermination data. The new fields will enable the managed care organizations (MCOs) to more effectively administer benefits to their qualifying populations.
- **Date Specific Enrollment** – This project will change the MCO enrollment effective begin date to the day following selection, rather than on the first of the month. This will allow the State to achieve its goal to minimize the amount of time beneficiaries remain fee-for-service as well as enable clients to gain access sooner to coordinated care under a single care management entity.
- **MCO Passive Enrollment** – This project will enable auto-assignment of MCOs at the time of eligibility confirmation using the existing auto-assignment functionality employed by New HEIGHTS. Auto-assigned individuals will continue to receive a change window in accordance with current State statutes. Additionally, system notices will be modified to explain the auto-assignment process as well as inform clients of their right to change MCOs during their change window.
- **MCO Pre-Selection at Application** – This project will enable individuals to pre-select an MCO at the time of application and up until eligibility is confirmed, rather than having to wait until they are confirmed open for Medicaid. Both New HEIGHTS and NH EASY will be enhanced in order to facilitate pre-selection. Additionally, notices will be

- Core MLTSS Enhancements - This project will introduce a number of enhancements that are required in order to implement the MLTSS program including:
  - o New Medicaid/Choice for Independence (CFI) Enrollment - This project will support the provision of fee-for-service coverage from the LTSS eligibility begin date until the effective date of the MCO/MLTSS enrollment for new clients who become eligible for Medicaid and CFI prior to enrollment with an MCO.
  - o Clients with MCO Medicaid Newly Eligible for CFI Notification - This project will introduce a generic CFI welcome letter for clients who are already enrolled

2.1.8.2 Managed Care LTSS Transition Initiatives

The enhancements to New HIRANTS required to support the transition to MLTSS are outlined below. Detailed requirements will be gathered as part of requirements sessions and will be managed based on the scope of the MLTSS project resource constraints and the deployment timelines for each phase of work.

- Financial Positive Renewal - This project will modify the financial eligibility process to follow the MAGI passive redetermination model. The existing functionality renews eligibility for an individual without having the beneficiary submit a redetermination application if the income and other information within the case can be verified via available sources. This streamlines the redetermination process by leveraging available information rather than requiring the client to resubmit an application as well as necessary verifications.
- Medical Positive Renewal - This project modifies the medical renewal process to allow for a transition by medical professionals outside of those under the LTSS unit. This attention would be considered equivalent to the MIA and result in bypassing the MIA process and advancing an individual's medical redetermination date. By automating the manual administrative tasks, this process will become streamlined and more efficient, which will reduce operational costs and enable HCBC clients to continue receiving services without a potential interruption in services.
- LTSS Unit Workflow Management - This project establishes a workflow to auto-approve HCBC-CFI Intakes and systematically set the annual medical review date for eligible cases based on a defined algorithm score from the Medical Eligibility Assessment (MEA). Additionally, the project entails assignment of a common set of services at the time of approval to further minimize manual administration. This enhancement will increase process efficiency by reducing the number of applications requiring manual intervention, thereby reducing the amount of time applications remain pending.
- Medical Positive Renewal - This project modifies the medical renewal process to allow for a transition by medical professionals outside of those under the LTSS unit. This attention would be considered equivalent to the MIA and result in bypassing the MIA process and advancing an individual's medical redetermination date. By automating the manual administrative tasks, this process will become streamlined and more efficient, which will reduce operational costs and enable HCBC clients to continue receiving services without a potential interruption in services.

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with an MCO when their CFI coverage is approved. The client will be informed that the MCO will be developing a care plan and authorizing their home and community based services.

- o *Change Windows for MLTSS* – When a client is open for Medicaid and enrolled in an MCO and then becomes eligible for CFI, this project will establish an MCO enrollment window. This will enable these individuals to change their enrollments based on their new HCBC/LTSS status, should they elect to do so.
- o *Disenrollment for MLTSS Cause* – This project enables designated State staff to disenroll selected clients from MLTSS due to good cause for reasons such as network inadequacy and self-directed LTSS care. Once disenrolled, the clients will revert to the fee-for-service delivery model for their CFI services.
- o *Advanced Notification of Pending CFI Application* – This project establishes a new notification process to advise MCOs when one of their enrolled members has applied for Nursing Facility/CFI. The advanced notice communicates to the impacted MCO that it may be assuming responsibility for the coordination and cost of care for the applicant.
- *Conversion Notification* – This project will provide a special enrollment notice to clients who are already open for CFI and enrolled with an MCO. The notice will advise clients who are currently receiving CFI services via fee-for-service and medical care from their MCO that their full spectrum of care will be provided by their chosen MCO; therefore, the clients should evaluate and choose the MCO that best reflects and covers their care and service needs. In addition, change windows will be created for these clients to select an MCO.
- *Conversion of MCO Clients Already Approved for CFI* – This project establishes a new process to end open service authorizations for fee-for-service clients who transition to Managed LTSS. This is currently expected to be a mass conversion for the entire population at a pre-set time (possibly 90 or 120 days from the MLTSS core implementation date of July 1, 2019). During the period of time between July 1, 2019 and the mass conversion date, the MCOs will establish care plans and clients will continue to be covered under the fee-for-service delivery model.
- *Auto Enrollment Modification for Nursing Facility (NF) Clients* – This project will modify the self-selection process to prevent individuals from selecting an MCO when their provider is not in-network. Additionally, the auto enrollment process will be adjusted to prevent automatically assigning an MCO to an individual when his/her provider is not in-network for that MCO. The system will allow designated profiles to enroll an individual in an MCO regardless of whether their provider is in network.
- *MLTSS Closures and Workflows* – This project auto-closes service authorizations when a client transitions from fee-for-service to Managed Care. When an individual's service authorizations are closed, the system will generate a letter to the case management

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agency (CMA) and the client. Additionally, the project modifies the LTSS dashboard and workflow to accommodate CFI clients with and without Managed Care.

- *New HEIGHTS Project Management Office (PMO) Support* - The added complexities of managing multiple MLTSS project threads in addition to infrastructure and service modernization initiatives will require additional project management infrastructure and support. The vendor will provide a dedicated functional support specialist throughout the duration of the MLTSS engagement.

#### 2.1.9 Specified Closing/Denial Reasons

This project will provide more specific closing and denial reasons and display them more prominently within the system. By adding this information, DHHS workers will be able to see the reason for the eligibility outcome, validate accuracy, and notify the client if any further action is required. The new information will also provide additional detail which can be used for reporting to build a better understanding of eligibility determination process outcomes.

#### 2.1.10 Verification Checklist Enhancements

The verification checklist is the inventory of proofs and supporting documentation clients must provide to gain, retain, and manage eligibility and services. This project will enhance the verification checklist so that a comprehensive list of outstanding documents is displayed every time the screen is opened and statuses are added to help track document receipt. By allowing clients to view the status of documents received/processed and outstanding, they will be empowered to proactively manage the documentation that is required. Additionally, this project will enable caseworkers to enter document-specific comments for each pending or submitted verification document.

In addition to maintaining an inventory of outstanding verifications in NH EASY, case workers will also have access to this information through New HEIGHTS making it more efficient to respond to client inquiries at DOs or through the Customer Service Center.

#### 2.1.11 Granite Advantage Work and Community Engagement Requirement

This project will implement the New HEIGHTS changes to support the Granite Advantage Healthcare Program once the program is approved. New HEIGHTS will manage program exemptions, good cause, activity tracking, compliance management, reporting, and communication.

*No general funds are being used to fund this initiative.*

##### 2.1.11.1 Digital Information Campaign

The goal of the Digital Information Campaign is to provide individuals & community partners the tools and knowledge they need to understand and participate in the Granite Advantage Healthcare Program. The content will be designed to educate current and potential participants, as well as community partners. This includes information such as: who must participate, how to participate, requirements, and timelines relevant to participation. The content will be delivered interactively guiding individuals through a pre-screening to help them understand their status and participation requirements. A step-by-step walkthrough to instruct individuals on how to

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track time for different types of activities, how to request exemptions, and how to request good cause will be presented using dynamic multi-media content.

**2.1.11.2 Eligibility Status Determination and Initial Implementation**

The Eligibility Status Determination and Initial Implementation consists of updates to the eligibility process, the conversion process for individuals currently receiving expanded Medicaid, and the letters and notices needed for the initial implementations. The eligibility process will be updated to determine an individual's status in the Granite Advantage Healthcare Program. Based on the information that has been gathered through eligibility, an individual will programmatically be set as Exempt, Deemed to Satisfy, or Mandatory. The second component is the conversion process for individuals who are currently in the expanded Medicaid program to the appropriate status. Once determined, an individual's status information will be accessible through the Customer Service Dashboard and Granite Advantage participation management screens in New HEIGHTS.

The notice and letters consists of updates to the existing Notice of Decision, which will be updated to include the participant's community engagement status, as well as a new Open/Status letter which will be specific to the participant's status. The Open/Status letter will provide the individual with information on how to request an exemption if applicable and will contain participation and compliance requirements based on the participants status.

**2.1.11.3 Activity Tracking through New HEIGHTS and Document Imaging/OCR**

Activity tracking through New HEIGHTS includes new functionality and modules, from creation, and IVR system updates, and OCR updates to track and manage individual's participation in the Granite Advantage Initiative. A new module will be created to provide the ability to search for individual participants; manage exemptions, good cause, and activities; and view a high-level dashboard of all participants. Batch processes will be added to monitor individual's status, as well as calculate monthly activity hours and determine compliance for Mandatory individuals. New OCR forms will be added to enable individuals to request exemptions, good cause, and track activities. In addition, the New HEIGHTS IVR web service will be enhanced to send the new forms when initiated by clients through the IVR phone system.

The Document Imaging/OCR will include an upgrade to the current OCR software using software procured by the State, web service development for OCR, and enhancements to the current processes for attachments, scanning, indexing, and the document inbox. The OCR functionality will allow participants to request exemptions, good cause, and track activities by completing the OCR forms. These forms will be scanned in, processed and auto-indexed to eliminate the need for manual intervention when validations are successful. Errors will be managed by updating the current mystery mail process to queue forms which are not successfully processed by the OCR solution.

**2.1.11.4 Activity Tracking through NH EASY**

Activity tracking through NH EASY includes new functionality to allow participants in the Granite Advantage Healthcare Program to self-manage. Through responsive design, individuals will be



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able to view their participation summary, request exemptions and good cause, and track activities through a PC, tablet, or mobile device. Document upload through NH EASY will be auto-indexed, minimizing the need for manual intervention. This deliverable also includes functionality to allow those administering the Granite Workforce Pilot to access individual's information through NH EASY.

**2.1.11.5 Federal/State Reporting & QC Sampling**

The Federal/State Reporting & quality control (QC) Sampling consists of two components: reports and a Quality Control (QC) sampling process. The QC sample process will allow workers to randomly sample participant cases for auditing purposes. This includes a new module to programmatically select the sample population, and manage the sampling processes. Reporting requirements will be determined by both State & Federal and will include, but are not limited to:

- Number and percentage of individuals required to report each month
- Number and percentage of beneficiaries who are exempt from the community engagement requirement.
- Number and percentage of beneficiaries requesting good cause exemptions from reporting requirements
- Number and percentage of beneficiaries who requested reasonable accommodations
- Number and percentage of beneficiaries dis-enrolled for failing to comply with community engagement requirements
- Number and percentage of community engagement appeal requests from beneficiaries
- Number and percentage of applications made in-person, via phone, via mail and electronically

**2.1.11.6 Suspension & Re-Application**

The Suspension & Re-Application process includes the functionality needed to manage a participant once they become non-compliant. The process will track the participant's deficit hours, manage the cure process, administer suspension, and un-suspension (including communicating the participant's status with MMIS), and disenrollment. Notices included in this deliverable will pertain to noncompliance, suspension, cure, and disenrollment.

**2.3.12 Enhanced Document Imaging and Content Management**

This project will create the platform to allow the capture and storage of paper records associated with children entering the DHHS ecosystem for the purposes of both Medicaid and child welfare administration using an enterprise scanning and content management system. The Document Imaging and Workflow project will position DHHS to expand the utilization of the Department's enterprise Kofax document capture, OnBase content management, and New HEIGHTS workflow management capabilities to deploy an electronic document imaging and workflow solution for the Division of Children, Youth, & Families (DCYF).

The scope of work will include the following core capabilities:

- Document taxonomy definition

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- Kofax scanning and indexing configuration
- DCYF caseworker document upload
- Export from Kofax to OnBase
- Retrieval from OnBase using the query block API
- Data Access and Workflow using the New HEIGHTS framework
- NH Bridges API Integration

This project will be subdivided into three phases:

- **Analysis Phase** – The current paper based case folders and workflow will be assessed to define the "as is" baseline.
- **Strategy Phase** – The digital strategy will define the "to be" approach for capturing documents, managing workflow, and accessing electronic case records based on industry best practice and collaborative input from DCYF case workers and supervisors.
- **Execution Phase** – The execution phase will include a production pilot followed by a statewide release of the agreed on "to be" model to manage risk and culture transformation.

**2.3.12.1 Analysis Phase**

Analysis phase will include assessment of current paper based case folders and workflows. The scope of services to be provided includes:

- **Analyze case folder structure** – Collect and analyze a sampling of case files across cases statuses and DCYF facilities to build a profile of the overall organization and structure of case folders.
- **Inventory document types** – Develop a preliminary taxonomy of document types captured in DCYF case folders with associated high-level attributes (document provider, document recipient, point of receipt, privacy/confidentiality, page count, etc.)
- **Define "as-is" workflow** – Develop high level workflows including actors, channels of communication, documents utilized and processes completed

**2.3.12.2 Strategy Phase**

The digital strategy will define the "to be" approach for capturing documents, managing workflow, and accessing electronic case records based on industry best practice and collaborative input from DCYF case workers and supervisors. The scope of services to be provided includes:

- **Define "to-be" workflow** – Utilize "as is" outputs including pain points and opportunities to develop the future state workflow including the time of document capture, the location of capture, the distribution of work, and priority of work.

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- *Define Technical Architecture* – Assess opportunities to leverage existing assets and define the architecture that will meet the business needs.
- *Establish document taxonomy* – Utilize the codification of case records and target workflow to assess the appropriate granularity of metadata capture and document taxonomy assignment for documents. For required metadata determine which document or workflow attributes can be calculated systematically and which must be manually assigned during the indexing phase.
- *Management and oversight* – Define reporting requirements to capture operational metrics and provide transparency of work completed and pending for enhanced oversight and management.
- *Define Conversion Strategy* – Collaborate with DCYF and DoIT staff to determine a conversion strategy that is incremental and designed to moderate the impact on staff.

**2.1.12.3 Execution Phase**

The following activities to be performed during the execution phase include:

- *Design* – Solution design including screen illustrations, logic definitions, reports, and other required design artifacts for the change control document (CCD).
- *Develop* – Develop the solution including Kofax configuration, workflow using the New HEIGHTS framework, and APIs to integrate with OnBase and the NH Bridges database including the technical specifications and knowledge transfer to the DHHS and DoIT staff.
- *Unit/SIT* – Complete unit and systems integration testing of the development work products.
- *UAT* – Support user acceptance testing to be completed by DCYF and DoIT staff.
- *Production Pilot* – Provide one on-site production pilot support resource to support training, defect tracking, and backlog capture for future releases.
- *Post Production Support* – Provide conversion, technical support, and defect resolution.

**2.1.12.4 Core Capabilities**

The baseline system features which will be refined, and augmented within the constraints of project budget based on the strategy results, and design activities will include:

- *Document taxonomy definition*
  - Establishment of the initial document taxonomy including document categories, identifiers, and alias values using the current batch class
- *Kofax scanning and indexing configuration*

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- Document scanning using the existing default batch class and the DCYF agency code
- Coversheet processing or equivalent for pre-index metadata assignment
- Local (District Office) and central scanning (Central Scan Unit) using Kofax Capture
- **DCYF caseworker document upload**
  - Case worker manual electronic upload of documents/images from desktop
  - API for automated export from Bridges through Kofax into OnBase for documents generated by Bridges for inclusion in the case folder
- **Export from Kofax to OnBase and Bridges**
  - Export of documents/images to OnBase
  - Export of metadata (taxonomy, document ID, etc.) to Bridges Oracle database
- **Retrieval from OnBase using the query block API**
  - OnBase query block API to access images/document based on metadata stored in Bridges
  - Index metadata stored and maintained in Bridges
- **Document Access Workflow using the New HEIGHTS framework**
  - Coversheet generation for barcoded document scanning
  - Document taxonomy for maintenance of the taxonomy
  - Document inbox for workflow management
  - Document search for cross case access
  - eFolder for case based access
  - Batch tracking for management of the document lifecycle
  - Re-index for modification of document metadata subsequent to initial indexing
  - Audit trail for logging access to documents
  - Document upload allowing case workers to manually add electronic documents into OnBase
- **Bridges API Integration**
  - Bridges database services using JDBC or equivalent API to support usage of data stored in the Oracle database
  - Bridges API integration for export of documents generated by Bridges into OnBase

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- o Bridges API to support re-use of roles-based security table in Bridges to manage document and metadata access based on privilege

#### 2.1.13 Intake and Assessment Workflow

The vendor will utilize the New HEIGHTS enterprise assets to develop the intake and assessment modules supporting Title IV-E replacing the aging PowerBuilder modules that support intake and assessment. The intake and assessment functionality will be based on the existing application and requirements captured through Joint Application Design (JAD) sessions. The JAD sessions will be designed to elicit requirements to enhance workflow, management transparency, ease of use for case workers, overall user experience, and the underlying business and technical architecture. Inputs to the JAD sessions will include the "as is" functionality, DCYF requirements, Federal requirements, and recommendations from DoIT and vendor staff. The JAD inputs will be reviewed and evaluated to build DCYF stakeholder requirements consensus.

The JAD results will be used to develop design specifications captured in the Requirement/Design Documentation. The modernized intake and assessment will be the functional equivalent of the current system intake and assessment modules with enhancements prioritized through the JAD process within the constraints of the project budget.

The intake and assessment architecture and framework will extend usage of the New HEIGHTS enterprise assets. The user interface (UI) will be developed using responsive web design to offer DCYF staff browser-based access designed for a desktop UI and a mobile (or tablet) UI. The functions that will be provided through a mobile (or tablet) device will include online features commonly performed remotely by DCYF staff. The responsive design will provide device flexibility for DCYF staff working remotely with internet access.

The migration of functionality to the new framework will utilize the existing NH Bridges Oracle database and retain the required table structures to support continuity of downstream functions remaining in the existing Bridges framework.

The scope of NH Bridges screens to be replaced will be equivalent in scope to the Inventory provided below. The final functional requirements will be jointly agreed upon during the requirements and design phase. During the requirements and design phase, the State and Vendor staff will work collaboratively to refine the scope of work based on the constraints of the vendor resources as defined in the Statement of Work and the DoIT and DCYF staff allocated to support the project. The screen inventory is provided to approximate the scope of work to be performed. The design activities will include business process modifications to workflow. As a result, the new system will not represent a "one to one" migration of the current screens. Screens may be consolidated, split, and adjusted based on the requirement and design outcomes.

- Abuse/Neglect Information
- Add Client
- Approval/Request

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- Assessment Closure
- Assessment Extension
- Assessment Findings
- Assessment Findings - Prior Reports
- Assessment Notes
- Assign/Transfer
- Associated Referrals/Case
- Case Connection
- Central Registry Information
- Central Registry List
- Central Registry Search Results
- Client - Medical Information
- Client Demographics
- Client Details
- Client Information
- Client Medical/Psychological
- Client Search Results
- Collateral Information - Main
- Collateral Information - Response
- Collateral Search
- Collateral Search Results
- Contact Detail
- Contact screen
- Document Tracking
- Email Address
- General Referral
- Golden Record Details
- Injury Location Selection
- Law Enforcement
- MCI Address
- MCI Details
- MCI Notification Details
- MCI Search
- Medical Information
- NDA
- Override
- Participants
- Race/Ethnicity Information
- Referral Acceptance

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- Referral Narrative
- Relationships
- Screen-in
- Select Contact Participants
- Select Perpetrator
- USPS Zip code lookup webpage
- Worker Search
- 24H Safety Assessment
- Calendar
- Households
- In Home Risk Review
- Intake Disposition Rollback
- Intake Rollback Confirmation
- NHIA Printing
- Print Workload
- Risk Assessment
- Safety Review
- Strengths and Needs Assessment

**2.2 NH EASY Self-Service Enhancements**

The projects in this category will focus on improving the self-service functionality currently existing in NH EASY in order to allow clients to more easily view additional information, apply for services, and interact with DHHS.

**2.2.1 Fraud Prevention Using Behavioral Prompts in Self-Service**

Behavioral research in the public sector suggests that positive behavior for clients can be encouraged through the use of policy and procedural "nudges". The goal of the "nudges" is to improve and encourage positive behavior by making small changes to when or how questions are presented, what information is displayed, and the order of steps in a process. These small changes can lead to large positive results, saving state agencies money and improving desired outcomes.

Based on this research and the results seen in other states such as New Mexico, DHHS will be using "nudges" to help prevent fraud. Specifically, a carefully worded personal attestation will be added to the eligibility determination process and the language around eligibility requirements and expectations will be reviewed for clarity and simplicity. DHHS will review and refine application language such that it meets the legal requirements and also helps discourage fraud and submission of false information. These updates will not only help clients make the right decisions but also may reduce fraud over time, saving valuable resources for DHHS.

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**2.2.2 Home Care - Children with Severe Disabilities (HCCSD) Application to NH EASY**  
This project will modify the application process in NH EASY adding an application type tailored for parents or guardians applying for HCCSD on behalf of their children. The navigation driver flow and data entry collection will be designed specifically for the HCCSD program. By developing an online application process specific to the needs of this group, parents will not have to submit manual application. This provides more efficient tools to complete the process and to disclose unique data gathering required for HCCSD applicants based on program policy.

**2.3 Enterprise Business Intelligence (EBI)**

This project is subdivided into three categories: Enterprise Data Warehouse (EDW) architecture refresh - platform, EDW architecture refresh - reporting, and data mart extension. The EDW architecture refresh projects will enable DHHS to meet current business needs and support the migration of hosting to the cloud for improved platform security, stability, and cost of operations. The data mart extension project will extend the available program data stored in the EDW for improved reporting.

**2.3.1 Enterprise Business Intelligence-Platform Scope of Work**

The implementation of the SOTI Enterprise Business Intelligence (EBI) platform will include the deployment of the refactored architecture on an independent cloud platform with resources allocated across the following tasks:

- *Software (SW)/Cloud Configuration Recommendations<sup>1</sup>* - Collaboration with the DHHS and DoIT team to recommend the cloud hosting criteria and software specifications and recommendations for an ETL and business intelligence analytics tooling (Qlik, Tableau, and/or Cognos<sup>2</sup>), and Oracle database shing specifications.
- *Platform Installation* - Installation and configuration of the cloud-hosted platform to support business intelligence visualization, extraction, transform, and load (ETL) capability and Oracle database.
- *Medicaid Claims Data Transform and Load<sup>3</sup>* - Requirements, design, and implementation of a Medicaid claims schema along with the implementation of the transform and load into the EBI. The schema will be limited to a basic Fee-For-Service claims history. During the requirement phase, DHHS will prioritize the data elements and schema structure requirements based on the LTSS and broader Medicaid reporting within the constraints of project budget.
- *MCI Integration* - Integration of the data from the MCI into the EBI platform for cross-program analysis including the extraction and load of the MCI data into the EBI at pre-defined frequency into an MCI schema designed to support analytics with a persisted golden record

<sup>1</sup> The procurement of platform infrastructure, hardware, and software will be completed by DHHS.

<sup>2</sup> If Cognos is the selected BI tool, the scope of configuration will be limited to functions comparable to Qlik/Tableau and will not include the development of Cognos Cubes, Adhoc packages, or other similar pre-packaging of data.

<sup>3</sup> Extraction of Medicaid data to be completed by DHHS.



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and associated keys for each of the subscribing MO systems (New HEIGHTS, NH Bridges and NECSES).

- *Current EDW Schema Replication* – The new EBI platform will be configured to replicate a sub-set of the current EDW schemas and ODS data stores based on DHHS's requirements. The selected datasets will be replicated as is from the existing EDW utilizing the existing Oracle database structure using the EDW as the source system.<sup>4</sup> The single frequency of data replication from the existing EDW will be jointly agreed upon by the vendor, DHHS and DoIT.
- *Security* – The vendor will support requirements, design specifications, build support, and validation of the EBI platform security posture in collaboration with the DHHS Information Security Officer (ISO) and DoIT.
- *Training* – Training will be comprised of three activities to support knowledge transfer and utilization of the EBI:
  - Embedded participation and training of up to (2) DHHS and/or OoIT team members in the installation and configuration of each of the primary platform components (ETL, business intelligence analytics tooling, and database) and the opportunity to participate hands on the execution of the scope of work to support knowledge transfer and on-the-job learning. As part of this training new design and process documentation for the new ETL being developed for moving data from the existing EDW and for loading Medicaid claims will be used to support the users being trained but no new documentation will be created related to schema's and processes that exists in the current EDW and are being replicated in the new platform.
  - Train the trainer facilitated knowledge transfer for up to four (4) business intelligence analytics tool power users who will be using the new BI tooling and serve as evangelists and trainers for other DHHS and DoIT staff. As part of this training a combination of existing documentation on the BI tools being leveraged and new high level materials specific to the BI tooling being implemented for DHHS will be leveraged.
  - Facilitated training for up to twenty (20) DHHS/DoIT power users to utilize the new business intelligence analytics tooling to be completed in collaboration with the DHHS/DoIT train the trainer and embedded development participants. The documentation used / created for train the trainer sessions will be leveraged to support this training activity.
  - Facilitated training for up to forty (40) end-users (business users) to utilize the new business intelligence analytics tooling to be completed in collaboration with the DHHS/DoIT-train-the-trainer and embedded development participants. New training materials specific to the business usage of the BI tooling will be created and used for this training.

<sup>4</sup> DHHS will continue to maintain the current EDW and associated source system extracts in order to support the EDW as the source system for replicated datasets to be included in the new EBI platform.

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- **Post Implementation Support** – To facilitate operational stability, knowledge transfer, and refinement of new EBI platform the vendor will provide support services up to the hour's allocation defined section 2.10 Milestones exhibit.

### **2.3.2 Enterprise Business Intelligence Reporting Scope of Work**

#### **2.3.2.1 DHHS Dashboard(s)**

This project will support the development of oversight and monitoring dashboards. The JAD sessions will be used to define the dashboards that will be most impactful for DHHS. Estimates will be established as part of JAD activities for each dashboard under consideration, including the provisioning of the requisite data in the EBI system. The final dashboards scope will be based on Department priorities within the constraints of the project budget (hours) allocated to dashboards. The sections below provide additional details on sample dashboards that will be considered as potential priorities during the JAD process.

##### **2.3.2.1.1 DHHS Executive Dashboard Samples**

The current DHHS executive reporting (dashboard) utilizes a series of independent data aggregation processes and manual compilation task to prepare reporting for the legislature and other stakeholders. These processes could be enhanced using the EBI platform. The data aggregation could be automated improving data accuracy and efficiency of aggregation. Executive dashboards visualization could be enhanced to improve the presentation of information to DHHS executives, legislators, and other external stakeholders.

##### **2.3.2.1.2 LTSS Dashboard Samples**

LTSS business intelligence reporting dashboard options would utilize data being loaded into the EBI from the existing EDW, the New HEIGHTS system, and basic claims data from the MMIS. This new BI tooling would provide the capability to support the monitoring of quality measures for core performance areas, including:

- **Program Oversight** – Measurement of overall program balance between home and community based care (HCBC) and Nursing Facilities (NF); participant usage of scheduled services; provider network composition and adequacy; and factors contributing to client institutionalization; and overall program participant experience.
- **LTSS Population Health** – Measures such as: general population health statistics; unmet consumer needs; overlap between substance abuse and LTSS, high risk program participants, and factors impacting their well-being; and patient care coordination and service delivery.

##### **2.3.2.1.3 Substance Use Disorder (SUD) Dashboard Samples**

SUD-dashboard would support the states goals of understanding and controlling Substance Use Disorder (SUD) providing core metrics related to SUD treatment and SUD prevention.

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- **Key Performance Indicators** – Measures such as: people enrolled in opioid/SUD treatment programs; drug overdose deaths; ER visits due to overdose; and retention rates for individuals in medication assisted treatment including benchmarks against the national averages.
- **Coordinated Service Delivery** – Correlations of service delivery (such as Medicaid, Foster Care, and Incarceration) enable the State to evaluate measures such as: children removed from a home impacted by addiction; child abuse/neglect impacted by addiction; individuals in SUD program who are re-admits; and individuals in SUD program correlated with incarceration and pregnancy data.

**2.2.2.2 Division of Client Services (DCS) Dashboard**

This project will replace the New HEIGHTS Access Front End used by end-users to filter and retrieve selected reports. The new business intelligence application will provide for secure access to generate the equivalent information based on pre-defined parameters using the most appropriate combination of enterprise architecture components, including the New HEIGHTS online reporting catalog, Jasper, and the new EBI reporting suite (visualization tooling).

**2.3.3 Data Mart Extension**

The EDW will be updated to include additional New HEIGHTS data across the following three categories:

- **Financial Information** – The EDW currently only stores MAGI budgets. As part of this project the information for all assistance category budgets (such as cash, food stamps, Medicaid and the like) will be transferred and stored in the EDW.
- **Long Term Care** – Limited Long Term Care data managed through New HEIGHTS is stored in the EDW. DHHS analysis and management of LTSS services has been identified as a key priority. Key LTSS information, including services plans, eligibility dates, and assessment information will begin to be stored in the EDW to support the LTSS analytics reporting described in section 2.2.2.2 LTSS Dashboard above.
- **Case and Individual Information** – Currently, the EDW only stores a limited amount of case and individual information. As part of this project, additional case and individual information identified will be added extending the range of data available for BI analysis.

The EDW data for New HEIGHTS will be replicated in the new EBI platform.

**2.4 Legacy Platform Modernization**

These projects will modernize New HEIGHTS and NH EASY legacy components for deployment on a Linux operating system using a Service Oriented Architecture and the analysis required to evaluate migration to a cloud platform.

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**2.4.1 Application Migration to Host on Linux OS**

The following sub-projects are required to migrate application components of New HEIGHTS and NH EASY applications from z/OS to the Linux platform. After implementation of these projects, the entire application, with the exception of the database, will be hosted on the Redhat Linux operating system and will be primed to migrate to an open server class or cloud hosting platform.

**2.4.1.1 Online Application Migration**

This initiative will entail transitioning online application components from the z/OS platform to the Linux-based operating system. The table below includes an inventory of the online applications which currently run using the WebSphere framework. For each of the applications, the underlying hooks into the web server will be modified to open standards; the core application logic and business functions have already been developed using Java industry-based standards and will not require major modification.

Application	Description
New HEIGHTS Web Application	This application supports the user interface utilized by New Hampshire's case workers. This includes 1,200+ screens, all of which have been converted from legacy PowerBuilder to JavaServer Faces (JSF)/Primefaces pages.
New HEIGHTS Kiosk	The kiosk application is used by customers to "check-in" at district offices.
FFM Inbound & Outbound	The FFM Inbound application allows the FFM to invoke services hosted within the New HEIGHTS application (such as the Medicaid Eligibility Check service). The Outbound application allows for New HEIGHTS to call services hosted within the Marketplace.
NH EASY Gateway & Core Applications	NH EASY is DHHS's interactive portal for client self-service and digital collaboration with providers and other stakeholders. The portal supports education and awareness, screening for eligibility, application, case management, medical eligibility, prior authorization of services, find a form, find a benefit, DCYF foster care applications and other similar capabilities.
New HEIGHTS Business & Persistence (RPC) Applications	The New HEIGHTS RPC layer contains the bulk of the code that controls how the application functions. This layer combines a number of applications that are maintained and deployed separately via a split-application model. The applications are as follows: <ul style="list-style-type: none"> <li>• Benefits Application</li> <li>• Caseload Tools Application</li> <li>• Core Application</li> <li>• Data Entry Application</li> <li>• Eligibility Application</li> <li>• External Application</li> <li>• Maintenance Application</li> <li>• Reporting Application</li> <li>• Work Programs Application</li> </ul>

Application/Module	Programs	Lines of Code	Current Framework	Target Framework
Application Entry	Java (WAS)	320,679	Java (WAS)	Java (JSR-352)
XML Bridges Interface	COBOL	89,771	COBOL	COBOL Wrapping
Benefit Issuance	COBOL	182,716	COBOL	COBOL Wrapping
Benefit Recovery	COBOL	189,546	COBOL	COBOL Wrapping
Calendar Management	COBOL	232,740	COBOL	Java (JSR-352)
Client Notices	Java (WAS), COBOL	296,372	Java (WAS), COBOL	Java (JSR-352), MP Extream
Client Registration	Java (WAS)	62,239	Java (WAS)	Java (JSR-352)
Client Scheduling	Java (WAS)	40,004	Java (WAS)	Java (JSR-352)
Document Imaging	Java (WAS)	37,430	Java (WAS)	Java (JSR-352)
Data Exchange	COBOL	143,695	COBOL	COBOL Wrapping
Eligibility	COBOL Rules	980,693	COBOL Rules	Java (JSR-352), Rules
NH EASY	Java (WAS)	34,026	Java (WAS)	Java (JSR-352)
Historic Maintenance	COBOL	54,194	COBOL	Java (JSR-352)

2.4.1.2 Batch Application Migration

This project will migrate the New HEIGHTS Java programs to use JSR-352 standards so that these programs can be executed on Linux. The remaining COBOL programs not scheduled for migration to Java will be managed using a wrapper process allowing them to be executable via the Linux platform.

The table below includes an inventory of all the batch programs grouped by subsystem with metrics, current framework, and target framework. Components currently deployed using Java on the WebSphere Application Server framework will be migrated to provide for operating system portability. The remaining COBOL components will be migrated to the MicroFocus Enterprise Server for Linux.

Application	Description
New HEIGHTS MidSoft Applications Rules Engine	New HEIGHTS uses an Enterprise Service Bus (ESB), MidSoft, as a means of interacting with external entities. The IBM Operational Decision Manager (ODM) rules engine is the backbone of the New HEIGHTS eligibility system. It contains a set of conditions that determine a household's benefits for a variety of different programs, such as Medicaid, Food Stamp, and Cash Assistance. The Kotix application provides scanning and indexing capabilities for our ECM solution.
Kotix Application	

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Application / Module	Programs	Lines of Code	Current Framework	Target Framework
NECSES Interface	13	32,754	COBOL	Cobol Wrapping
Mass Change	22	57,441	COBOL	Java (JSR-352)
MMIS Interface	37	216,167	COBOL	Cobol Wrapping
Periodic Reporting	12	21,228	COBOL	Java (JSR-352)
Quality Control	21	49,908	Java (WAS)	Java (JSR-352)
Reporting	134	521,986	Java (WAS)	Java (JSR-352)
Reference Tables	11	39,551	Java (WAS)	Java (JSR-352)
Security Maintenance	4	7,139	Java (WAS)	Java (JSR-352)
Work Programs	83	209,044	COBOL	Java (JSR-352)

In addition to the application code base migration, the following sub-categories of work will be performed to support migration to Linux:

- Batch and Online Utilities Migration** – The utilities identified below currently operate only on the legacy z/OS platform. The migration to a Linux-based operating server requires de-coupling these utilities from the native functions and replacing them with either inherent native functions of the Linux platform, open source COTS products, or Java functions that perform the same tasks. The referenced utilities to be converted are detailed in the table below. Each of the objects represents a current function that utilizes technology specific to z/OS which will be ported to an equivalent Linux compatible utility.

Application / Utility	# of Objects	Description
SORT Utility	1,279	DFSORT is IBM's sort, merge, copy, analysis, and reporting product for z/OS. The utility along with ICETOOL (a tool powered by SORT) are used extensively by the New HEIGHTS batch application.
Ad-hoc Query	459	Day-to-day business often requires execution of approved ad hoc SQL queries directly against the database to provide data for a variety of impact analysis reviews, including highlighting program inefficiencies, identifying impacted client information, etc. In any given day, the batch application is configured to run up to 20 different requests.
REXX	150	The REstructured eXtended eXecutor language, or REXX language, is a versatile, easy-to-use, structured z/OS programming language that can perform various administrative and configuration management activities.

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File Transfer	267	Many New HEIGHTS batch programs involve transmitting files to and from internal and external entities. New HEIGHTS uses SFTP, FTPS, and TIBCO products to transfer files securely between New HEIGHTS and various other agencies, such as CMS, FNS, and SSA. This functionality will be moved to the MuleSoft ESB to standardize file transfer protocols.
150 Other Utility Jobs	3475	These are other utility jobs that the New HEIGHTS batch application uses to perform many other miscellaneous functions.

- *Job Scheduler & Batch Jobs Migration* – Batch jobs and their associated steps are currently managed using legacy JCL (Job Control Language), PROC (Procedure), and Control Cards. This project will convert all the jobs using a COBS job scheduler product and Java/UNIX control functions for Unix. There are 2,547 jobs with 4,696 job steps for which this conversion will need to be performed.
- *Data File Migration & Archival/Retention Process* – This project will include migration of MVS data files currently stored in EBCDIC format. Notices, reports, log files, and source code will be migrated via an ASCII format to the Unix platform. In addition to supporting the data file versioning mechanism, a retention and archival process will be developed for the new environment. The table below includes the types of data files that will need to be migrated.

Type of Data File	# of Files	Description
MVS Datasets	108,201	These are traditional mainframe-based files in which data is stored in EBCDIC format.
Jasper Reports	4,973	Jasper has three components: CSV, PDF, and Jasper script files.
PDF Reports	393,839	COBOL jobs are currently creating reports in PDF format.
Notices & Letters	8.9 million	All the notices and letters are converted to PDFs and stored on a z/OS Unix file system.
Documents	4.2 million	New HEIGHTS stores all the verification documents in an OnBase repository for historical reference. Additionally, a copy of all the permanent documents, as well as any documents received within the last year is kept in the local repository.
Log files	Varies	All applications in New HEIGHTS will create logs depending on the log-level specified for each application in each environment.

- *User, Application & Server Security* – This project will replace zOS RACF used to secure the servers, application connections, and user logins with a non-z/OS solution. This will include the extension of the IBM IdM functionality. Additionally, the Experian self-service validation services will continue to be executed and hosted on the Linux platform.

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**2.4.1.3 Database Migration to Linux Platform**

The final phase of this initiative includes migration of the existing DB2 database on z/OS and its associated components to UDB, removing the z/OS relational database hosting dependency. New HEIGHTS currently has approximately 2,000 DB2 tables with 1.25 terabytes of data. DB2 for z/OS is highly coupled with the mainframe system and this project will de-couple the database and operating system.

The migration will consist of the following steps:

- **Database Migration** – This project will move the data from the current DB2 instances to the new platform. The database corresponding to each application will be moved separately to minimize downtime and risk. The table below illustrates the list of database schemas and associated applications to be migrated to the Linux platform.

Application	Tables	Size (GB)	Database Details
NH EASY	261	12	NH EASY uses more than 260 tables to store data. Some of these tables have CLOB columns, which require special attention while migrating the data.
New HEIGHTS	749	1106	New HEIGHTS is comprised of 749 tables with record counts ranging from a few thousand rows to over 100 million rows in a table. Large tables will be divided into partitions so that the data extraction and conversion will be manageable.
New HEIGHTS Archival	90	108	The archival database consists of 90 application tables in which data is stored in a compressed format. The migration tool should be capable of decompressing the data before extracting it from these tables to improve migration speed.
Master Data Management (MDM)	1000	10GB	The MDM application data has been stored in these tables.
Other Miscellaneous	16	12.8	Additional applications requiring migration include: FFM Inbound & Outbound, Kiosk, MuteSoft, Documents, and XML Reports.

- **Database Monitoring and Maintenance Process Configuration** – The current implementation uses a suite of Computer Associates DB2 tools to perform a variety of database administrative activities such as backups, recovery, space maintenance, reorganization, new development support, application performance tuning, etc. With the migration to the new platform, these processes will need to be developed and configured either by acquiring new tools or through custom development.



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- **Performance Testing & Tuning** - The migration process will include performance benchmarks for key functions and features (e.g., mass change) to validate framework and component-specific performance. This will include parallel benchmark analysis.

2.4.2 Study to Migrate New HEIGHTS to an Alternative Platform  
 This project will include a cost-benefit analysis to determine which potential migration option for the application hardware or platform offers the best value to DHHS. The assessment will include analysis of existing investments in infrastructure, estimated cost of migration, and estimated cost of operations.

- **Linux Platform** - This option leverages the State's existing New HEIGHTS platform operating on IBM hardware to host the New HEIGHTS application on Linux.
- **Virtual Machine Platform** - This option leverages the State's existing VM platform to host the New HEIGHTS application.
- **Public Cloud Platform** - Utilization of a public cloud is based on the standard cloud computing model, in which a service provider makes resources, such as applications and storage, available to the general public over the Internet. Amazon EC2, IBM's Blue Cloud, Sun Cloud, Google AppEngine, and Windows Azure are some of the well-known public cloud platforms available in the market.

• **Hybrid Cloud Platform** - Utilization of a hybrid cloud with a mix of on-premises and public cloud services with orchestration between the two platforms. This option allows an organization to reuse or keep some of the key services on-premises while taking advantage of the cloud architecture. For example, the Onbase document repository can continue to be used for documents storage and retrieval on premise with the core New HEIGHTS application hosted in the cloud.

2.4.3 NH EASY Application Modernization

The legacy components of NH EASY application will be migrated to the modernized NH EASY Gateway to Services platform. The migrated components will utilize the application architecture and User interface (UI)/User Experience (UX) standards of the Gateway to Services including responsive design, usability, navigation, and functionality standards. The modernization will include initial application for services, add a program, re-application, change reporting, and redeployment.

2.5 Strengthened Security Posture

The projects in this category will focus on additional security enhancements to further strengthen the security and privacy posture of DHHS and the New HEIGHTS.

2.5.1 Ongoing New HEIGHTS Application Vulnerability Assessments

As a compliance requirement from CMS MAR-12-0, these services extend the security testing for the new HEIGHTS environment through December 2018. The activities for this initiative include:

- Ongoing vulnerability management assessments and penetration testing

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- o Conduct three (3) monthly vulnerability scans of the NH EASY web application
- o Conduct three (3) monthly vulnerability scans of the New HEIGHTS web application
- o Conduct one (1) static scan of the full source code for New HEIGHTS and NH EASY
- o Conduct six (6) static scan of the delta source code for New HEIGHTS and NH EASY before each bi-monthly deployment
- o Conduct one (1) penetration testing of the New HEIGHTS environment

**2.5.2 Application Vulnerability Management (AVM) Program**

As a compliance requirement from OMS MARS-E 2.0, these services will assist DHHS in the development of an AVM program that can be leveraged by DHHS for applications handling Medicaid data. The activities for this initiative include:

- **Application catalog, scope, and plan**
  - o Document a project plan for AVM program development and review with stakeholders
  - o Conduct one (1) work session to understand the landscape and inventory of applications handling Medicaid data
  - o Conduct one (1) work session with DHHS stakeholders and obtain information on top 10 priority applications for DHHS
  - o Review the System Security Plan (SSP) (if available) for the identified priority applications to understand current application vulnerability management practices
  - o Conduct a survey for the identified priority applications to understand current application vulnerability management practices, where an SSP does not exist
- **AVM governance model**
  - o Develop a program charter, describing the applicability of the processes and the goals of the program
  - o Facilitate one work session to define governance model (i.e. centralized vs. federated vs. de-centralized) with DHHS and DoIT stakeholders.
  - o Document governance model, roles and responsibilities for the AVM program including a RACI matrix for parties involved
- **Application secure software development lifecycle (SSDLC) framework and tool rationalization**
  - o Develop a SSDLC framework to outline the applicable activities and where they fit within DHHS's SSDLC, addressing MARS-E 2.0 requirements
  - o Document SSDLC framework
  - o Identify requirements for different types of vulnerability scanning including code reviews, web application vulnerability scans and penetration testing
  - o Determine tools currently available for DHHS to perform AVM
  - o Identify additional tools (if required) to be procured by DHHS or DoIT
- **AVM operational processes**

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- o Develop operational procedures for conducting web application scanning and source code testing incorporating the following:
  - Suggested triggers for conducting vulnerability scanning (e.g., threats, new systems, periodic re-scanning, or regulatory requirements for continual scanning, etc.)
  - Suggested framework to categorize and prioritize vulnerabilities for remediation
- o Work with DHHS to document AVM scanning and monitoring frequencies for top 10 prioritized applications
- o Document risk review and acceptance processes
- o Document exception management processes
- Pilot and transition
  - o Conduct one (1) web application vulnerability scan for NECSES application or equivalent system.
  - o Conduct one (1) static scan of the full source code for NECSES application or equivalent system
  - o Document and share the results of the scan with the application team
  - o Develop a transition plan and conduct a knowledge transfer session to walk-through the steps involved in the AVM pilot with identified DHHS stakeholders
  - o Conduct one (1) training session for application developers on secure code development

**2.5.3 Improve Security Governance over Unstructured Data**

Datto will assist DHHS in improving their unstructured data management (UDM) processes by enhancing their UDM tool to integrate with various high-risk file shares, identify where sensitive data is stored through classification rules and remediate access issues associated with them to determine data is protected against misuse. The activities for this initiative include:

- UDM tool integration, configuration, and data discovery
  - o Facilitate one (1) work session with DHHS stakeholders and obtain information on up to three (3) high risk file shares to be integrated with DHHS/DoIT deployed incumbent UDM Tool (i.e. UDM tool procured and deployed by DHHS/DoIT)
  - o Provide assistance to DHHS in integrating their deployed incumbent UDM tool with up to three (3) high risk file shares
  - o Configure up to five (5) classification rules in the UDM tool based as follows:
    - Activate up to three (3) out of the box rules within the UDM tool
    - Create up to two (2) user defined rules (custom rules that are manually defined using keywords and regular expressions matching)
  - o Initiate discovery scans on the three (3) high risk file shares based on the five configured data classification rules
- Unstructured data risk remediation preparation and plan

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- o Initiate discovery scans on the three high risk file shares based on the five (5) configured data classification rules
- o Analyze discovery scan results to identify the following UDM risk factors:
  - Sensitive data folders and non-sensitive data folders
  - Sensitive data folders with open access through AD security groups (e.g., Everyone, Authenticated Users, Users and Domain Users)
  - Stale data folders
  - Unresolved security identifiers (SIDs)
  - Broken inheritance / Access Control Lists (ACLs)
  - Inconsistent permission
  - Direct user permissions
  - Orphan data
- o Perform event analysis to identify true positives (an actual match of sensitive information) and false positives (a match to the policy, but potentially not sensitive)
- o Develop suggested high-level actions for remediating true positives for items contained within fifty (50) parent folders (not to exceed 250 subfolders)
- o Conduct a workshop with DHHS stakeholders to review analysis results
- o Develop remediation procedure document to remediate issues identified.
- **Data Risk Remediation**
  - o Facilitate remediation activities on up to fifty (50) parent folders (not to exceed 250 subfolders):
    - Conduct one (1) business unit kickoff meeting associated with the in-scope parent folders and work with business unit leadership to identify data controllers / delegates
    - Review analysis and remediation procedures with data controllers / delegates
    - Obtain DHHS decisions and approvals on remediation plan including access management related decisions (e.g., access provisioning, de-provisioning and recertification)
    - Conduct a meeting to review decisions with user administrators to review the decisions
    - Coordinate data controllers / delegates activities to re-arrange in-scope folders such that parent folders are at level 2 or 3 of the folder structure hierarchy
    - Coordinate remediation activities to be performed by DHHS / DoIT / data controllers
    - Review remediation performed and re-run analysis to reconcile remediation
- **UDM roadmap and operating model**
  - o Develop a roadmap with a prioritized list of UDM activities to use the incumbent UDM tool for management of unstructured data

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- o Develop steady state operating model to define and document UDM workflows and operational roles and responsibilities
- UDM transition and knowledge transfer
  - o Conduct up to two (2) Train-the-trainer sessions (one technical integration and one operational) to transfer knowledge and transition UDM activities

**2.5.4 New HEIGHTS Privacy Program and Data Flow Mapping**

The collection, use, and storage of data, particularly personal information, and the threats of unauthorized disclosure of this data and MARS-E 2.0 privacy controls requirements necessitates the development of a privacy program to manage the information within the New HEIGHTS systems. To remediate the gaps identified during the MARS-E 2.0 assessment around privacy and data classification within the New HEIGHTS environment, this initiative expands upon the foundational data classification definition efforts to include high level (component level) data flow mapping for sensitive data within the New HEIGHTS ecosystem. The activities for this initiative include:

- Privacy policy
  - o Assist DHHS privacy office to create a draft privacy policy by performing the following activities:
    - Conduct up to two (2) workshops with DHHS stakeholders on topic details and policy audience
    - Facilitate discussion on items to be included in the privacy policy
    - Assist with documentation of initial draft policy
  - o Conduct alignment session(s) with relevant DHHS stakeholders for feedback and alignment
  - o Update draft policy based on feedback
- Data classification education
  - o Conduct qualitative interviews with up to five (5) DHHS business stakeholders to understand current awareness efforts associated with data classification and protection requirements
  - o Conduct up to two (2) workshops with the identified resources (up to five (5) representative stakeholders; e.g. developer, tester, database administrator etc.) to understand the various types of data utilized within the New HEIGHTS environment
  - o Develop survey to collect information related to awareness culture including participants understanding of challenges and improvement opportunities
  - o Distribute the survey to DHHS participants (up to fifty (50))
  - o Analyze results (based on submissions after 2 weeks from launch of survey) and develop a summary document with survey findings
  - o Conduct one (1) education session for above identified resources on the DHHS data classification scheme and review results of the survey
- Data flow mapping pilot - New HEIGHTS

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- o Identify the business processes and technical data entry points for the New HEIGHTS environment
- o Develop questionnaire to collect information on sensitive data flow including:
  - Point of entry and exit of sensitive data within the New HEIGHTS environment
  - Infrastructure components the data traverses
  - Component where sensitive data is stored
- o Conduct up to two (2) workshops with the identified resources to understand and document flow of sensitive data across New HEIGHTS
- o Develop the initial draft of the PII data flow map illustrating data collection, transfer, storage and destruction points
- o Review with applicable New HEIGHTS stakeholders for accuracy
- o Update the data flow maps based on feedback received
- Privacy Incidence response plan
  - o Develop a draft privacy incidence response plan based on:
    - The defined privacy policy
    - Understanding and leveraging existing DHHS and DoIT capabilities for security breach response
  - o Conduct a meeting to review with applicable DHHS and other State stakeholders for feedback and alignment
  - o Update the response plan based on feedback received
  - o Conduct an alignment session with stakeholders involved to educate them on the response procedures
- New HEIGHTS privacy impact assessment
  - o Conduct the annual privacy impact assessment (PIA) of New HEIGHTS as required by CMS (due before July 2018)
  - o Propose remediation recommendations for gaps identified during the assessment considering the following:
    - CMS requirements
    - Prioritization based on risk
  - o Work with DHHS Privacy Office to develop a roadmap for remediation

**2.5.5 Ongoing New HEIGHTS Risk and Compliance Management**

CMS MARS-E 2.0 requirements have several requirements that should be enforced on an ongoing basis. This initiative addresses the ongoing governance responsibilities for compliance. The activities for this initiative include:

- Risk and compliance management calendar
  - o Create a calendar of events to be performed for New HEIGHTS on a recurring basis per CMS MARS-E 2.0 DHHS and DoIT requirements
  - o Identify schedule and frequency of events

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- o Document roles and responsibilities of individuals / teams required to perform the activities
- o Identify documentation and reporting requirements with associated tasks/events
- o Conduct a working session to review compliance calendar with DHHS stakeholders and update based on feedback
- o Conduct a working session with DHHS stakeholders to walkthrough the compliance calendar and requirements
- o **Information security risk management coordination**
  - o Assist with the tracking, documentation and submission of Plan of Action and Milestones (POAM) documentation for New HEIGHTS to CMS
  - o Assist with orchestration and awareness required to facilitate stakeholder participation in the execution of the defined security initiatives
  - o Assist with preparation for meetings with federal agencies such as CMS for compliance-related activities
  - o Coordinate actions among DHHS and DoIT stakeholders
  - o Coordinate and plan meetings, provide quality control reviews, and check for alignment with scope for security documentation
  - o Track progress, risks and issues
  - o Coordinate audit responses, as well as other security-related ad-hoc requests
  - o Compile a weekly and monthly status report on the risk management activities performed
  - o Assist with identification and collection of existing DHHS security policies, procedures and standards
  - o Assist with development of DHHS security policy life cycle management processes (i.e. ownership assignment, creation, maintenance, and annual reviews)
  - o Suggest standardized format and file naming conventions for tracking DHHS security policies, procedures, and standards documents.

Provided coordination and support personnel will not make any management decisions for DHHS. Coordination and facilitation activities will be provided by an equivalent of one (1) FTE (average over a monthly period) for up to eight (8) months.

**2.5.6 New HEIGHTS Security Incident Response Plan**

A security incident response plan is essential to communicate the roles and responsibilities and activities for the individuals and groups responsible for responding to a cyber security incident. DHHS established a cyber incident response plan document in March 2016. The objective of this initiative is to review and socialize the current cyber incident response plan. The activities for this initiative include:

- o Review of the current DHHS cyber incident response plan
  - o Review existing incident response (IR) plan and supporting documentation

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- Facilitate up to two (2) working sessions with DHHS stakeholders to discuss the following aspects of the current IR plan:
  - IR roles and responsibilities including executive leadership involvement
  - IR framework and processes
  - IR escalation paths
  - IR communication procedures
  - IR Quick Reference Card(s) (QRC), tools and templates
- Identify suggested enhancements to the current IR plan based on feedback received in the work sessions
- Facilitate one IR plan walk through session with up to 8 DHHS stakeholders (Note: Current DHHS IR plan will be utilized to conduct the walk through session)



### 3 PROJECT MANAGEMENT PLAN

Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/issue status and tracking
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

#### 3.1 Activity 1 – Project/Contract Management and Support

##### 3.1.1 Task 1 – Perform Project Management Functions Requirements of Task

Throughout the execution of the project, the State's project management team (which is comprised of the New HEIGHTS Project Manager, Deputy Project Manager, Security Manager and core State staff and contracted Subject Matter Experts) will:

- Provide oversight for the activities conducted by the Contractor
- Provide review and approval of deliverables
- Help ensure the Contractor's access to critical State resources
- Facilitate ongoing status reporting and conduct periodic project reviews
- Serve as liaison to federal partner agencies, DHHS executive staff, systems external to New HEIGHTS, DoIT, and State regulatory agencies
- Procure hardware, software and infrastructure required to deliver the scope of work
- Manage the Technical Support Group (TSG) infrastructure services required to deliver the scope of work
- Conduct scope management in conjunction with the Contractor

The Contractor is generally responsible for managing the overall contract execution, including but not limited to:

- Financial management – producing bills/invoices
- Subcontractor management – managing subcontractors, contracts, and relationships
- Scope management in conjunction with State staff
- Delivery management in conjunction with State staff

##### Deliverables from Task

- Project tracking using the New HEIGHTS Jira workflow
- Issue and risk management

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- Resource time (effort) tracking/reporting using the FTE bank
- Producing and processing bills/invoices using standard procedures established for New HEIGHTS
- Status Reports – due to the State Project Manager on Thursday of each week for prior week's activities. Status reports shall include:
  - Major accomplishments
  - Major upcoming work
  - Significant issues and concerns for the overall project

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the project management functions/tasks.

Function/Task	Responsibility
Develop processes and procedures for development of the Project Plan	State, Contractor
Create the Project Plan content	Contractor
Execute and control the project	State, Contractor
Provide tools to facilitate the planning, execution, and control of the project	State
Participate in project status meetings	State, Contractor
Manage subcontractors	Contractor
Submit invoices	Contractor
Review, approve, and pay invoices	State
Provide the State Project Manager with a primary point of accountability for all Contractor activities	Contractor
Participate as critical members of the project management team	State, Contractor
Provide status reports for all Contractor activities, tasks, and deliverables	Contractor
Provide access to stakeholders and make project decisions based on the timelines agreed upon in the project plan	State

**3.2 Activity 2 – Technical Planning and Support**

**3.2.1 Task 1 – Define and Procure Application Infrastructure Requirements of Task**

Develop a technical architecture to support development, testing, training, and production of the proposed solution by project.

The Technical Architecture Plan will include:

- Required hardware and infrastructure specifications
- Required new software specifications, including number of licenses and versions

Function/Task	Responsibility
Setup/Install/configure hardware and software for identified environments	State, TSG
Assist in setup/installation/configuration of technical environments	New HEIGHTS
Maintain and support NEW HEIGHTS technical environments	State, TSG
Develop Capacity Plans	State, TSG
Provide Input for capacity planning	Contractor
Provide configuration items to enable builds and promotions	New HEIGHTS

The following table designates the responsible party/parties for each of the installation, configuration, and maintenance technical functions/tasks.

**Roles and Responsibilities Related to Task**

- Capacity Plan - Initial draft updated as required thereafter
- Configuration Management (CM) Plan - Initial draft updated as required thereafter
- Technical Environments - due for each identified environment per timeframe outlined in Contractor's approved Project Plan

Deliverables from Task

New HEIGHTS project during the scope of the project.  
 The Contractor will be responsible for collaborating with DoIT, TSG, and the New HEIGHTS maintenance team for the application to configure and install the technical environments for the

**3.2.2 Task 2 - Install, Configure, and Maintain Technical Environments Requirements of Task**

Function/Task	Responsibility
Produce Technical Architecture Procurement Plan	State, Technical Support Group (TSG), Contractor
Procure all NEW HEIGHTS hardware and software	State
Review deliverables	State

The following table designates the responsible party/parties for each of the application architecture procurement functions/tasks.

**Roles and Responsibilities Related to Task**

- Technical Architecture Procurement Plan - due prior to procuring infrastructure components with sufficient lead time for acquisition

Deliverables from Task

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Function/Task	Responsibility
Build and promote application	Maintenance Team New HEIGHTS Maintenance Team, Contractor
Develop Configuration Management Plan	New HEIGHTS Maintenance Team, Contractor
Monitor/enforce adherence to Configuration Management Plan	New HEIGHTS Maintenance Team, Contractor, State

**3.3 Activity 3 – Requirements Definition & Design**

**3.3.1 Task 1 – Perform Requirements and Design Definition**

**Requirements of Task**

The functional requirements will be driven using joint application design (JAD) sessions. The State will be responsible for providing Subject Matter Experts and other analysts to define and clarify requirements for new functionality included in the scope of work.

The design task is intended to translate requirements into a set of deliverables that can be used to drive and support the building of software artifacts – code, configuration data, and rules. For new functionality, each standard unit of development effort—whether an iteration cycle, a milestone, a functional module, or a release—will be completed using the New HEIGHTS Change Control Document (CCD) standard which will typically require the following items:

- A list of proposed schema changes
- Web page mockups for new pages and pages with enhanced functionality
- Business rules and logic definitions
- Configuration changes in the application or framework to enable the necessary functionality
- Descriptions of common user interface objects such as menus and other navigational items

**Deliverables from Task**

- Change Control Documents – identifies new or changed business processes based on the agreed upon requirements and design

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the analysis and requirements definition functions/tasks.

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Function/Task	Responsibility
Provide access to business Subject Matter Experts on current State business policy and procedure as required in support of new functionality requirements definition	State
Create and maintain the logical and physical data model	New HEIGHTS Maintenance Team, Contractor
Provide change control documentation for new functions	Contractor
Approve requirements and design for new functionality	State

**3.4 Activity 4 – Application Development**

**3.4.1 Task 1 – Build and Unit Test System Requirements of Task**

The Contractor will have responsibility for developing New HEIGHTS source code, configuration data with respect to frameworks, rules, the batch schedule, and the creation of build inputs for migration through the various environments. The Contractor shall Unit test all of the resulting artifacts.

In addition to Unit testing, the Development Team shall perform Integration testing in the Development environment when units of work are deployed as an integrated build.

The Contractor will mark components as ready for State Systems testing once Unit and Integration testing are complete. Components will be marked for migration to Regression and Production based on State approval.

**Deliverables from Task**

- Software artifacts – timeframe to be determined based on Contractor's methodology and project schedule

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the application development functions/tasks.

Function/Task	Responsibility
Construct all software artifacts	Contractor
Unit test software artifacts	Contractor
Integration test software artifacts	Contractor
Initiate/submit database change requests	Contractor
Approve database change requests	State
Apply database change requests	New HEIGHTS

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Function/Task	Responsibility
Complete configuration and build management	Maintenance Team, Contractor New HEIGHTS Maintenance Team, Contractor
Change to other systems (Legal Aid, NEESES, NH Bridges, Options, WTC, text services, and other systems outside of New HEIGHTS)	State

**3.5 Activity 5 - Testing**

**3.5.1 Task 1 - Develop Test Plans**  
 Requirements of Task

The Contractor is required to complete Unit and Integration testing.

**Deliverables from Task**

- Test software for in integration test for migration to Systems test

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the testing functions/tasks.

Function/Task	Responsibility
Complete Unit and Integration testing; Submit approval for migration	Contractor
Develop Systems and Regression test plan using State staff and using resources provided through staff augmentation	State

**3.5.2 Task 2 - Perform System and Regression Test**  
 Requirements of Task

The State will execute Systems and Regression tests in accordance with the test plans developed by the State.

**Deliverables from Task**

- Systems Test Results Document - due at the completion of the Systems test cycle
- Regression Test Results Document - due at the completion of the Regression test cycle
- Production-ready system - due at the completion of Regression testing

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the Systems and Regression testing functions/tasks.

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Function/Task	Responsibility
Execute test plans	State
Document test results	State
Review and approve test results	State

**3.5.3 Task 3 - Perform Software Implementation**  
**Requirements of Task**

The Contractor is responsible for promoting the software to each environment, including Production, based on State approval and will assist in the resolution of problems, issues, and errors as they arise.

**Deliverables from Task**

- Software Promotion Approval Form - due prior to each release for State approval

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the software promotion functions/tasks.

Function/Task	Responsibility
Define the order in which configurable items need to be built and applied	Contractor
Identify new batch jobs and order of execution when combined with other batch jobs	Contractor
Script the build process	New HEIGHTS Maintenance Team, Contractor
Approve the build components	State
Verify that the build is correct	New HEIGHTS Maintenance Team, Contractor
Promote releases to testing and environments	New HEIGHTS Maintenance Team, Contractor

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Attachment A-3 New HEIGMS Statement of Work for Amendment 3 Enhancements

**3.6 Activity 6 - Enhanced Document Imaging, Content Management and Workflow, Intake and Assessment**

**3.6.1 Task 1 - Perform Project Management Functions  
Requirements of Task**

- Throughout the execution of the project, the State's project management team will:
  - Provide four (4) full time developers dedicated to the NH Bridges modernization effort with an expectation of approximately 1,400 hours of delivery after completing acclimation and training activities per resource in year one and 1,920 per resource in year two supporting the completion of delivery, defect correction, and system stabilization activities. The functions to be delivered (screens to be developed) by the State development resources will be jointly agreed upon by the State and Vendor and will include a combination of new screen development, PowerBuilder changes required to integrate the conversion, translation services between the new and existing data models, defect correction, and operations support
  - Provide three (3) business analysts who will be available part time with an allocation of approximately 50% for the project duration supporting requirements, design, quality assurance, and system documentation
  - Provide oversight for the activities conducted by the Contractor
  - Provide training on the new application to DCYF end users
  - Provide end user documentation including user guides, manuals, help references and other similar documentation
  - Provide review and approval of deliverables
  - Help ensure the Contractor's access to critical State resources
  - Facilitate ongoing status reporting and conduct periodic project reviews
  - Serve as liaison to federal partner agencies, DHHS executive staff, external systems, DoIT, and State regulatory agencies
  - Procure hardware, software and infrastructure required to deliver the scope of work
  - Manage the Information Technology Support Group (ITSG) and DoIT infrastructure services required to deliver the scope of work
  - Conduct scope management in conjunction with the Contractor

The Contractor is generally responsible for managing the overall contract execution, including but not limited to:

- Financial management - producing bills/invoices
- Subcontractor management - managing subcontractors, contracts, and relationships
- Scope management in conjunction with State staff
- Delivery management in conjunction with State staff



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- Collaborate with the State to support onboarding of State development team (4 technical team members) using the approach and methodology as follows:
  - Prerequisites – The vendor will provide the State team with pre-requisite self-directed learning activities required to obtain and demonstrate the core Java capabilities necessary to begin training on the new NH Bridges Java framework and development process including a Sun Java Foundations Certified Junior Associate Certification
  - Train – The vendor will train the State technical staff on technology utilized for this implementation using an approach defined in the table below
  - Follow – The State technical teams will each “follow” or observe as a vendor team member develops a screen of moderate complexity
  - Lead – The State technical team will develop a screen of moderate complexity with a vendor team member working side by side to provide support
  - Support – The State technical team, as joint team members working with the vendor, will assume responsibility for developing and delivering the agreed upon functionalities. The State technical team will receive the needed support estimated at approximately 25% of a vendor FTE during the construction phase of the project

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**Training Activities**

Task	Description	Outcome	Approximate Vendor Support Time Allocation
Pre-Requsite	State technical team will undergo self-directed pre-requisite activities with limited mentoring from the vendor, including lunch and learn Introduction and Q/A sessions	State technical team will obtain Java certification	20 hours
UI Development Introduction Training	The vendor will conduct session with the State technical team to review Web Technologies (Scripting and Markup) reinforcing the pre-requisite learning activities	State technical team will have fundamental understanding of Web Based technologies utilized in the new NM Bridges Java architecture	10 hours
NM Bridges Java UI Framework Training	The vendor will provide training on the NM Bridges specific UI Java framework, including framework components, development standards, the workspace, and the development lifecycle using a mix of instruction, demonstration, assignments and group activities	State technical team will have an understanding of the front-end framework	40 hours
NM Bridges Java Business and Persistence Framework Training	The vendor will provide training on the NM Bridges specific business and persistence Java framework, including framework components, development standards, the workspace, and the development lifecycle using a mix of instruction, demonstration, assignments and group activities	State technical team will have an understanding of the new back end framework	40 hours

**Deliverables from Task**

- Project tracking of tasks and activities
- Issue and risk management

Vendor Initials

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- Producing and processing bills/invoices using standard procedures established for New HEIGHTS
- Status Reports – due to the DCYF State Project Manager weekly for prior week's activities:  
 Status reports shall include:
  - Major accomplishments
  - Major upcoming work
  - Significant issues and concerns for the overall project

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the project management functions/tasks.

Function/Task	Responsibility
Maintain project plan and related tasks	Vendor with State support
Complete Project Initiation	State/Vendor
Functional team will coordinate stakeholder engagement and will participate in and validate analysis, strategy, and design tasks. The team will also participate and support system and user acceptance testing, including test planning, execution, validation, and defect tracking.	State - DCYF
Provide NH Bridges systems domain expertise, Oracle DBA support, PowerBuilder integration support (if required), and to collaborate in the overall delivery of services, including bidirectional knowledge transfer and sharing between the vendor and DoIT team members.	State - DoIT
Facilitate infrastructure planning and execution, including the purchase of any required hardware, software, and data center infrastructure support for installation and configuration.	State - DoIT
Identify resource constraints, changes or requests and escalate to the project management/resource coordination team as soon as possible	Vendor
Develop deployment communication plan	Vendor
Complete Weekly Project Status Updates	Vendor
Review deliverable invoice documents prior to submission to client	Vendor
Attend deliverable review meetings and provide milestone delivery status updates	Vendor, State DoIT and DCYF
Complete training and end user documentation (user guides, user help, etc.)	State DCYF/DoIT
Train the State technical team on the new NH Bridges framework	Vendor and State - DoIT
Develop, test and migrate the agreed upon development functionality assigned to State staff	State - DoIT

Vendor Initials

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**Attachment A-2 New RIGHTS Statement of Work for Amendment 1 Enhancements**

**3.6.2 Task 2 - Define "As-Is" Workflow for Enhanced Document Imaging, Content Management and Workflow**

**Requirements of Task**

- The Contractor, in collaboration with State-DCYF, will study and document the "as-is" workflow

**Deliverables from Task**

- High level workflows including actors, channels of communication, documents utilized and processes completed

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the "as-is" workflow definition functions/tasks.

Function/Task	Responsibility
Provide "as-is" documentation and access to resources required to analyze current case folders, document workflow and intake & assessment process	State - DCYF
Document "as is" workflow for documents, intake, and assessment	Vendor based on State-DCYF Input

**3.6.3 Task 3 - Define "To-Be" Workflow**

**Requirements of Task**

The Contractor will utilize the output of the "As Is" analysis and JADS in collaboration with the State DCYF and DoIT team to:

- Identify the target workflow including the time of document capture (before processing, after processing or on closure), the location of capture (remote, centralized, or local) the distribution of work, and priority of work
- Identify the potential areas of improvement and process streamline during intake and assessment

**Deliverables from Task**

- High level workflows including actors, channels of communication, documents utilized and processes completed for document management, intake and assessment
- Technical Architecture – due prior to procuring infrastructure components with sufficient lead time for acquisition
- Taxonomy Document – details appropriate granularity of metadata and document taxonomy assignment for documents

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- **Conversion Strategy** – identifies the strategy to convert the existing case folders and related data based on the agreed upon requirements and design and to convert or bridge intake and assessment data to support new functionality and downstream functions

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the "to-be" study definition functions/tasks.

Function/Task	Responsibility
Complete document category and taxonomy assignment	State - DCYF
Support document category and taxonomy assignment strategy and configuration and workflow definition	Vendor
Create & maintain technical architecture	Vendor
Review & approve technology architecture	State - DoIT

**3.6.4 Task 4 – Perform Requirements and Design Definition**  
**Requirements of Task**

The functional requirements will be driven using Joint application design (JAD) sessions. The State will be responsible for providing Subject Matter Experts and other analysts to define and clarify requirements for new functionality included in the scope of work.

The design task is intended to translate requirements into a set of deliverables that can be used to drive and support the building of software artifacts – code, configuration data, and rules which will typically require the following items:

- A list of proposed schema changes
- Web page mockups for new pages and pages with enhanced functionality
- Business rules and logic definitions
- Configuration changes in the application or framework to enable the necessary functionality
- Descriptions of common user interface objects such as menus and other navigational items

**Deliverables from Task**

- **Change Control Document** – identifies new or changed business processes based on the agreed upon requirements and design

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the analysis and requirements definition functions/tasks.

Function/Task	Responsibility
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Function/Task	Responsibility
Identify JAD participants	State - DCYF
Schedule JAD sessions	State/Vendor
Facilitate JAD sessions	Vendor
Provide JAD subject matter expertise and business process flow requirements inputs.	State - DCYF
Create/maintain project documentation and the Responsible, Accountable, Consulted and Informed (RACI) chart	Vendor
Complete change control document	Vendor
Support development of requirements and design specifications through the contribution of the (3) assigned State business analysts and DoIT developers	State - DoIT
State DoIT staff to provide required design inputs for changes to the existing NH Bridges domain including Oracle database, PowerBuilder, APIs and other potential changes to the existing domain required for interoperability with the new framework and functions	State - DoIT
Refine scope prioritizing DCYF requirements and final requirements included in the design documentation based on the vendor and DoIT delivery resource constraints	Vendor/State
Review & approve design documentation	State - DCYF

**3.6.5 Task 5 - Build, Unit Test and Systems Integration Test**

**Requirements of Task**

The State identified technical resources will share the responsibility with the Contractor for developing source code, configuration data with respect to frameworks, rules, the batch schedule, and the creation of build inputs for migration through the various environments. The State identified technical resources, in collaboration with the Contractor, shall perform Unit testing of all the resulting artifacts and shall collaborate with DoIT and DCYF staff in the development and execution of Systems Integration Testing (SIT) plans. The SIT plans will be shared with the States to aid the development of User Acceptance Test plans to be developed and execution by DoIT and DCYF staff.

In addition to Unit testing, State identified technical resources, in collaboration with the Contractor, shall perform SIT testing when units of work are deployed as an integrated build prior to migration to higher regions.

The State identified technical resources, in collaboration with the Contractor, will mark components as ready for User Acceptance testing once the unit and SIT is complete.

**Deliverables from Task**

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- Software artifacts – unit test check list, unit test results, software code and SIT test plan

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the application development functions/tasks.

Function/Task	Responsibility
Complete Technical Specification Document	Vendor, State-DoIT
Review and approve technical specification	Vendor and/or State designated Technical Lead
Complete framework and construction tasks, including software deployment and code review (excluding changes required within the existing NH Bridges application, e.g. PowerBuilder)	Vendor, State-DoIT*
Complete development of changes that may be required to the existing Bridges solution (e.g. PowerBuilder), including an API to export NH Bridges system generated document to OhBase	State – DoIT
Complete unit and SIT testing of changes made in the new NH Bridges application	Vendor, State – DCYF, DoIT
Complete unit and SIT testing of changes made in the existing NH Bridges application (e.g. PowerBuilder)	State – DCYF and DoIT

\* Based on jointly agreed upon screen/scope assignments to DoIT staff

**3.6.6 Task 6 – Perform User Acceptance Testing**  
**Requirements of Task**

The State will execute user acceptance testing (UAT) in accordance with the test plans developed by the State and components will be marked for migration to Production based on State approval.

**Deliverables from Task**

- User Acceptance Testing result document – due at the completion of the UAT
- Production-ready system – due at the completion of the UAT

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the Systems and Regression testing functions/tasks.

Function/Task	Responsibility
Complete user acceptance testing	State – DCYF and DoIT
Document test results	State – DCYF and DoIT

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Function/Task	Responsibility
Review and approve test results	State - OCYF and DoIT

**3.6.7 Task 7 - Perform Software Implementation**  
**Requirements of Task**

The State identified technical resources, in collaboration with the Contractor, will be responsible for submitting promotion requests for migration to UAT and Production and will be responsible for submitting and managing promotions to lower regions.

**Deliverables from Task**

- Software Promotion Approval - due prior to each release for State approval

**Roles and Responsibilities Related to Task**

The following table designates the responsible party/parties for each of the software promotion functions/tasks.

Function/Task	Responsibility
Complete Post Implementation Review (PIR) activities <ul style="list-style-type: none"> <li>• Validate code deployment</li> <li>• Verify any Database and Reference Table updates</li> </ul>	Vendor, State DoIT and OCYF
Complete any PIR test cases	Vendor, State DoIT and OCYF
Monitor production defect resolution and migration to higher regions and ensure timely migration requests are submitted	Vendor/ State - DoIT
Follow up with NH Bridges business team to ensure PIR activities are completed and project is closed	Vendor/ State - DoIT

**4 Assumptions**

- a) The New HEIGHTS maintenance contractor will provide DBA, desktop/LAN support (for staff housed in the State-provided facility), operations cycle support, change/configuration management, subject matter expertise, and post implementation support for work associated with this Agreement with the exception the Bridges platform and database which will be supported by DoIT staff.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor's enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for conversion/implementation support.

Vendor Initials     *BA*



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- c) Contractor support for Systems and Regression testing includes defect correction, cycle execution, and staff augmentation within the constraints of full time equivalent (FTE) months allocated to quality assurance.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone and deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such dates and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.
- f) The management team will manage to the overall project hours and/or augment with maintenance team support or additional resources using the change order process.
- g) The State will be responsible for executing the data risk remediation plan. The contractor will develop the plan and coordinate the efforts across DHHS and DoIT, however will not directly manipulate files, folders and/or access to them.
- h) The State will be responsible for ensuring that the surveys sent out as part of the security initiatives to its stakeholders are completed and returned based on the agreed upon timelines.
- i) The scope of the current initiatives does not include the execution of the reoccurring requirements identified in the risk and compliance calendar.
- j) The New HEIGHTS Incident Response (IR) plan will be based on the DHHS Cyber Incident Response Plan. This initiative will not include the testing of the IR plan or addressing the suggested enhancements to the current IR plan.
- k) DHHS is responsible for procuring and deploying the security tools required to perform the security enhancement tasks.
- l) The procurement of all platform infrastructure, hardware, and software will be completed by DHHS per a jointly agreed upon timeline, and, if applicable, cloud infrastructure for the EBI project.
- m) DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on premise hardware/software to be deployed in the DoIT data center.
- n) If Cognos is the selected BI tool, the scope of configuration will be limited to functions comparable to Qlik/Tableau and will not include the development of Cognos Cubes, Adhoc packages, or other similar pre-packaging of data.
- o) DHHS and DoIT to provide infrastructure, including hardware, software and platform support through the DoIT Technical Service Group (TSG)
- p) Security roles for DCYF Imaging access and workflow management will leverage the existing NH Bridges structure
- q) No backfile conversion or operational support (scanning/indexing) to be provided by the vendor for the DCYF Imaging and workflow scope of work
- r) Existing NH Bridges reporting will continue to be utilized with data replication from Intake and assessment to existing table and/or replacement of select reports based on joint consensus of the vendor and State

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- s) NH Bridges batch and PL/SQL will continue to be utilized where the underlying NH Bridges tables are re-used in the new processes or populated for downstream usage in NH Bridges
- t) The New HEIGHTS framework and enterprise assets will be used as project accelerators, including software and hardware for NH Bridges modernization
- u) The NH Bridges web server, application servers, and version control will be distinct instances with deployment and hours of operation independent of New HEIGHTS
- v) NH Bridges security will be extended and reused to provide role-based structures and retain continuity between the existing and new user interface

**5 Milestones**

The scope of work includes enhancements projects which require modifications to the New HEIGHTS and Bridges system. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, in order for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below). If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Category	Project Name	Hours
Enterprise Business Intelligence	Access Front End Modernization	925
Enterprise Business Intelligence	Data Mart Extension - Claims Data From MMIS	3,706
Enterprise Business Intelligence	Data Mart Extension - Data Sourced From New HEIGHTS	2,971
Enterprise Business Intelligence	DHHS Dashboard - Group 2	4,327
Enterprise Business Intelligence	EBI Security	1,923
Enterprise Business Intelligence	Extract & Schema - New Data Based on Data Mart Extension	4,250
Enterprise Business Intelligence	Extract & Schema - Sourced From Existing EDW	3,550
Enterprise Business Intelligence	Infrastructure Install & Training	18,115
Enterprise Business Intelligence	DHHS Dashboard - Group 1	5,800
Enterprise Business Intelligence	MCI Integration	1,731
Legacy Modernization	Application & Server Security	4,890
Legacy Modernization	Batch Application Migration	20,959
Legacy Modernization	Data File Migration & Archival/Retention Process	4,192
Legacy Modernization	Database & DB Tools Migration	7,337

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Category	Project Name	Hours
Legacy Modernization	Job Scheduler & Batch Jobs Migration	12,402
Legacy Modernization	NH EASY Application Modernization	20,272
Legacy Modernization	Online & Batch Utility Migration	6,986
Legacy Modernization	Online Applications Migration	5,585
Legacy Modernization	Quality Assurance	25,151
Legacy Modernization	Study to migrate New HEIGHTS to the Other Platform	3,144
Medicaid Policy, Administration & Operational Efficiency	Activity Tracking - New HEIGHTS	12,968
Medicaid Policy, Administration & Operational Efficiency	Activity Tracking - NH EASY	6,108
Medicaid Policy, Administration & Operational Efficiency	Address Verification and Fraud Alert	7,305
Medicaid Policy, Administration & Operational Efficiency	Auto Enrollment Modification for NF Clients	400
Medicaid Policy, Administration & Operational Efficiency	Automated Help Desk Tickets	3,896
Medicaid Policy, Administration & Operational Efficiency	Automatically Run Newborns from DOB	4,626
Medicaid Policy, Administration & Operational Efficiency	Case Comment Templates & Voice Driven Updates to Comments	3,409
Medicaid Policy, Administration & Operational Efficiency	Client Scheduling Enhancements	1,948
Medicaid Policy, Administration & Operational Efficiency	Conversion Notices	225
Medicaid Policy, Administration & Operational Efficiency	Conversion of MCO Client Service Authorizations	687
Medicaid Policy, Administration & Operational Efficiency	Core MLTSS Enhancements	2,964
Medicaid Policy, Administration & Operational Efficiency	Date Specific Enrollment	400
Medicaid Policy, Administration & Operational Efficiency	Digital Information Campaign - Content Development	3,372
Medicaid Policy, Administration & Operational Efficiency	Digital Information Campaign - Navigation Delivery model	3,372
Medicaid Policy, Administration & Operational Efficiency	Digital Information Campaign - Multimedia	3,372
Medicaid Policy, Administration & Operational Efficiency	Eligibility Status Determination and Initial Implementation	4,710
Medicaid Policy, Administration & Operational Efficiency	Enhanced Expected Change Functionality	6,574
Medicaid Policy, Administration & Operational Efficiency	Estate Recovery Integration	5,096

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Category	Project Name	Hours
Medicaid Policy, Administration & Operational Efficiency	Federal, State Reporting & QC Sampling	4,955
Medicaid Policy, Administration & Operational Efficiency	Financial Passive Renewal	6,619
Medicaid Policy, Administration & Operational Efficiency	LTSS Unit Workflow Management	1,670
Medicaid Policy, Administration & Operational Efficiency	MCO Passive Enrollment	800
Medicaid Policy, Administration & Operational Efficiency	MCO Pre-Selection of Application	2,657
Medicaid Policy, Administration & Operational Efficiency	Medical Passive Renewal	520
Medicaid Policy, Administration & Operational Efficiency	MLTSS Closures and Workflow	1,670
Medicaid Policy, Administration & Operational Efficiency	MLTSS PMO	2,080
Medicaid Policy, Administration & Operational Efficiency	New HEIGHTS Member Eligibility	754
Medicaid Policy, Administration & Operational Efficiency	Specified Closing/Denial Reasons	3,409
Medicaid Policy, Administration & Operational Efficiency	Suspension & Re-Application	3,290
Medicaid Policy, Administration & Operational Efficiency	Verification Checklist Enhancements	10,470
Medicaid Policy, Administration & Operational Efficiency	Document Imaging and Workflow (DCYF)	9,866
Medicaid Policy, Administration & Operational Efficiency	Intake	10,861
Medicaid Policy, Administration & Operational Efficiency	Assessment	10,861
NH EASY Self-Service Enhancements	Fraud Prevention Using Behavioral Prompts in Self-service	3,409
NH EASY Self-Service Enhancements	Home Care - Children with Severe Disabilities (HCCSO) Application in NH EASY	2,922
	<b>TOTAL</b>	<b>105,461</b>

**6 Deliverables**

The State will approve all Deliverables according to the review process described below.

- w) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing ("Specifications") will be approved by the State, without

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condition. Within ten working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the "Deficiencies"). The review process begins with receipt of the Deliverable by the State. The date of receipt is the first working day after the date of delivery to the State.

- x) Within five working days of the Contractor's receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have thirty working days from the end of the clarification period to complete corrective actions in order for such Deliverable to conform in all material respects to the applicable Specifications. Within five working days of the State's receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- y) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- z) The Contractor shall be entitled to rely on Deliverable approval for purposes of subsequent stages of Contractor's performance.

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Attachment B-1  
NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
AMENDMENT 1

Payment No. Deliverable Description Invoice Payment Amount SE Fiscal Yr. Form# CG Fiscal Yr. Form#

1	Maintenance and Enhancements - July 2013	07/31/13	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33	\$ 458,333.33
2	Maintenance and Enhancements - August 2013	08/30/13	\$ 458,333.33	\$ 916,666.66	\$ 916,666.66	\$ 916,666.66
3	Maintenance and Enhancements - September 2013	09/30/13	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99	\$ 1,374,999.99
4	Maintenance and Enhancements - October 2013	10/31/13	\$ 458,333.33	\$ 1,833,333.32	\$ 1,833,333.32	\$ 458,333.33
5	Maintenance and Enhancements - November 2013	11/29/13	\$ 458,333.33	\$ 2,291,666.65	\$ 2,291,666.65	\$ 918,666.66
6	Maintenance and Enhancements - December 2013	12/31/13	\$ 458,333.33	\$ 2,749,999.98	\$ 2,749,999.98	\$ 1,374,999.99
7	Maintenance and Enhancements - January 2014	01/31/14	\$ 458,333.33	\$ 3,208,333.31	\$ 3,208,333.31	\$ 1,833,333.32
8	Maintenance and Enhancements - February 2014	02/28/14	\$ 458,333.33	\$ 3,666,666.64	\$ 3,666,666.64	\$ 2,291,666.65
9	Maintenance and Enhancements - March 2014	03/31/14	\$ 458,333.33	\$ 4,124,999.97	\$ 4,124,999.97	\$ 2,749,999.98
10	Maintenance and Enhancements - April 2014	04/30/14	\$ 458,333.33	\$ 4,583,333.30	\$ 4,583,333.30	\$ 3,208,333.31
11	Maintenance and Enhancements - May 2014	05/30/14	\$ 458,333.33	\$ 5,041,666.63	\$ 5,041,666.63	\$ 3,666,666.64
12	Maintenance and Enhancements - June 2014	06/30/14	\$ 458,333.33	\$ 5,499,999.96	\$ 5,499,999.96	\$ 4,124,999.97
13	Maintenance and Enhancements - July 2014	07/31/14	\$ 458,333.33	\$ 5,958,333.29	\$ 5,958,333.29	\$ 4,583,333.30
14	Maintenance and Enhancements - August 2014	08/29/14	\$ 458,333.33	\$ 6,416,666.62	\$ 6,416,666.62	\$ 5,041,666.63
15	Maintenance and Enhancements - September 2014	09/30/14	\$ 458,333.33	\$ 6,874,999.95	\$ 6,874,999.95	\$ 5,499,999.96
16	Maintenance and Enhancements - October 2014	10/31/14	\$ 458,333.33	\$ 7,333,333.28	\$ 7,333,333.28	\$ 5,958,333.29
17	Maintenance and Enhancements - November 2014	11/28/14	\$ 458,333.33	\$ 7,791,666.61	\$ 7,791,666.61	\$ 6,416,666.62
18	Maintenance and Enhancements - December 2014	12/31/14	\$ 458,333.33	\$ 8,249,999.94	\$ 8,249,999.94	\$ 6,874,999.95
19	Maintenance and Enhancements - January 2015	01/30/15	\$ 458,333.33	\$ 8,708,333.27	\$ 8,708,333.27	\$ 7,333,333.28
20	Maintenance and Enhancements - February 2015	02/27/15	\$ 458,333.33	\$ 9,166,666.60	\$ 9,166,666.60	\$ 7,791,666.61
21	Maintenance and Enhancements - March 2015	03/31/15	\$ 458,333.33	\$ 9,624,999.93	\$ 9,624,999.93	\$ 8,249,999.94
22	Maintenance and Enhancements - April 2015	04/30/15	\$ 458,333.33	\$ 10,083,333.26	\$ 10,083,333.26	\$ 8,708,333.27
23	Maintenance and Enhancements - May 2015	05/29/15	\$ 458,333.33	\$ 10,541,666.59	\$ 10,541,666.59	\$ 9,166,666.60
24	Maintenance and Enhancements - June 2015	06/30/15	\$ 458,333.33	\$ 10,999,999.92	\$ 10,999,999.92	\$ 9,624,999.93
25	Maintenance and Enhancements - July 2015	07/31/15	\$ 458,333.33	\$ 11,458,333.25	\$ 11,458,333.25	\$ 10,083,333.26

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
Attachment B-1  
NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

Payment	Deliverable Description	Invoice	Payment amount	Fiscal yr Totals	Fed Fiscal yr Totals
26	Maintenance and Enhancements - August 2015	08/31/15	\$ 458,333.33	\$ 916,666.66	\$ 5,041,666.63
27	Maintenance and Enhancements - September 2015	09/30/15	\$ 458,333.33	\$ 1,374,999.99	\$ 8,499,999.98
28	Maintenance and Enhancements - October 2015	10/30/15	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
29	Maintenance and Enhancements - November 2015	11/30/15	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
30	Maintenance and Enhancements - December 2015	12/31/15	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
31	Maintenance and Enhancements - January 2016	01/29/16	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
32	Maintenance and Enhancements - February 2016	02/29/16	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
33	Maintenance and Enhancements - March 2016	03/31/16	\$ 458,333.33	\$ 4,124,999.97	\$ 2,749,999.98
34	Maintenance and Enhancements - April 2016	04/29/16	\$ 458,333.33	\$ 4,583,333.30	\$ 3,208,333.31
35	Maintenance and Enhancements - May 2016	05/31/16	\$ 458,333.33	\$ 5,041,666.63	\$ 3,666,666.64
36	Maintenance and Enhancements - June 2016	06/30/16	\$ 458,333.33	\$ 5,499,999.96	\$ 4,124,999.97
37	Maintenance and Enhancements - July 2016	07/29/16	\$ 458,333.33	\$ 5,958,333.29	\$ 4,583,333.30
38	Maintenance and Enhancements - August 2016	08/31/16	\$ 458,333.33	\$ 6,416,666.62	\$ 5,041,666.63
39	Maintenance and Enhancements - September 2016	09/30/16	\$ 458,333.33	\$ 6,874,999.95	\$ 5,499,999.96
40	Maintenance and Enhancements - October 2016	10/31/16	\$ 458,333.33	\$ 7,333,332.28	\$ 458,333.33
41	Maintenance and Enhancements - November 2016	11/30/16	\$ 458,333.33	\$ 7,791,665.61	\$ 916,666.66
42	Maintenance and Enhancements - December 2016	12/30/16	\$ 458,333.33	\$ 8,249,998.94	\$ 1,374,999.99
43	Maintenance and Enhancements - January 2017	01/31/17	\$ 458,333.33	\$ 8,708,332.27	\$ 1,833,333.32
44	Maintenance and Enhancements - February 2017	02/28/17	\$ 458,333.33	\$ 9,166,665.60	\$ 2,291,666.65
45	Maintenance and Enhancements - March 2017	03/31/17	\$ 458,333.33	\$ 9,624,998.93	\$ 2,749,999.98
46	Maintenance and Enhancements - April 2017	04/28/17	\$ 458,333.33	\$ 10,083,332.26	\$ 3,208,333.31
47	Maintenance and Enhancements - May 2017	05/31/17	\$ 458,333.33	\$ 10,541,665.59	\$ 3,666,666.64
48	Maintenance and Enhancements - June 2017	06/30/17	\$ 458,333.33	\$ 11,000,000.00	\$ 4,124,999.97
49	Maintenance and Enhancements - July 2017	07/31/17	\$ 458,333.33	\$ 11,458,333.33	\$ 4,583,333.30
50	Maintenance and Enhancements - August 2017	08/31/17	\$ 458,333.33	\$ 11,916,666.66	\$ 5,041,666.63

New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 1

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STATE OF NEW HAMPSHIRE

Department of Health and Human Services

Attachment B-1

NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

AMENDMENT 1

Payment	Deliverable Description	Invoice	Payment Amount	SE Fiscal Yr Totals	FD Fiscal Yr Totals
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51	Maintenance and Enhancements - September 2017	09/29/17	\$ 458,333.33	\$ 1,374,999.99	\$ 1,374,999.99
52	Maintenance and Enhancements - October 2017	10/31/17	\$ 458,333.33	\$ 1,833,333.32	\$ 458,333.33
53	Maintenance and Enhancements - November 2017	11/30/17	\$ 458,333.33	\$ 2,291,666.65	\$ 916,666.66
54	Maintenance and Enhancements - December 2017	12/29/17	\$ 458,333.33	\$ 2,749,999.98	\$ 1,374,999.99
55	Maintenance and Enhancements - January 2018	01/31/18	\$ 458,333.33	\$ 3,208,333.31	\$ 1,833,333.32
56	Maintenance and Enhancements - February 2018	02/28/18	\$ 458,333.33	\$ 3,666,666.64	\$ 2,291,666.65
57	Maintenance and Enhancements - March 2018	03/15/18	\$ 958,333.33	\$ 4,624,999.97	\$ 3,249,999.98
58	Access Front End Modernization - Requirements & Design	05/16/18	\$ 28,600.00	\$ 4,653,599.97	\$ 3,278,599.98
59	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 1)	05/18/18	\$ 10,000.00	\$ 4,663,599.97	\$ 3,288,599.98
60	Online Applications Migration - New HEIGHTS WEB, Kost, RFM Inbound/Outbound Conversion	05/18/18	\$ 145,200.00	\$ 4,808,799.97	\$ 3,433,799.98
61	Infrastructure Install & Training - Tool and Platform Evaluation	05/18/18	\$ 72,800.00	\$ 4,881,599.97	\$ 3,506,599.98
62	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 2)	05/18/18	\$ 10,000.00	\$ 4,891,599.97	\$ 3,516,599.98
63	Batch Application Migration - Release 1 (Java) - Requirements & Design	05/18/18	\$ 152,565.00	\$ 5,044,164.97	\$ 3,669,164.98
64	Client Scheduling Enhancements - Requirements & Design	05/18/18	\$ 20,364.95	\$ 5,064,529.92	\$ 3,689,529.93
65	Online Applications Migration - New HEIGHTS RPC, Kotax & Mute Applications	05/18/18	\$ 145,200.00	\$ 5,209,729.92	\$ 3,834,729.93
66	Order & Batch Utility Migration - SORT & ADXOC SQL Generic Process	05/18/18	\$ 90,825.00	\$ 5,300,554.92	\$ 3,925,554.93

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 New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 1  
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STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
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 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St. Fiscal Yr Totals	Fed Fiscal Yr Totals
67	Quality Assurance - Testing Support - 2/2018	05/18/18	\$ 181,650.00	\$ 5,482,204.92	\$ 4,107,204.93
68	NH EASY Application Modernization - Requirements & Design	05/18/18	\$ 210,830.00	\$ 5,693,034.92	\$ 4,318,034.93
69	Estate Recovery Integration - Requirements & Design	05/18/18	\$ 69,140.00	\$ 5,762,174.92	\$ 4,387,174.93
70	Automated Help Desk Tickets - Requirements & Design	05/18/18	\$ 40,729.78	\$ 5,802,904.70	\$ 4,427,904.71
71	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Requirements & Design	05/18/18	\$ 30,547.34	\$ 5,833,452.04	\$ 4,458,452.05
72	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy policy	05/18/18	\$ 35,000.00	\$ 5,868,452.04	\$ 4,493,452.05
73	Extract & Schema - Sourced From Existing EDW - Requirements & Design	05/18/18	\$ 104,000.00	\$ 5,972,452.04	\$ 4,597,452.05
74	EBI Security - Security and Privacy Requirements	05/18/18	\$ 50,000.00	\$ 6,022,452.04	\$ 4,647,452.05
75	DMHS Dashboard - Requirements & Design	05/18/18	\$ 150,000.00	\$ 6,172,452.04	\$ 4,797,452.05
76	Data Mart Extension - Data Sourced From New Heights - Requirements & Design	05/18/18	\$ 95,000.00	\$ 6,267,452.04	\$ 4,892,452.05
77	Batch Application Migration - Release 2 (Cobol) - Requirements & Design	05/18/18	\$ 167,055.00	\$ 6,434,507.04	\$ 5,059,507.05
78	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (ditto source code review 3)	05/18/18	\$ 10,000.00	\$ 6,444,507.04	\$ 5,069,507.05
79	Verification Checklist Enhancements - Requirements & Design	05/18/18	\$ 109,461.34	\$ 6,553,968.38	\$ 5,178,968.39
80	Quality Assurance - Testing Support - 4/2018	05/18/18	\$ 399,630.00	\$ 6,953,598.38	\$ 5,578,598.39

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STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
81	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 1	05/18/18	\$ 35,000.00	\$ 6,988,598.38	\$ 5,613,598.39
82	Ongoing New HEIGHTS Risk and Compliance Management - Risk and compliance management calendar	05/18/18	\$ 60,000.00	\$ 7,048,598.38	\$ 5,673,598.39
83	Address Verification and Fraud Alert - Requirements & Design	05/18/18	\$ 76,368.34	\$ 7,124,966.72	\$ 5,749,966.73
84	Enhanced Expected Change Functionality - Requirements & Design	05/18/18	\$ 68,731.50	\$ 7,193,698.22	\$ 5,818,698.23
85	Case Comment Templates & Voice Driven Updates to Comments - Requirements & Design	05/18/18	\$ 35,638.59	\$ 7,229,336.81	\$ 5,854,336.82
86	Maintenance and Enhancements - April 2018	05/30/18	\$ 958,333.33	\$ 8,187,670.14	\$ 6,812,670.15
87	Client Scheduling Enhancements - Construction & Integration	06/01/18	\$ 134,987.54	\$ 8,322,657.68	\$ 6,947,657.69
88	Verification Checklist Enhancements - Construction & Unit	06/01/18	\$ 725,556.40	\$ 9,048,214.08	\$ 7,673,214.09
89	Automated Help Desk Tickets - Construction & Unit	06/01/18	\$ 269,974.34	\$ 9,318,188.42	\$ 7,943,188.43
90	Case Comment Templates & Voice Driven Updates to Comments - Construction & Unit	06/01/18	\$ 236,227.73	\$ 9,554,416.15	\$ 8,179,416.16
91	Intake Workflow - Requirements	06/06/18	\$ 162,426.00	\$ 9,716,842.15	\$ 8,341,842.16
92	Assessment Workflow - Requirements	06/06/18	\$ 162,426.00	\$ 9,879,268.15	\$ 8,504,268.16
93	Infrastructure Install & Training - Requirements & Design	06/08/18	\$ 249,600.00	\$ 10,128,868.15	\$ 8,753,868.16
94	Verification Checklist Enhancements - Systems Testing	06/08/18	\$ 199,442.39	\$ 10,328,310.54	\$ 8,953,310.55

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**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**Attachment B-1**

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
95	Extract & Schema - New Data Based on Data Mart Extension - Requirements & Design	06/08/18	\$ 104,000.00	\$ 10,432,310.54	\$ 9,057,310.55
96	MCI Integration - Requirements & Design	06/08/18	\$ 50,000.00	\$ 10,482,310.54	\$ 9,107,310.55
97	Data Mart Extension - Claims Data From MMS - Requirements & Design	06/08/18	\$ 95,000.00	\$ 10,577,310.54	\$ 9,202,310.55
98	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 2	06/08/18	\$ 35,000.00	\$ 10,612,310.54	\$ 9,237,310.55
99	New HEIGHTS Security Incident Response Plan - Security incident response plan updates and knowledge transfer	06/13/18	\$ 60,000.00	\$ 10,672,310.54	\$ 9,297,310.55
100	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group-1	06/14/18	\$ 163,485.00	\$ 10,835,795.54	\$ 9,460,795.55
101	Maintenance and Enhancements - May 2018	06/15/18	\$ 958,333.33	\$ 11,794,128.87	\$ 10,419,128.88
102	Extract & Schema - Sourced From Existing EOW - Construction & Integration	06/15/18	\$ 130,000.00	\$ 11,924,128.87	\$ 10,549,128.88
103	Batch Application Migration - Release 3 (Cobol) - Requirements & Design	06/15/18	\$ 167,055.00	\$ 12,091,183.87	\$ 10,716,183.88
104	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 4)	06/15/18	\$ 10,000.00	\$ 12,101,183.87	\$ 10,726,183.88
105	Specified Closing/Denial Reasons - Requirements & Design	06/20/18	\$ 35,638.59	\$ 12,136,822.46	\$ 10,761,822.47
106	Information Security Awareness & Culture - Executive summary document	06/22/18	\$ 20,000.00	\$ 12,156,822.46	\$ 10,781,822.47
107	Quality Assurance - Testing Support - 6/2018	06/28/18	\$ 508,620.00	\$ 12,665,442.46	\$ 11,290,442.47
108	Medical Passive Renewal - Requirements & Design	06/29/18	\$ 9,499.00	\$ 12,674,941.46	\$ 11,299,941.47

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 1

STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
 Attachment B-1  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
109	Financial Passive Renewal - Requirements & Design	06/29/18	\$ 71,244.00	\$ 12,746,185.46	\$ 11,371,185.47
110	Improve Security Governance over Unstructured Data - UDM tool integration, configuration, and data discovery	06/29/18	\$ 80,000.00	\$ 12,826,185.46	\$ 11,451,185.47
111	MITSS PMO - PMO Q1-18	06/29/18	\$ 43,264.00	\$ 12,869,449.46	\$ 11,494,449.47
112	Batch Application Migration - Release 1 (Java) - Construction & Integration	06/29/18	\$ 203,385.00	\$ 13,072,834.46	\$ 11,697,834.47
113	New HEIGHTS Privacy Program and Data Flow Mapping - Draft privacy incidence response plan	06/29/18	\$ 45,000.00	\$ 13,117,834.46	\$ 11,742,834.47
114	Online & Batch Utility Migration - REJOX Conversion - Group-1	06/29/18	\$ 102,900.00	\$ 13,220,734.46	\$ 11,845,734.47
115	ITSS Dashboard - Requirements & Design	06/29/18	\$ 208,000.00	\$ 13,428,734.46	\$ 12,053,734.47
116	Enhanced Document Imaging and Content Management - Define "As-Is" Workflow	06/29/18	\$ 89,892.00	\$ 13,518,626.46	\$ 12,143,626.47
117	Estate Recovery Integration - Construction & Integration	06/29/18	\$ 304,648.00	\$ 13,823,274.46	\$ 12,448,274.47
118	Enhanced Document Imaging and Content Management - Define "To-Be" Workflow	06/29/18	\$ 132,143.00	\$ 13,955,417.46	\$ 12,580,417.47
119	EBI Security - Architecture & Design	06/29/18	\$ 75,000.00	\$ 14,030,417.46	\$ 12,655,417.47
120	Batch Application Migration - Release 2 (Cobol) - Construction & Integration	06/29/18	\$ 222,810.00	\$ 14,253,227.46	\$ 12,878,227.47
121	Data Mart Extension - Data Sourced From New Heights - Construction & Integration	06/29/18	\$ 119,000.00	\$ 14,372,227.46	\$ 12,997,227.47
122	Client Scheduling Enhancements - Implementation	06/29/18	\$ 47,235.02	\$ 14,419,462.48	\$ 13,044,462.49
123	Verification Checklist Enhancements - Implementation	06/29/18	\$ 54,445.27	\$ 14,473,907.75	\$ 13,098,907.76

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
Attachment B-1

**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
124	NH EASY Application Modernization - Construction & Integration	06/29/18	\$ 1,370,400.00	\$ 15,844,307.75	\$ 14,469,307.76
125	Automated Help Desk Tickets - Systems Testing	06/29/18	\$ 94,469.77	\$ 15,938,777.52	\$ 14,563,777.53
126	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Construction & Integration	06/29/18	\$ 202,480.75	\$ 16,141,258.27	\$ 14,766,258.28
127	Maintenance and Enhancements - June 2018	06/29/18	\$ 958,333.33	\$ 17,099,591.60	\$ 15,724,591.61
128	Address Verification and Fraud Alert - Construction & Unit	06/29/18	\$ 506,201.88	\$ 17,605,793.48	\$ 16,230,793.49
129	Enhanced Expected Change Functionality - Construction & Unit	06/29/18	\$ 455,581.69	\$ 18,061,375.17	\$ 16,686,375.18
130	Case Comment Templates & Voice Driven Updates to Comments - Systems Testing	06/29/18	\$ 82,661.12	\$ 18,144,036.29	\$ 16,769,036.30
131	New HEIGHTS Privacy Program and Data Flow Mapping - Remediation recommendations and roadmap	07/06/18	\$ 45,000.00	\$ 45,000.00	\$ 16,814,036.30
132	Infrastructure Install & Training - Construction & Integration	07/06/18	\$ 301,600.00	\$ 346,600.00	\$ 17,115,636.30
133	Application Vulnerability Management (AVM) Program - Application Catalog, Scope and Plan	07/06/18	\$ 25,000.00	\$ 371,600.00	\$ 17,140,636.30
134	Fraud Prevention Using Behavioral Prompts in Self-service - Requirements & Design	07/12/18	\$ 35,638.59	\$ 407,238.59	\$ 17,176,274.89
135	Online & Batch Utility Migration - REXX Conversion - Group-2	07/13/18	\$ 102,900.00	\$ 510,138.59	\$ 17,279,174.89
136	New HEIGHTS Privacy Program and Data Flow Mapping - Annual Privacy Impact Assessment (PIA)	07/13/18	\$ 75,000.00	\$ 585,138.59	\$ 17,354,174.89

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services

Attachment B-2  
NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
AMENDMENT 1

Payment No. Deliverable Description Invoice Payment Amount \$: Fiscal Yr: Details Fed Fiscal Yr: Totals

Payment No.	Deliverable Description	Invoice	Payment Amount	\$: Fiscal Yr:	Details	Fed Fiscal Yr:	Totals
137	Access Front End Modernization - Construction & Integration	07/13/18	\$ 46,800.00	\$	631,938.59	\$	17,400,974.89
138	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 3	07/13/18	\$ 35,000.00	\$	666,938.59	\$	17,435,974.89
139	Job Scheduler & Batch Jobs Migration - Requirements	07/16/18	\$ 144,375.00	\$	811,313.59	\$	17,580,349.89
140	New HEIGHTS Privacy Program and Data Flow Mapping - New HEIGHTS data flow mapping	07/20/18	\$ 90,000.00	\$	901,313.59	\$	17,670,349.89
141	Information Security Awareness & Culture - Survey questionnaire	07/20/18	\$ 20,000.00	\$	921,313.59	\$	17,690,349.89
142	Application Vulnerability Management (AVM) Program - AVM governance model document	07/20/18	\$ 30,000.00	\$	951,313.59	\$	17,720,349.89
143	Job Scheduler & Batch Jobs Migration - Batch Scheduler - Jobs Configuration Group-2	07/26/18	\$ 163,485.00	\$	1,114,798.59	\$	17,883,834.89
144	Enhanced Document Imaging and Content Management - Requirements & Design	07/27/18	\$ 89,790.00	\$	1,204,588.59	\$	17,973,624.89
145	Extract & Schema - Sourced from Existing EDW - System Test	07/27/18	\$ 83,200.00	\$	1,287,788.59	\$	18,056,824.89
146	Data Mart Extension - Data Sourced from New Heights - System Test	07/27/18	\$ 55,000.00	\$	1,342,788.59	\$	18,111,824.89
147	Eligibility Status Determination and Initial Implementation - Requirements	07/27/18	\$ 48,978.80	\$	1,391,767.39	\$	18,160,803.69
148	Maintenance and Enhancements - July 2018	07/31/18	\$ 625,000.00	\$	2,016,767.39	\$	18,785,803.69
149	Application Vulnerability Management (AVM) Program - Application Secure Software Development Lifecycle (SSDLC) Framework and Tool	08/02/18	\$ 45,000.00	\$	2,061,767.39	\$	18,830,803.69

STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
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 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
	rationalization				
150	Improve Security Governance over Unstructured Data - Unstructured data risk remediation, preparation and plan	08/03/18	\$ 140,000.00	\$ 2,201,767.39	\$ 18,970,803.69
151	Extract & Schema - New Data Based on Data Mart Extension - Construction & Integration	08/03/18	\$ 156,000.00	\$ 2,357,767.39	\$ 19,126,803.69
152	MCI Integration - Construction & Integration	08/03/18	\$ 70,000.00	\$ 2,427,767.39	\$ 19,196,803.69
153	Data Mart Extension - Claims Data From MMIS - Construction & Integration	08/03/18	\$ 160,430.86	\$ 2,588,198.25	\$ 19,357,234.55
154	Batch Application Migration - Release 3 (Cobol) - Construction & Integration	08/03/18	\$ 222,810.00	\$ 2,811,008.25	\$ 19,580,044.55
155	Infrastructure Install & Training - System Test	08/07/18	\$ 156,000.00	\$ 2,967,008.25	\$ 19,736,044.55
156	Data Specific Enrollment - Requirements & Design	08/10/18	\$ 9,499.00	\$ 2,976,507.25	\$ 19,745,543.55
157	Batch Application Migration - Release 1 (Java) - System Test	08/10/18	\$ 101,640.00	\$ 3,078,147.25	\$ 19,847,183.55
158	Batch Application Migration - Release 2 (Cobol) - System Test	08/10/18	\$ 111,300.00	\$ 3,189,447.25	\$ 19,958,483.55
159	Extract & Schema - Sourced From Existing EDW - Implementation	08/10/18	\$ 52,000.00	\$ 3,241,447.25	\$ 20,010,483.55
160	Data Mart Extension - Data Sourced From New Heights - Implementation	08/10/18	\$ 40,000.00	\$ 3,281,447.25	\$ 20,050,483.55
161	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review S)	08/10/18	\$ 10,000.00	\$ 3,291,447.25	\$ 20,060,483.55

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STATE OF NEW HAMPSHIRE  
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 Attachment B-1  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St. Fiscal Yr Totals	Fed Fiscal Yr Totals
162	Application Vulnerability Management (AVM) Program - AVM operational process document	08/10/18	\$ 75,000.00	\$ 3,366,447.25	\$ 20,135,483.55
163	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 4	08/10/18	\$ 35,000.00	\$ 3,401,447.25	\$ 20,170,483.55
164	Address Verification and Fraud Alert - Systems Testing	08/10/18	\$ 177,130.83	\$ 3,578,578.08	\$ 20,347,614.38
165	Enhanced Expected Change Functionality - Systems Testing	08/10/18	\$ 159,417.75	\$ 3,737,995.83	\$ 20,507,032.13
166	Job Scheduler & Batch Jobs Migration - Design	08/13/18	\$ 144,375.00	\$ 3,882,370.83	\$ 20,651,407.13
167	Information Security Awareness & Culture - Visioning lab	08/15/18	\$ 35,000.00	\$ 3,917,370.83	\$ 20,686,407.13
168	Online & Batch Utility Migration - REDX Conversion - Group-3	08/17/18	\$ 102,900.00	\$ 4,020,270.83	\$ 20,789,307.13
169	Access Front End Modernization - System Test	08/17/18	\$ 15,600.00	\$ 4,035,870.83	\$ 20,804,907.13
170	Batch Application Migration - Release 4 (Cobol) - Requirements & Design	08/17/18	\$ 167,055.00	\$ 4,202,925.83	\$ 20,971,962.13
171	Eligibility Status Determination and Initial Implementation - Design	08/17/18	\$ 48,978.80	\$ 4,251,904.63	\$ 21,020,940.93
172	Quality Assurance - Testing Support - B/2018	08/28/18	\$ 508,620.00	\$ 4,760,524.63	\$ 21,529,560.93
173	MCO Pre-Selection at Application - Requirements & Design	08/31/18	\$ 38,591.00	\$ 4,799,115.63	\$ 21,568,151.93
174	MCO Passive Enrollment - Requirements & Design	08/31/18	\$ 11,874.00	\$ 4,810,989.63	\$ 21,580,025.93
175	Batch Application Migration - Release 1(Java) - Implementation	08/31/18	\$ 51,030.00	\$ 4,861,019.63	\$ 21,631,055.93
176	Improve Security Governance over Unstructured Data - Data risk remediation	08/31/18	\$ 165,000.00	\$ 5,027,019.63	\$ 21,796,055.93

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
177	Infrastructure Install & Training - Implementation	08/31/18	\$ 104,000.00	\$ 5,131,019.63	\$ 21,900,055.93
178	Financial Passive Renewal - Construction & Integration	08/31/18	\$ 409,405.00	\$ 5,540,424.63	\$ 22,309,460.93
179	Batch Application Migration - Release 2 (Cobol) - Implementation	08/31/18	\$ 55,860.00	\$ 5,596,284.63	\$ 22,365,320.93
180	Access Front End Modernization - Implementation	08/31/18	\$ 5,200.00	\$ 5,601,484.63	\$ 22,370,520.93
181	Batch Application Migration - Release 3 (Cobol) - System Test	08/31/18	\$ 111,300.00	\$ 5,712,784.63	\$ 22,481,820.93
182	NH EASY Application Modernization - Systems Testing	08/31/18	\$ 421,662.00	\$ 6,134,446.63	\$ 22,903,482.93
183	Maintenance and Enhancements - August 2018	08/31/18	\$ 625,000.00	\$ 6,759,446.63	\$ 23,528,482.93
184	Application Vulnerability Management (AVM) Program - NECSES application security assessment	08/31/18	\$ 80,000.00	\$ 6,839,446.63	\$ 23,608,482.93
185	Study to migrate New HEIGHTS to the Other Platform - Requirements	09/03/18	\$ 108,990.00	\$ 6,948,436.63	\$ 23,717,472.93
185	Infrastructure Install & Training - Training - installation and configuration of the primary platform components	09/07/18	\$ 150,000.00	\$ 7,098,436.63	\$ 23,867,472.93
187	Online & Batch Utility Migration - Data Access Design for Batch Jobs	09/07/18	\$ 163,485.00	\$ 7,261,921.63	\$ 24,030,957.93
188	Extract & Schema - New Data Based on Data Mart Extension - System Test	09/07/18	\$ 104,000.00	\$ 7,365,921.63	\$ 24,134,957.93
189	MCI Integration - System Test	09/07/18	\$ 40,000.00	\$ 7,405,921.63	\$ 24,174,957.93
190	Data Mart Extension - Claims Data From MMIS - System Test	09/07/18	\$ 75,000.00	\$ 7,480,921.63	\$ 24,249,957.93

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
191	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH (ASY and New HEIGHTS (full source code)	09/07/18	\$ 25,000.00	\$ 7,505,921.63	\$ 24,274,957.93
192	Application Vulnerability Management (AVM) Program - Secure code development training	09/07/18	\$ 5,000.00	\$ 7,510,921.63	\$ 24,279,957.93
193	Data File Migration & Archival/Retention Process - Design & Implement Logs Maintenance	09/13/18	\$ 108,990.00	\$ 7,619,911.63	\$ 24,388,947.93
194	Improve Security Governance over Unstructured Data - UDM roadmap and operating model	09/14/18	\$ 60,000.00	\$ 7,679,911.63	\$ 24,448,947.93
195	Enhanced Document Imaging and Content Management - Construction	09/14/18	\$ 340,000.00	\$ 8,019,911.63	\$ 24,788,947.93
196	Infrastructure Install & Training - Training - Power Users Train the Trainer / Access Front End Modernization	09/14/18	\$ 100,000.00	\$ 8,119,911.63	\$ 24,888,947.93
197	DHHS Dashboard - Construction & Integration	09/14/18	\$ 175,000.00	\$ 8,294,911.63	\$ 25,063,947.93
198	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 5.	09/14/18	\$ 35,000.00	\$ 8,329,911.63	\$ 25,098,947.93
199	New HEIGHTS Member Eligibility - Requirements & Design	09/21/18	\$ 8,906.00	\$ 8,338,817.63	\$ 25,107,853.93
200	Extract & Schema - New Data Based on Data Mart Extension - Implementation	09/21/18	\$ 78,000.00	\$ 8,416,817.63	\$ 25,185,853.93
201	MCI Integration - Implementation	09/21/18	\$ 20,000.00	\$ 8,436,817.63	\$ 25,205,853.93
202	Data Mart Extension - Claims Data From MMIS - Implementation	09/21/18	\$ 55,000.00	\$ 8,491,817.63	\$ 25,260,853.93
203	Application & Server Security - Requirements & Design	09/21/18	\$ 152,565.00	\$ 8,644,382.63	\$ 25,413,418.93

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 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
204	Intake Workflow - Design	09/21/18	\$ 277,378.00	\$ 8,921,760.63	\$ 25,690,796.93
205	Assessment Workflow - Design	09/21/18	\$ 277,378.00	\$ 9,199,138.63	\$ 25,968,174.93
206	Eligibility Status Determination and Initial Implementation - Construction & Unit Testing	09/21/18	\$ 171,425.80	\$ 9,370,564.43	\$ 26,139,600.73
207	Online & Batch Utility Migration - File Transfer Conversion	09/28/18	\$ 163,485.00	\$ 9,534,049.43	\$ 26,303,085.73
208	Batch Application Migration - Release 3 (Cobol) - Implementation	09/28/18	\$ 55,860.00	\$ 9,589,909.43	\$ 26,358,945.73
209	Activity Tracking - New HEIGHTS - Requirements	09/28/18	\$ 134,855.28	\$ 9,724,774.71	\$ 26,493,811.01
210	Maintenance and Enhancements - September 2018	09/30/18	\$ 625,000.00	\$ 10,349,774.71	\$ 27,118,811.01
211	LTSS Unit Workflow Management - Requirements & Design	10/05/18	\$ 44,528.00	\$ 10,394,302.71	\$ 44,528.00
212	Estate Recovery Integration - System Test	10/05/18	\$ 54,016.00	\$ 10,448,318.71	\$ 98,544.00
213	Batch Application Migration - Release 4 (Cobol) - Construction & Integration	10/05/18	\$ 222,810.00	\$ 10,671,128.71	\$ 321,354.00
214	Activity Tracking - NH EASY - Requirements	10/05/18	\$ 63,519.56	\$ 10,734,648.27	\$ 384,873.56
215	Job Scheduler & Batch Jobs Migration - Construction & Unit Testing	10/08/18	\$ 256,620.00	\$ 10,991,268.27	\$ 641,493.56
216	MCO Pre-Selection at Application - Construction & Integration	10/12/18	\$ 156,960.00	\$ 11,148,228.27	\$ 798,453.56
217	Enhanced Document Imaging and Content Management - Unit/Integration Testing	10/12/18	\$ 241,780.00	\$ 11,390,008.27	\$ 1,040,233.56
218	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review 6)	10/12/18	\$ 10,000.00	\$ 11,400,008.27	\$ 1,050,233.56
219	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly	10/12/18	\$ 35,000.00	\$ 11,435,008.27	\$ 1,085,233.56

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE**  
**AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
	activity report 6				
220	Study to migrate New HEIGHTS to the Other Platform - Analysis & Design	10/15/18	\$ 108,990.00	\$ 11,543,998.27	\$ 1,194,223.56
221	Data File Migration & Archival/Retention Process - MVS Dataset Migration	10/18/18	\$ 108,990.00	\$ 11,652,988.27	\$ 1,303,213.56
222	LTSS Dashboard - Construction & Integration	10/19/18	\$ 176,800.00	\$ 11,829,788.27	\$ 1,480,013.56
223	DHMS Dashboard - System Test	10/19/18	\$ 125,000.00	\$ 11,954,788.27	\$ 1,605,013.56
224	Ongoing New HEIGHTS Application Vulnerability Assessments - Penetration testing of new HEIGHTS environment	10/19/18	\$ 60,000.00	\$ 11,994,788.27	\$ 1,645,013.56
225	Specified Closing/Denial Reasons - Construction & Integration	10/25/18	\$ 236,227.73	\$ 12,231,016.00	\$ 1,881,241.29
226	Online Applications Migration - Rule Engine Application Conversion	10/26/18	\$ 145,200.00	\$ 12,376,216.00	\$ 2,026,441.29
227	Estate Recovery Integration - Implementation	10/26/18	\$ 102,148.00	\$ 12,478,364.00	\$ 2,128,589.29
228	NH EASY Application Modernization - Implementation	10/26/18	\$ 105,415.56	\$ 12,583,779.56	\$ 2,234,004.85
229	Fraud Prevention Using Behavioral Prompts In Self-service - Construction & Integration	10/26/18	\$ 236,227.73	\$ 12,820,007.29	\$ 2,470,232.58
230	Home Care - Children with Severe Disabilities (HCCSD) Application in NH EASY - Implementation	10/26/18	\$ 70,852.33	\$ 12,890,859.62	\$ 2,541,084.91
231	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 1)	10/26/18	\$ 10,000.00	\$ 12,900,859.62	\$ 2,551,084.91
232	Eligibility Status Determination and Initial Implementation - Integration Testing	10/26/18	\$ 97,957.60	\$ 12,998,817.22	\$ 2,649,042.51

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New HEIGHTS Maintenance and Enhancement Payment Schedule, Amendment 1

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
233	Quality Assurance - Testing Support - 10/2018	10/29/18	\$ 508,620.00	\$ 13,507,437.22	\$ 3,157,662.51
234	EBI Security - Control Evaluation & Security Testing	10/30/18	\$ 75,000.00	\$ 13,582,437.22	\$ 3,232,662.51
235	Maintenance and Enhancements - October 2018	10/31/18	\$ 625,000.00	\$ 14,207,437.22	\$ 3,857,662.51
236	LYSS Unit Workflow Management - Construction & Integration	11/02/18	\$ 83,712.00	\$ 14,291,149.22	\$ 3,941,374.51
237	Batch Application Migration - Release 4 (Cobol) - System Test	11/02/18	\$ 111,300.00	\$ 14,402,449.22	\$ 4,052,674.51
238	Activity Tracking - NewHEIGHTS - Design	11/02/18	\$ 134,865.28	\$ 14,537,314.50	\$ 4,187,539.79
239	Application & Server Security - Construction & Integration	11/09/18	\$ 203,385.00	\$ 14,740,699.50	\$ 4,390,924.79
240	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report 7	11/09/18	\$ 35,000.00	\$ 14,775,699.50	\$ 4,425,924.79
241	Activity Tracking - NH EASY - Design	11/09/18	\$ 63,519.56	\$ 14,839,219.06	\$ 4,489,444.35
242	Digital Information Campaign - Content Development - Requirements	11/09/18	\$ 105,193.40	\$ 14,944,412.46	\$ 4,594,637.75
243	Job Scheduler & Batch Jobs Migration - Integration Testing	11/12/18	\$ 128,310.00	\$ 15,072,722.46	\$ 4,722,947.75
244	Infrastructure Install & Training - Training - Power Users / DHHS Dashboard	11/16/18	\$ 100,000.00	\$ 15,172,722.46	\$ 4,822,947.75
245	Data File Migration & Archival/Retention Process - PDF Migration	11/22/18	\$ 108,990.00	\$ 15,281,712.46	\$ 4,931,937.75
246	Enhanced Document Imaging and Content Management - Systems/UAT	11/23/18	\$ 107,740.00	\$ 15,389,452.46	\$ 5,039,677.75
247	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 2).	11/23/18	\$ 10,000.00	\$ 15,399,452.46	\$ 5,049,677.75

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
248	Enhanced Document Imaging and Content Management - Production Pilot	11/30/18	\$ 11,598.00	\$ 15,411,050.46	\$ 5,063,275.75
249	Batch Application Migration - Release 4 (Cobol) - Implementation	11/30/18	\$ 55,860.00	\$ 15,468,910.46	\$ 5,119,135.75
250	Maintenance and Enhancements - November, 2018	11/30/18	\$ 625,000.00	\$ 16,093,910.46	\$ 5,744,135.75
251	Medical Passive Renewal - System Test	12/07/18	\$ 34,494.00	\$ 16,128,404.46	\$ 5,778,629.75
252	Date Specific Enrollment - System Test	12/07/18	\$ 24,639.00	\$ 16,153,043.46	\$ 5,803,268.75
253	MCO Passive Enrollment - System Test	12/07/18	\$ 55,437.00	\$ 16,208,480.46	\$ 5,858,705.75
254	MCO Pre-Selection at Application - System Test	12/07/18	\$ 27,830.00	\$ 16,236,310.46	\$ 5,886,535.75
255	Financial Passive Renewal - System Test	12/07/18	\$ 72,590.00	\$ 16,308,900.46	\$ 5,959,125.75
256	LTSS Dashboard - System Test	12/07/18	\$ 218,400.00	\$ 16,527,300.46	\$ 6,177,525.75
257	Application & Server Security - System Test	12/07/18	\$ 152,670.00	\$ 16,679,970.46	\$ 6,330,195.75
258	Eligibility Status Determination and Initial Implementation - Systems Testing	12/07/18	\$ 97,957.60	\$ 16,777,928.06	\$ 6,428,153.35
259	Activity Tracking - New HEIGHTS - Construction & Unit Testing	12/07/18	\$ 472,028.48	\$ 17,249,956.54	\$ 6,900,181.83
260	Activity Tracking - NH EASY - Construction & Unit Testing	12/07/18	\$ 222,318.46	\$ 17,472,275.00	\$ 7,122,500.29
261	LTSS Unit Workflow Management - System Test	12/10/18	\$ 14,843.00	\$ 17,487,118.00	\$ 7,137,343.29
262	Infrastructure Install & Training - Post Implementation	12/14/18	\$ 500,000.00	\$ 17,987,118.00	\$ 7,637,343.29
263	Ongoing New HEIGHTS Application Vulnerability Assessments - Secure code review for NH EASY and New HEIGHTS (delta source code review ?)	12/14/18	\$ 10,000.00	\$ 17,997,118.00	\$ 7,647,343.29
264	Ongoing New HEIGHTS Risk and Compliance Management - Information security monthly activity report B	12/14/18	\$ 35,000.00	\$ 18,032,118.00	\$ 7,682,343.29

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
265	Digital Information Campaign - Content Development - Design	12/21/18	\$ 105,193.40	\$ 18,137,311.40	\$ 7,787,536.69
266	Data File Migration & Archival/Retention Process - Retention & Archival Process	12/27/18	\$ 108,990.00	\$ 18,246,301.40	\$ 7,896,526.69
267	Specified Closing/Denial Reasons - Implementation	12/27/18	\$ 82,661.12	\$ 18,328,962.52	\$ 7,979,187.81
268	Online Applications Migration - NH EASY Gateway & Core Application Conversion	12/28/18	\$ 145,200.00	\$ 18,474,162.52	\$ 8,124,387.81
269	Medical Passive Renewal - Implementation	12/28/18	\$ 10,114.00	\$ 18,484,276.52	\$ 8,134,501.81
270	Date Specific Enrollment - Implementation	12/28/18	\$ 7,496.00	\$ 18,491,772.52	\$ 8,141,997.81
271	MCO Passive Enrollment - Implementation	12/28/18	\$ 15,915.00	\$ 18,507,687.52	\$ 8,157,912.81
272	MCO Pre-Selection at Application - Implementation	12/28/18	\$ 52,951.00	\$ 18,560,638.52	\$ 8,210,863.81
273	Financial Passive Renewal - Implementation	12/28/18	\$ 135,172.00	\$ 18,695,810.52	\$ 8,346,035.81
274	Infrastructure Install & Training - Training Power and Business Users / All Functionality	12/28/18	\$ 150,000.00	\$ 18,845,810.52	\$ 8,496,035.81
275	Quality Assurance - Testing Support - 12/2018	12/28/18	\$ 508,620.00	\$ 19,354,430.52	\$ 9,004,655.81
276	Fraud Prevention Using Behavioral Prompts in Self-service - Implementation	12/28/18	\$ 82,661.12	\$ 19,437,091.64	\$ 9,087,316.93
277	Ongoing New HEIGHTS Application Vulnerability Assessments - Monthly NH EASY and New HEIGHTS web application vulnerability testing (Review 3)	12/28/18	\$ 10,000.00	\$ 19,447,091.64	\$ 9,097,316.93
278	Enhanced Document Imaging and Content Management - Post Production Support	12/28/18	\$ 11,143.00	\$ 19,458,234.64	\$ 9,108,459.93
279	Eligibility Status Determination and Initial Implementation - Implementation	12/28/18	\$ 24,489.40	\$ 19,482,724.04	\$ 9,132,949.33
280	LTSS Unit Workflow Management - Implementation	12/31/18	\$ 30,635.00	\$ 19,513,359.04	\$ 9,163,584.33
281	Job Scheduler & Batch Jobs Migration - System Test	12/31/18	\$ 289,170.00	\$ 19,802,529.04	\$ 9,452,754.33

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**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals
282	Study to migrate New HEIGHTS to the Other Platform - Final Strategy	12/31/18	\$ 108,990.00	\$ 19,911,519.04	\$ 9,561,744.33
283	MLTSS PMO - PMO Q4-18	12/31/18	\$ 43,264.00	\$ 19,954,783.04	\$ 9,605,008.33
284	Maintenance and Enhancements - December 2018	12/31/18	\$ 625,000.00	\$ 20,579,783.04	\$ 10,230,008.33
285	New HEIGHTS Member Eligibility - System Test	01/04/19	\$ 54,205.00	\$ 20,633,988.04	\$ 10,284,213.33
286	Federal, State Reporting & QC Sampling - Requirements	01/04/19	\$ 51,526.80	\$ 20,685,514.84	\$ 10,335,740.13
287	Suspension & Re-Application - Requirements	01/04/19	\$ 34,216.00	\$ 20,719,730.84	\$ 10,369,956.13
288	Digital Information Campaign - Navigation Delivery model - Requirements	01/04/19	\$ 105,193.40	\$ 20,824,924.24	\$ 10,475,149.53
289	MLTSS Closures and Workflow - Requirements & Design	01/22/19	\$ 44,528.00	\$ 20,869,452.24	\$ 10,519,677.53
290	New HEIGHTS Member Eligibility - Implementation	01/25/19	\$ 15,291.00	\$ 20,884,743.24	\$ 10,534,968.53
291	Database & DB Tools Migration - DB Conversion - Requirements & Design	01/25/19	\$ 130,725.00	\$ 21,015,468.24	\$ 10,665,693.53
292	Activity Tracking - New HEIGHTS - Integration Testing	01/25/19	\$ 269,730.56	\$ 21,285,198.80	\$ 10,935,424.09
293	Activity Tracking - NH EASY - Integration Testing	01/25/19	\$ 177,039.12	\$ 21,462,237.92	\$ 11,062,463.21
294	Maintenance and Enhancements - January 2019	01/31/19	\$ 625,000.00	\$ 22,087,237.92	\$ 11,687,463.21
295	Digital Information Campaign - Content Development - Development	02/01/19	\$ 140,257.77	\$ 22,227,495.69	\$ 11,827,720.98
296	Digital Information Campaign - Multimedia - Requirements	02/01/19	\$ 105,193.40	\$ 22,332,689.09	\$ 11,932,914.38
297	Intake Workflow - Construction	02/08/19	\$ 344,853.00	\$ 22,677,542.09	\$ 12,277,767.38
298	Assessment Workflow - Construction	02/08/19	\$ 344,853.00	\$ 23,022,395.09	\$ 12,622,620.38
299	Federal, State Reporting & QC Sampling - Design	02/08/19	\$ 51,526.80	\$ 23,073,921.89	\$ 12,674,147.18
300	Suspension & Re-Application - Design	02/08/19	\$ 34,216.00	\$ 23,108,137.89	\$ 12,708,363.18

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STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services  
 Attachment B-1  
**NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE  
 AMENDMENT 1**

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St. Fiscal Yr Totals	Fed Fiscal Yr Totals
301	Digital Information Campaign - Navigation Delivery model - Design	02/15/19	\$ 105,193.40	\$ 23,163,331.29	\$ 12,813,556.58
302	Core MLTSS Enhancements - Requirements & Design	02/19/19	\$ 53,434.00	\$ 23,216,765.29	\$ 12,866,990.58
303	Automatically Run Newborns from DOB - Requirements & Design	02/22/19	\$ 48,366.64	\$ 23,265,131.93	\$ 12,915,357.22
304	Maintenance and Enhancements - February 2019	02/28/19	\$ 625,000.00	\$ 23,890,131.93	\$ 13,540,357.22
305	Conversion Notices - Requirements & Design	03/01/19	\$ 7,124.00	\$ 23,897,255.93	\$ 13,547,481.22
306	Activity Tracking - NewHEIGHTS - Systems Testing	03/08/19	\$ 269,730.56	\$ 24,166,986.49	\$ 13,817,211.78
307	Activity Tracking - NH EASY - Systems Testing	03/08/19	\$ 127,039.12	\$ 24,294,025.61	\$ 13,944,250.90
308	Federal, State Reporting & QC Sampling - Construction & Unit Testing	03/15/19	\$ 180,343.80	\$ 24,474,369.41	\$ 14,124,594.70
309	Suspension & Re-Application - Construction & Unit Testing	03/15/19	\$ 119,756.00	\$ 24,594,125.41	\$ 14,244,350.70
310	Digital Information Campaign - Multimedia - Design	03/15/19	\$ 105,193.40	\$ 24,699,318.81	\$ 14,349,544.10
311	Database & DB Tools Migration - DB Conversion - Construction & Integration	03/22/19	\$ 174,300.00	\$ 24,873,618.81	\$ 14,523,844.10
312	Database & DB Tools Migration - Setting up DB Tools & Configuration - Development	03/22/19	\$ 72,660.00	\$ 24,946,278.81	\$ 14,596,504.10
313	Intake Workflow - Integration	03/25/19	\$ 114,951.00	\$ 25,061,229.81	\$ 14,711,455.10
314	Assessment Workflow - Integration	03/25/19	\$ 114,951.00	\$ 25,176,180.81	\$ 14,826,406.10
315	Activity Tracking - NewHEIGHTS - Implementation	03/29/19	\$ 67,432.64	\$ 25,243,613.45	\$ 14,893,838.74
316	Activity Tracking - NH EASY - Implementation	03/29/19	\$ 31,759.78	\$ 25,275,373.23	\$ 14,925,598.52
317	Digital Information Campaign - Navigation Delivery model - Development	03/29/19	\$ 140,257.77	\$ 25,415,631.00	\$ 15,065,856.29
318	MLTSS PMO - PMO Q1-19	03/31/19	\$ 43,264.00	\$ 25,458,895.00	\$ 15,109,120.29
319	Maintenance and Enhancements - March 2019	03/31/19	\$ 625,000.00	\$ 26,083,895.00	\$ 15,734,120.29

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STATE OF NEW HAMPSHIRE  
Department of Health and Human Services

Attachment B-1  
NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

AMENDMENT 1

Payment #	Deliverable Description	Invoice	Payment Amount	SI Fiscal Yr Totals	Ed Fiscal Yr Totals
320	Auto Enrollment Modification for NF Clients - Requirements & Design	04/11/19	\$ 9,499.00	\$ 26,093,394.00	\$ 15,743,619.29
321	Database & DB Tools Migration - Performance Testing & Tuning - 1	04/22/19	\$ 54,600.00	\$ 26,147,994.00	\$ 15,798,219.29
322	Database & DB Tools Migration - Setting up DB Tools & Configuration - Testing	04/26/19	\$ 72,660.00	\$ 26,220,654.00	\$ 15,870,879.29
323	Conversion Notices - System Test	04/26/19	\$ 12,319.00	\$ 26,232,973.00	\$ 15,883,198.29
324	Federal State Reporting & QC Sampling - Integration Testing	04/26/19	\$ 103,053.60	\$ 26,336,026.60	\$ 15,986,251.89
325	Suspension & Re-Application - Integration Testing	04/26/19	\$ 68,432.00	\$ 26,404,458.60	\$ 16,054,683.89
326	Digital Information Campaign - Multilingual Development	04/26/19	\$ 140,256.77	\$ 26,544,715.37	\$ 16,194,940.66
327	Maintenance and Enhancements - April 2019	04/30/19	\$ 625,000.00	\$ 27,169,715.37	\$ 16,819,940.66
328	Database & DB Tools Migration - DB Conversion - System Test	05/03/19	\$ 87,150.00	\$ 27,256,865.37	\$ 16,907,090.66
329	Intake Workflow - Systems Support	05/08/19	\$ 114,951.00	\$ 27,371,816.37	\$ 17,022,041.66
330	Assessment Workflow - Systems Support	05/08/19	\$ 114,951.00	\$ 27,486,767.37	\$ 17,136,992.66
331	Conversion Notices - Implementation	05/10/19	\$ 3,985.00	\$ 27,490,752.37	\$ 17,140,977.66
332	Core MLTSS Enhancements - Construction & Integration	05/17/19	\$ 167,424.00	\$ 27,658,176.37	\$ 17,308,401.66
333	MLTSS Courses and Workflow - Construction & Integration	05/17/19	\$ 83,712.00	\$ 27,741,888.37	\$ 17,392,113.66
334	Database & DB Tools Migration - DB Conversion - Implementation	05/31/19	\$ 43,785.00	\$ 27,785,673.37	\$ 17,435,898.66
335	Database & DB Tools Migration - Performance Testing & Tuning - 2	05/31/19	\$ 54,600.00	\$ 27,840,273.37	\$ 17,490,498.66

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services

Attachment B-1  
NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

AMENDMENT 1

Invoice Payment Amount: \$ Fiscal Yr Totals \$ Fiscal Yr Totals

Invoice #	Deliverable Description	Invoice	Payment Amount	\$ Fiscal Yr Totals	\$ Fiscal Yr Totals
336	Database & DB Tools Migration - Setting up DB Tools & Configuration - Production	05/31/19	\$ 72,600.00	\$ 72,600.00	\$ 72,600.00
337	Maintenance and Enhancements - May 2019	05/31/19	\$ 625,000.00	\$ 28,537,873.37	\$ 18,188,098.66
338	Intake Workflow - Implementation	05/31/19	\$ 57,475.50	\$ 28,595,348.87	\$ 18,245,574.16
339	Assessment Workflow - Implementation	05/31/19	\$ 57,475.50	\$ 28,652,824.37	\$ 18,303,049.66
340	Conversion of MCO Client Service Authorizations - Requirements & Design	06/06/19	\$ 8,312.00	\$ 28,661,136.37	\$ 18,311,361.66
341	Automatically Run Newborns from DOB - Construction & Unit	06/06/19	\$ 320,594.71	\$ 28,981,731.08	\$ 18,631,956.37
342	Federal, State Reporting & QC Sampling - Systems Testing	06/07/19	\$ 103,053.60	\$ 29,084,784.68	\$ 18,735,009.97
343	Suspension & Re-Application - Systems Testing	06/07/19	\$ 68,432.00	\$ 29,153,216.68	\$ 18,803,441.97
344	MLTSS Courses and Workflow - System Test	06/21/19	\$ 14,843.00	\$ 29,168,059.68	\$ 18,818,284.97
345	Intake Workflow - PIR	06/26/19	\$ 57,475.50	\$ 29,225,535.18	\$ 18,875,760.47
346	Assessment Workflow - PIR	06/26/19	\$ 57,475.50	\$ 29,283,010.68	\$ 18,933,235.97
347	Auto Enrollment Modification for MF Clients - System Test	06/27/19	\$ 24,639.00	\$ 29,307,649.68	\$ 18,957,874.97
348	Core MLTSS Enhancements - System Test	06/28/19	\$ 29,685.00	\$ 29,337,334.68	\$ 18,987,559.97
349	Federal, State Reporting & QC Sampling - Implementation	06/28/19	\$ 25,763.40	\$ 29,363,098.08	\$ 19,013,323.37
350	Suspension & Re-Application - Implementation	06/28/19	\$ 17,108.00	\$ 29,380,206.08	\$ 19,030,431.37
351	MLTSS PIR - PIR Q2-19	06/30/19	\$ 43,264.00	\$ 29,423,470.08	\$ 19,073,695.37
352	Maintenance and Enhancements - June 2019	06/30/19	\$ 625,000.00	\$ 30,048,470.08	\$ 19,698,695.37
353	Auto Enrollment Modification for MF Clients - Implementation	07/18/19	\$ 7,496.00	\$ 30,055,966.08	\$ 19,706,191.37
354	Automatically Run Newborns from DOB - Systems Testing	07/25/19	\$ 88,125.71	\$ 30,144,091.79	\$ 19,794,317.08

STATE OF NEW HAMPSHIRE  
 Department of Health and Human Services

Attachment B-1  
 NEW HEIGHTS MAINTENANCE AND ENHANCEMENT PAYMENT SCHEDULE

AMENDMENT 1

Payment: Invoice Amount: Fiscal Totals: Fed Fiscal Totals

Item #	Deliverable Description	Invoice Date	Invoice Amount	Fiscal Totals	Fed Fiscal Totals
355	Core MLTSS Enhancements - implementation	07/26/19	\$ 57,708.00	\$ 153,329.71	\$ 19,852,025.08
356	MLTSS Closure and Workflow - implementation	07/26/19	\$ 30,635.00	\$ 183,964.71	\$ 19,882,660.08
357	Maintenance and Enhancements - July 2019	07/31/19	\$ 625,000.00	\$ 808,964.71	\$ 20,507,660.08
358	Automatically Run Reports from ODB - implementation	08/15/19	\$ 24,057.21	\$ 833,021.92	\$ 20,531,717.29
359	Maintenance and Enhancements - August 2019	08/31/19	\$ 625,000.00	\$ 1,458,021.92	\$ 21,156,717.29
360	Conversion of MCO Client Service Authorizers - System Test	09/26/19	\$ 49,277.00	\$ 1,507,298.92	\$ 21,205,994.29
361	Improve Security Governance over Unstructured Data - UDM transition and knowledge transfer	09/28/19	\$ 35,000.00	\$ 1,542,298.92	\$ 21,240,994.29
362	MLTSS PMO - PMO Q3-19	09/30/19	\$ 43,264.00	\$ 1,585,562.92	\$ 21,284,258.29
363	Maintenance and Enhancements - September 2019	09/30/19	\$ 625,000.00	\$ 2,210,562.92	\$ 21,909,258.29
364	Conversion of MCO Client Service Authorizers - implementation	10/10/19	\$ 13,922.00	\$ 2,224,484.92	\$ 13,922.00
365	Maintenance and Enhancements - October 2019	10/31/19	\$ 625,000.00	\$ 2,849,484.92	\$ 698,922.00
366	Maintenance and Enhancements - November 2019	11/30/19	\$ 625,000.00	\$ 3,474,484.92	\$ 1,263,922.00
367	Maintenance and Enhancements - December 2019	12/31/19	\$ 625,000.00	\$ 4,099,484.92	\$ 1,888,922.00
368	Maintenance and Enhancements - January 2020	01/31/20	\$ 625,000.00	\$ 4,724,484.92	\$ 2,513,922.00
369	Maintenance and Enhancements - February 2020	02/29/20	\$ 625,000.00	\$ 5,349,484.92	\$ 3,138,922.00
370	Maintenance and Enhancements - March 2020	03/31/20	\$ 625,000.00	\$ 5,974,484.92	\$ 3,763,922.00
371	Maintenance and Enhancements - April 2020	04/30/20	\$ 625,000.00	\$ 6,599,484.92	\$ 4,388,922.00
372	Maintenance and Enhancements - May 2020	05/31/20	\$ 625,000.00	\$ 7,224,484.92	\$ 5,013,922.00
373	Maintenance and Enhancements - June 2020	06/30/20	\$ 625,000.00	\$ 7,849,484.92	\$ 5,638,922.00
<b>Grand Total</b>			\$ 78,041,991	\$ 75,041,991	\$ 75,041,991

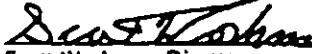
## CERTIFICATE

I, Jeffrey Bowman, Director of Deloitte Consulting LLP, do hereby certify that:

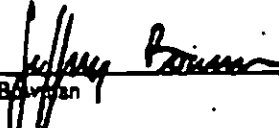
1. I am a Director of Deloitte Consulting LLP, a Delaware limited partnership ("Deloitte Consulting");
2. I maintain and have custody of a copy of the Memorandum of Agreement of Deloitte Consulting and a list of the Principals/Directors of Deloitte Consulting assigned to the Boston, Massachusetts Office;
3. I am duly authorized to issue certificates with respect to Deloitte Consulting and such Principals/Directors;
4. I have attached hereto as Certificate Exhibit A, a certificate of authority setting forth the authority of a Principal/Director of Deloitte Consulting to enter into and sign agreements in the name of and on behalf of Deloitte Consulting;
5. Scott Workman, is on the date hereof, and since 2016 has been, a Director of Deloitte Consulting as referred to in Certificate Exhibit A attached hereto;
6. As a Principal/Director of Deloitte Consulting, he is fully authorized on behalf of and in the name of Deloitte Consulting to enter into and take any and all actions to execute, acknowledge, and deliver the contract with the State of New Hampshire, acting through the Office of the Governor, providing for the performance by Deloitte Consulting of certain management consulting services, and any and all documents, agreements, and other instruments (and any and all amendments, revisions, and modifications thereto) as he may deem necessary, desirable, or appropriate to accomplish the same;
7. The signatures of Scott Workman, as Director of Deloitte Consulting, affixed to any instruments or documents described in or contemplated by the preceding paragraph shall be exclusive evidence of the authority of said Principal/Director to bind Deloitte Consulting thereby;
8. The certificate of authority of Deloitte Consulting attached as Exhibit A has not been revoked, annulled, or amended in any manner whatsoever and remains in full force and effect as of the date thereof.

9. The following persons, whose signatures appear below, have been duly appointed or assigned to and now occupy the positions indicated below in Deloitte Consulting:

  
Jeffrey Bowman, Director  
Deloitte Consulting LLP  
Boston Office

  
Scott Workman, Director  
Deloitte Consulting LLP  
Pittsburgh Office

10. IN WITNESS WHEREOF, I have hereunto set my hand as Director of the Partnership this 10 day of April, 2018.

  
Jeffrey Bowman

NEW HAMPSHIRE

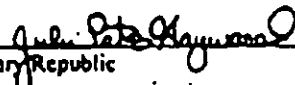
COUNTY OF MERRIMACK

On this 10th day of April, 2018, before me, Julie Peters Hayward, the undersigned officer, personally appeared Jeffrey Bowman who acknowledged himself to be a Director of Deloitte Consulting LLP, a Delaware limited partnership, and that he, as such Principal/Director, being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing his name thereto as Principal/Director.

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

My Commission Expires:

JULIE PETERS HAYWARD, Notary Public  
My Commission Expires May 4, 2020


  
Notary Republic

CERTIFICATE EXHIBIT A

I, SCOTT WORKMAN, DO HEREBY CERTIFY THAT:

1. I am a Director of Deloitte Consulting LLP, a Delaware limited partnership ("Deloitte Consulting").
2. I have custody of a copy of the Memorandum of Agreement of Deloitte Consulting and a list of Principal/Directors of Deloitte Consulting assigned to its Pittsburgh, Pennsylvania office.
3. Principal/Directors of Deloitte Consulting are fully authorized by the Memorandum of Agreement of Deloitte Consulting to enter into and to take any and all actions on behalf of and in the name of Deloitte Consulting to execute, acknowledge, and deliver contracts providing for the performance by Deloitte Consulting of management consulting services, and any and all documents, agreements, and other instruments (and any and all amendments, revisions, and modifications thereto) as may be necessary, desirable, or appropriate to accomplish the same:
4. Deloitte Consulting LLP has no company seal.
5. I am duly authorized to issue this Certificate.

IN WITNESS WHEREOF, I have hereunto set my hand as a Principal/Director of Deloitte Consulting LLP this 10<sup>th</sup> day of April, 2018.

  
Scott Workman

NEW HAMPSHIRE

COUNTY OF MERRIMACK

On this 10<sup>th</sup> day of April, 2018, before me, Julia Peters Hayward, the undersigned officer, personally appeared Scott Workman who acknowledged himself to be a Director of Deloitte Consulting LLP, a Delaware limited partnership, and that he, as such Principal/Director, being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing his name thereto as Principal/Director.

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

My Commission Expires 2018 PETERS HOWARD, Notary Public  
My Commission Expires May 5, 2020

  
Notary Republic

**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 BSLOTTIE CONSULTING LLP is a Delaware Limited Liability Partnership registered to conduct business in New Hampshire on March 10, 2004. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 467179

Certificate Number : 0094032045



IN TESTIMONY WHEREOF,

I have set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 16th day of April A.D. 2018.

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

William M. Gardner  
Secretary of State





# CERTIFICATE OF LIABILITY INSURANCE

DATE OF REVISED: 02/02/11

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 INSURERS, AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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

**PRODUCER**  
Marsh USA, Inc.  
1185 Avenue of the Americas  
New York, NY 10020  
AIC: 00000000000000000000

**FORMS 07-10-00-11.11**

**INSURED**  
Deloitte LLP, Deloitte & Touche LLP,  
Deloitte Consulting LLP, Deloitte Tax LLP, Deloitte Services LP,  
Deloitte Financial Advisory Services LLP,  
Deloitte Transactions and Business Analytics LLP  
950 East 15th Street  
Durham, NC 27701

<b>AGENT</b>	<b>INSURANCE CONTRACTS</b>	<b>INSURER</b>
Deloitte	Deloitte	Deloitte
<b>INSURER A</b>	<b>INSURER B</b>	<b>INSURER C</b>
Deloitte	Deloitte	Deloitte
<b>INSURER D</b>	<b>INSURER E</b>	<b>INSURER F</b>
Deloitte	Deloitte	Deloitte

**COVERAGES**      **CERTIFICATE NUMBER:** NYC-02915043-21      **REVISION NUMBER:** 13

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.

LINE	TYPE OF INSURANCE	INSURANCE PERIOD	COVERAGE	POLICY ID	INSURER	AMOUNT
A	COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OR IF APPLICABLE LIMIT APPLIES PER POLICY <input type="checkbox"/> PER <input type="checkbox"/> LOC <input type="checkbox"/> OTHER <input type="checkbox"/>		ALL RISKS	02/01/2011	02/01/2011	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000 MED PAY (PER PERSON) 10,000 FEDERAL & CIVIL RIGHTS 1,000,000 DEFENSE COSTS (PER YEAR) 2,000,000 PRODUCTS - COMPLETED 2,000,000
A	AUTOMOBILE LIABILITY ANY AUTO <input checked="" type="checkbox"/> ALL OTHERS <input type="checkbox"/> RATED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> UNLICENSED AUTOS <input type="checkbox"/>		ALL RISKS	02/01/2011	02/01/2011	COMMERCE TRUCKS ONLY 1,000,000 MED PAY (PER PERSON) 10,000 PROPERTY DAMAGE (PER PERSON) 10,000
B	EXCESS LIABILITY EXCESS LIMIT <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> PER <input type="checkbox"/> PER <input type="checkbox"/> OTHER <input type="checkbox"/>		EXCESS	02/01/2011	02/01/2011	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000
C	EXCESS LIABILITY EXCESS LIMIT <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> PER <input type="checkbox"/> PER <input type="checkbox"/> OTHER <input type="checkbox"/>		EXCESS	02/01/2011	02/01/2011	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000
D	EXCESS LIABILITY EXCESS LIMIT <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> PER <input type="checkbox"/> PER <input type="checkbox"/> OTHER <input type="checkbox"/>		EXCESS	02/01/2011	02/01/2011	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000

STATE OF NEW HAMPSHIRE IS INCLUDED AS AN ADDITIONAL INSURED AS RESPECTS GENERAL LIABILITY AND AUTOMOBILE LIABILITY COVERAGE  
 \*WHERE NO COMPLIANCE WITH INSURANCE COVERAGE IS PROVIDED UNDER DELTTE'S POLICY, MEETING NEW HAMPSHIRE'S STATUTORY REQUIREMENTS\*

<b>CERTIFICATE HOLDER</b> Date of Issue: 02/02/11 Department of Information Technology Connecticut 125 Federal Street Concord, NH 03301	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE of Marsh USA Inc. Robert A. McEwen
--	---



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF INFORMATION TECHNOLOGY  
 27 Mason Dr., Concord, NH 03301  
 Fax: 603-271-1516 TDD Access: 1-800-735-7964  
 www.nh.gov/dot

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Peter C. Hastings  
 Acting Commissioner

May 7, 2013

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

Requested Action

Authorize the Department of Information Technology on behalf of the Department of Health and Human Services, to enter into a contract with Deloitte Consulting (LLP, of 2601 Market Place, 2nd Floor, Harrisburg, PA 17110 (Vendor #174776) in an amount not to exceed \$27,500,000.00, to provide maintenance services for the New HEIGHTS system effective July 1, 2013 or the date of Governor and Executive Council approval, whichever is later through June 30, 2018.

Funds are anticipated to be available in the following accounts for State Fiscal Years 2014 - 2018 upon the availability and continued appropriation of funds in the future operating budgets, 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. Other Funds: 53.10% Federal Funds and 46.90% General Funds

FY	CLASS CODE-ACCOUNT CODE - DEPT NAME-AGENCY NAME-ACCTG UNIT-UNIT NAME	JOB #	AMOUNT
2014	01-03-03-030010-76950000 - DoIT- IT for DHHS 046-500465 - Consultants	03950041	\$4,800,000.00
2015	01-03-03-030010-76950000 - DoIT- IT for DHHS 046-500465 - Consultants	03950041	\$4,800,000.00
2016	01-03-03-030010-76950000 - DoIT- IT for DHHS 046-500465 - Consultants	03950041	\$6,200,000.00
2017	01-03-03-030010-76950000 - DoIT- IT for DHHS 046-500465 - Consultants	03950041	\$6,200,000.00
2018	01-03-03-030010-76950000 - DoIT- IT for DHHS 046-500465 - Consultants	03950041	\$5,500,000.00
	TOTAL		\$27,500,000.00

Explanation

The requested action will provide the maintenance and operation support of the New HEIGHTS system. New HEIGHTS is the computer system that supports many of the business goals of the Department of Health and Human Services. Since its implementation in 1998, it has been maintained with a combination of Division of

Her Excellency, Governor Margaret Wood Hassan  
May 7, 2013  
Page 2

Client Services program staff (previously in the Division of Family Assistance) and contractor staff from Deloitte Consulting, LLP. Under this contract, Deloitte Consulting, LLP will continue to provide the technical staff that perform the daily operational tasks necessary to run the system, make modifications to the system as required as a result of state or federal law changes, and identify and fix problems encountered with the system. Specifically, the technical contractor staff provides Production Operational Support, Application Maintenance and Project Management.

A Request for Proposals (RFP) for maintenance of the New HEIGHTS system was issued on August 6, 2012, number 2013-009. A bidders conference was held on August 15, 2012 with representatives from three (3) vendors in attendance. The list of vendors in attendance at the bidders conference is contained in Attachment A. One proposal, from Deloitte Consulting LLP, was submitted in response to the RFP by the due date of September 17, 2012.

The evaluation of proposals process was based on a 1000 point scoring system. A total of 800 points were allocated to the technical proposal. This score rates the vendor's approach to project management, maintenance activities, operations and production support, data management support, technical innovations, and corporate and staff qualifications. Deloitte Consulting LLP received a total of 777 points for the technical proposal section. A total of 200 points were allocated to the cost proposal. As there was only one bid, the full 200 cost points were awarded to Deloitte Consulting LLP. Deloitte Consulting LLP was awarded a total of 977 out of a possible 1000 points.

Without this contract, as of July 1, 2013, the daily operational activities necessary to run the system will not occur and there is risk that the system may become inoperable. DHHS technical staff are not available to conduct the required tasks.

Performance under this contract is managed by the Division of Client Services Information Technology Manager V, responsible for the New HEIGHTS system operation. The project management process employed at the New HEIGHTS is quite extensive and there are many processes in place to ensure that the project stays on track and that the contractor adheres to the contract scope, thus ensuring that the State gets the best value possible.

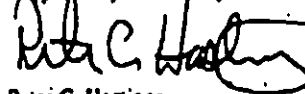
Geographic area served: Statewide

This project was identified in the New Hampshire Information Technology Plan 2005 - 2009, Appendix VII, Project ID 79 - Contractor operational support of existing system with the Strategic Theme of Improving and Standardizing State Government IT Infrastructure.

Source of Funds: 53.10% Federal Funds and 46.90% General Funds

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

Respectfully submitted,

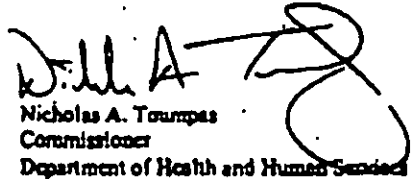


Peter C. Harting  
Acting Commissioner  
Department of Information Technology

Her Excellency, Governor Margaret Wood Hassan  
May 7, 2013  
Page 3



Carol E. Sideris  
Director of Client Services  
Department of Health and Human Services



Nicholas A. Troumpas  
Commissioner  
Department of Health and Human Services

PCH/lm  
AAE RID 14046  
2013-009

cc: Leslie Mason, DoT  
Laurie Snow, DHHS

**DHHS RFP 2013-009 Evaluation Team**

<b>Name</b>	<b>Agency</b>	<b>Title</b>
William Baggeroer	DHHS	Chief Information Officer
Mary Calise	DHHS	Administrator III
Frank Catanese	DoIT	Chief Technical Officer
Melinda Cox	DoIT	Information Technology Manager II
Laurie Snow	DHHS	Information Technology Manager V
Shanthi Venkatesan	DHHS	Director Of Reorganization Planning

Non-MEMBERSHIP REPORT  
2004-2005

Section Name	Page Count	SP Section Reference	Members	Leads	ES	Study	Print	Buy	Receipt
<b>Approved Members</b>									
Section 001 - Project Management Topics									
Topic 1 - Management Techniques and Methodology	1	C-1.1.1	20	20	18	20	20	19	18
Topic 2 - Project Communication and Coordination	1	C-1.1.2	20	20	20	20	20	19	18
Topic 3 - Risk Management	1	C-1.1.3	20	20	20	20	20	19	18
Topic 4 - Resource Management	1	C-1.1.4	20	20	20	20	20	20	20
Topic 5 - Quality Assurance	1	C-1.1.5	20	20	20	20	20	18	18
Topic 6 - Service Level Agreements	1	C-1.1.6	20	20	20	20	20	20	20
Topic 7 - Transition Plan	1	C-1.1.7	20	20	20	20	20	20	20
Section 002 - Administrative Activities Topics									
Topic 8 - Non-MEMBERSHIP	1	C-1.2.1	20	20	20	20	20	20	20
Topic 9 - New EASIT	1	C-1.2.2	20	20	20	20	20	19	18
Topic 10 - Document Template	1	C-1.2.3	20	20	20	20	20	20	20
Topic 11 - Non-MEMBERSHIP Data Sheet	1	C-1.2.4	15	15	15	15	15	15	15
Topic 12 - System Development Life Cycle	1	C-1.2.5	15	15	15	15	15	15	15
Topic 13 - Time and Resource Estimation	1	C-1.2.6	15	15	15	15	15	15	15
Topic 14 - Help Desk Support	1	C-1.2.7	15	15	15	15	15	15	15
Topic 15 - Ad Hoc Support	1	C-1.2.8	15	15	15	15	15	15	15
Topic 16 - Documentation	1	C-1.2.9	15	15	15	15	15	15	15
Section 003 - Operations and Production Support Topics									
Topic 17 - Software Configuration Support	1	C-1.3.1	15	15	15	15	15	15	15
Topic 18 - On-Line Production Operations	1	C-1.3.2	15	15	15	15	15	15	15
Topic 19 - Batch Cycle Execution and Management	1	C-1.3.3	15	15	15	15	15	15	15
Topic 20 - Software Software Migration	1	C-1.3.4	15	15	15	15	15	15	15
Topic 21 - Client Software Subcontract Support	1	C-1.3.5	10	10	10	10	10	10	10
Topic 22 - Application Database Administration and Administration	1	C-1.3.6	15	15	14	15	15	15	15
Topic 23 - Data Change Support	1	C-1.3.7	10	10	10	10	10	10	10
Topic 24 - Data Archival & Backup	1	C-1.3.8	10	10	10	10	10	10	10
Topic 25 - On-Line & Off-Line Performance Tuning	1	C-1.3.9	15	15	15	15	15	15	15
Topic 26 - Batch Load Management	1	C-1.3.10	15	15	15	15	15	15	15
Topic 27 - Security and Privacy	1	C-1.3.11	15	15	15	15	15	15	15
Section 004 - Other Topics									
Topic 28 - Technology Literature	1	C-1.4	20	20	15	20	20	17	18
Total			470	470	450	464	450	429	421

Attachment A

Request for Proposal (RFP) 2013-009 Vendor Conference Attendees

Name	Representative Name	Telephone Number	E-Mail Address
HP	Michelle Dodge	603-225-4899	Michelle.Dodge@hp.com
HP	Chris Williams	603-225-4899	Chris.Williams@hp.com
Abacus Service Corp	Sam Akamari	248-767-7999	sam@abacus-service.com sam@abacus-service.com
Deloitte Consulting	James Hall	603-227-0127	jhall@deloitte.com
Deloitte Consulting	Scott Workman	603-630-2353	sworkman@deloitte.com



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-733-2864  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Peter C. Hastings**  
Acting Commissioner

May 21, 2013

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

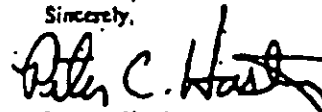
Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT to enter into a contract with Deloitte Consulting, LLP of Harrisburg, PA for the procurement of operated and maintenance services for the DHHS New HEIGHTS system, as described below and referenced as DoIT 2013-009.

This contract authorizes Deloitte Consulting LLP to provide system operation and maintenance services, including, but not limited to production operational support, application maintenance, and project management. The amount of the contract is \$27,500,000.00 and it shall be effective upon Governor and Executive Council approval through June 30, 2018.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor and Executive Council.

Sincerely,

  
Peter C. Hastings

PCM/tp  
RFP 2013-009

cc: Laurie Soow, DHHS  
Leslie Mason, DoIT



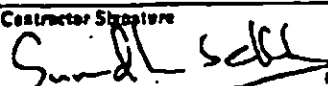
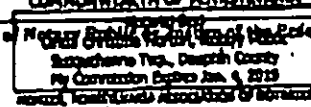

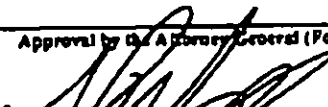
Subject: New HEIGHTS Maintenance

**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 Information Technology		1.2 State Agency Address 27 Hazen Drive Concord, NH 03301	
1.3 Contractor Name Deloitte Consulting LLP		1.4 Contractor Address 26 1/2 Market Place 2 <sup>nd</sup> Floor Harrisburg, PA 17110	
1.5 Contractor Phone Number 717-651-6740	1.6 Account Number As attached	1.7 Completion Date 06/30/2018	1.8 Price Limit/Total \$27,500,000.00
1.9 Contracting Officer for State Agency Peter C. Hastings, Acting Commissioner		1.10 State Agency Telephone Number 603-271-1316	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Sandhar Eckhar, Principal	
1.13 Acknowledgement: State of <u>PA</u> , County of <u>LUKE</u> On <u>5/24/13</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 for the State of Pennsylvania  (Seal)		1.13.2 Name and Title of Notary or Justice of the Peace Linda Christine Horton, PA Commissioned Notary	
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Peter C. Hastings, Acting Commissioner Department of Information Technology	
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:  On: <u>5/24/13</u>			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			

Attachment to Form P-37 Section 1.6 Account Number:

2014	01-03-03-030010-76950000 - DefT- IT for DHS 046-500463 - Consultants	03950041	\$4,800,000.00
2015	01-03-03-030010-76950000 - DefT- IT for DHS 046-500463 - Consultants	03950041	\$4,800,000.00
2016	01-03-03-030010-76950000 - DefT- IT for DHS 046-500463 - Consultants	03950041	\$6,200,000.00
2017	01-03-03-030010-76950000 - DefT- IT for DHS 046-500463 - Consultants	03950041	\$6,200,000.00
2018	01-03-03-030010-76950000 - DefT- IT for DHS 046-500463 - Consultants	03950041	\$5,500,000.00

**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 hereto 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 sources to the Account identified in block 1.6 in the event funds in this 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 hereto 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-e 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 of the State of New Hampshire or the United States (as 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.

Contractor initials:  
Date:

*[Signature]*  
Date: *[Signature]*

**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, forecasts, 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 \$1,000,000 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

*[Handwritten signature]*  
*[Handwritten date]*

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 hereto 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.

WJH  
5/1/12

## EXHIBIT A SCOPE OF WORK

### 1.0 INTRODUCTION

#### 1.1 PURPOSE

This document defines the specific services Deloitte Consulting LLP ("Contractor") will provide to the State. In general, these services include maintenance and enhancement of the New HEIGHTS system and New HEIGHTS data mart application and overall production operations support, management and implementation of system software releases. In addition, the Contractor will provide adequate facilities in the Concord, New Hampshire area to house project staff, maintenance of the New HEIGHTS Development LAN and management of Contractor resources to meet project work plan and service level agreement performance standards.

#### 1.2 SCOPE

Contractor will provide the above services as specified in this Scope of Work (as hereinafter defined, "SOW"). The SOW defines the tasks related to the maintenance and enhancement of the New HEIGHTS system and production operations support.

#### 1.3 PERIOD OF PERFORMANCE

The work defined by this document begins on July 1, 2017 and shall comprise enhancement, maintenance, and operations support services to be rendered through June 30, 2018. If requested by the State and by mutual agreement of the Parties, this Agreement may be extended for up to three (3) additional extension years without further competitive procurement, with the approval of the State of New Hampshire Governor and Executive Council.

#### 1.4 DEFINITIONS

- |                                   |   |
|-----------------------------------|---|
| 1.4.1 Contractor Project Manager  | Representative designated by Contractor   |
| 1.4.2 DCS                         | Department of Health and Human Services<br>Division of Client Services  |
| 1.4.3 New HEIGHTS Project Manager | Representative designated by the State  |
| 1.4.4 DoIT                        | Department of Information Technology  |
| 1.4.5 Project Management Team     | The New HEIGHTS Project Manager, the Contractor Project Manager and Contractor Project Partner  |
| 1.4.6 RFP                         | State of New Hampshire Request for Proposal for Maintenance and Enhancements for the New HEIGHTS System (RFP 2013-009), dated August 6, 2012. |
| 1.4.7 State                       | The NH Department of Health and Human Services and/or the NH Department of Information Technology as applicable                               |
| 1.4.8 Scope of Work (SOW)         | The term "Scope of Work" means this document, including all Exhibits, Attachments, Specifications   |

Contractor Initials:                       
Date: 5/5/17

or materials referenced within this document, which are either physically included with this portion of the Scope of Work or available separately, and are incorporated herein by reference.

- 1.4.9 System
- 1.4.10 TSO

New HEIGHTS  
Technical support group responsible for zOS mainframe operations, upgrades including system administration and systems database administration.

### 1.5 Order of Precedence

The Agreement between the State and Contractor shall comprise 1) this Agreement (including all Exhibits and Attachments), 2) the Request for Proposal (RFP) 2013-009 Department of Health and Human Services Division of Family Assistance New HEIGHTS Maintenance, dated August 6, 2012 and 3) the Contractor's proposal submitted in response to the RFP.

1.5.1 For interpretive purposes, in the event of conflict or ambiguity among the document elements of this Agreement, such conflict or ambiguity shall be resolved by giving precedence to the document elements in the following order:

- New Hampshire Standard Agreement Terms and Conditions, Form P-37;
- Exhibits A, B, C, C-1, D, E, F, G, H, I, J and K:
  - Exhibit A - Scope of Work
    - Attachment A-1 - New Heights Maintenance and Enhancement Staff Loading
  - Exhibit B - Payment Terms
    - Attachment B-1 - New HEIGHTS Maintenance and Enhancement Payment Schedule
  - Exhibit C - Special Provisions
  - Exhibit C-1 - Additional Special Provisions
  - Exhibit D - Certification Regarding Drug-Free Workplace Requirements
  - Exhibit E - Certification Regarding Lobbying
  - Exhibit F - Certification Regarding Debtors, Suspension and Other Responsibility - Matters Primary Covered Transactions
  - Exhibit G - Certification Regarding the Americans with Disabilities Act Compliance
  - Exhibit H - Certification Regarding Environmental Traffic Smokes
  - Exhibit I - Business Associate Agreement
  - Exhibit J - Certification Regarding the Federal Funding Accountability and Transparency (FFATA) Compliance
  - Exhibit K - Certificates and Attachments
    - Certificate and Certificate of Authority
    - Certificate of Good Standing
    - Certificate of Insurance
    - Computer Access and Use Agreement
- Request For Proposals (RFP) 2013-009 dated August 6, 2012 by reference;
- Deloitte Consulting LLP response to RFP 2013-009 dated September 17th, 2012 by reference.

### 1.6 Reviews

Reviews are the process of Contractor and State agreeing upon the validity and content of system documentation, deliverables, and weekly project status reviews. All approvals of deliverables will be done in writing through the New HEIGHTS Project Manager or designee.

*[Handwritten Signature]*  
5/15/12

## 2. NOTICES

All notices under this Agreement shall be deemed duly given: 1) upon delivery, if delivered by hand against receipt, or 2) three days after posting if sent by registered or certified mail, return receipt requested.

Notices to the Contractor shall be delivered to the address below:

Mr. Sundhar Sekhar  
Deloitte Consulting LLP  
2601 Market Place  
2<sup>nd</sup> Floor  
Harrisburg, PA 17110-9173  
Phone: +1-717-631-6240  
Fax: (717) 412-4640  
[sekhar@deloitte.com](mailto:sekhar@deloitte.com)

Notices to the State shall be delivered to the address below:

Ms. Laurie Snow  
7 Eagle Square  
Suite 101  
Concord, NH 03301  
Phone: +603-227-0326  
Fax: +603-226-2134  
[lsnow@dhhs.state.nh.us](mailto:lsnow@dhhs.state.nh.us)

Either party may change its address for notification purposes by giving written notice of the change and setting forth the new address and an effective date.

## 3. SCOPE OF SERVICES

3.1 The Contractor shall provide the State with:

- a) The baseline complement of full time Contractor staff will be provided according to the staff loading charts included as Attachment A-1 to this Agreement to perform work under the Services, Requirements, and Staffing as defined the State's RFP and the Contractor's response dated September 17th, 2012 (the "Work"). The standard work day shall be scheduled as 8:30 to 5:30 p.m. Eastern Standard Time. Batch operations staff, database administrators, and migrations will be required to work alternative hours as needed to support New HEIGHTS batch cycles and other Production Operations support activities outside of normal business hours. Occasionally other individuals may be required to work hours outside of the normal business hours.

The Contractor's staff will occasionally participate in firm related events and professional development activities such as training, marketing, and administrative meetings. Such time away from the project will be subject to approval by the New HEIGHTS Project Manager. Such approval will not be unreasonably withheld. On those days the Contractor will provide cellular phone support. The Contractor will also provide on-site back up for critical areas.

- b) The Contractor shall provide facilities for State and Contractor staffs according to the requirements in RFP Section C.1.2.3 and the Contractor's proposal dated September 17th, 2012.

Contractor Initials:  
Date:

*[Handwritten Signature]*  
*[Handwritten Date]*



- c) The Contractor shall provide PC's (including Microsoft Office operating system, Microsoft Office and McAfee virus protection software) and printers for Vendor maintenance and operations staff.

3.2 The State shall provide the Contractor with:

- a) Timely access to the State's New HEIGHTS Project Team.
- b) Personnel knowledgeable in the business requirements of the State and operation of State Information Systems to participate, in a timely manner, for work associated with this Agreement including all phases of design, review, testing and implementation of approved change orders.
- c) The State will assist the Contractor by providing adequate access to resources that are outside the control of the Contractor. This will include technical and operations support of the Department of Information Technology (DoIT) Data Center, telecommunications and network environments. Printing and mailing facilities are the responsibility of the State. The State will provide assistance in facilitating the communication between the Contractor and outside agencies with whom New HEIGHTS must interface.
- d) The State will provide adequate support and coverage for maintenance and back up of DASD, tapes, cartridges, and other storage media to help ensure the security and safety of New HEIGHTS related data and software.
- e) The State will provide for maintenance and necessary upgrades to all New HEIGHTS servers and associated software, including those housed at the Contractor facility.
- f) The State will provide all development software, including but not limited to Rational Application Developer (RAD) or equal, change management software, change control software, performance software, testing utilities and other similar development tools.
- g) The State Operations staff will be available during and after normal business hours, based upon a released Production Operations schedule to assist the Contractor's Production Operations Team to successfully run batch jobs in the production and system/acceptance test environments.
- h) The State will provide adequate disk space for effective operations of current and newly agreed upon database regions. This disk space must accommodate any growth of current data as a result of normal data growth, major enhancements, welfare reform changes, or legislative directives.
- i) The State shall provide a minimum of 30 days notice to the Contractor in order to reduce resource allocation to the New HEIGHTS Maintenance and Enhancement scope of work.
- j) The State's DoIT Team will provide support to the Contractor by distributing the packaged New HEIGHTS software to the field. It will also provide assistance for emergency software distributions.

3.3 The State shall notify the Contractor of its intent to exercise any of the three extension years allowed under this Agreement at least 90 days prior to the beginning of each period.

Contractor Initials:  
Date:

*[Handwritten Signature]*  
5/31/11

#### 4. PROJECT MANAGEMENT AND RESPONSIBILITIES

The State and the Contractor agree that the success of the project requires a highly coordinated joint project management effort. The State and the Contractor shall provide adequate resources to manage the project. Both Parties are committed to sharing of project management. Project Management Responsibilities are detailed in Section C-1.1.1 of the RFP and the Contractor's response dated September 17th, 2012.

All maintenance and enhancement work will be performed based upon priorities established jointly by the New HEIGHTS Project Manager and the Contractor Project Manager or their designees. All priorities will be established and work assigned based upon the Contractor's staffing levels according to this Agreement.

#### 5. COMMUNICATION AND REPORTING

The Contractor shall establish and maintain communication in accordance with Section C-1.1.2 of the RFP and the Contractor's response dated September 17th, 2012.

The Contractor shall provide the State with a status report on a mutually agreed upon frequency. The status report will give an update of current activities in all areas of the project.

#### 6. TESTING

A comprehensive testing approach, which includes Unit, System, Regression, and Integration testing, will be followed as described in RFP Section C-1.2.3, as well as in the Contractor's proposal dated September 17th, 2012.

#### 7. SYSTEM DOCUMENTATION

The Contractor will be responsible for system technical documentation according to the requirements in RFP Section C-1.2.9 and the Contractor's proposal dated September 17th, 2012. The State shall be responsible for the content of the User Guide, Policy Manuals, and On-Line Screen Help and the definition of links to New HEIGHTS screens for on-line access.

#### 8. ASSUMPTIONS AND DEPENDENCIES

The State requires that the Contractor commit a cohesive, dedicated, skilled core team of key personnel to the New HEIGHTS Project as described in RFP Section C-1.2.2 "Staff Retention and Diversion" and in the Contractor's proposal dated September 17th, 2012. Key Personnel, as defined in the RFP and the Contractor's response must spend their time on-site in Concord, New Hampshire unless otherwise approved by the New HEIGHTS Project Manager; such approval will not be unreasonably withheld. Personnel commitments are a mandatory requirement for the work to be performed under this Agreement.

During the course of the Agreement the State reserves the right to require the Contractor to reassign or otherwise remove from the project any Contractor or subcontractor employee found unacceptable by the State within 30 days from written notification from the New HEIGHTS Project Manager.

In connection with the services contemplated by the agreement, each party shall comply with the obligations applicable to each party under the Health Information Technology for Economic and Clinical Health Act provisions as 42 USC §§17921-17934 and all associated implementing regulations, as amended ("HITECH"), as of the date that compliance with such obligation is required under such law, and the obligations applicable to each party under HIPAA (as defined in Exhibit 1), to the extent thereof (1) each provision of HITECH and HIPAA that is required to be included in business associate agreements pursuant

Contractor Initials:   
Date: 

to HITECH and is not already set forth in Exhibit I is hereby incorporated from Exhibit I by reference; and (2) to the extent that the provisions of Exhibit I are unclear, such provisions shall be construed to allow for compliance by the parties with HIPAA and HITECH.

Regarding Protected Health Information, and other personally identifiable information ("PII"), the State will provide such data to the Contractor to the minimum extent necessary to perform the services. The State will also ensure that access by Contractor to PHI and PII is limited to access within the State's facilities, network, data, equipment, software and working space at the State's facilities which are in secured environments and only where there is controlled access.

## 9. CHANGE ORDERS

The State may request that the Contractor provide a fixed price bid for major enhancements to the New HEIGHTS system.

The State may, with written notice to the Contractor and written consent of the Contractor, make changes within the general scope of this Agreement. Such changes may include modification to the functional requirements and processing procedures, other changes specifically required by new or amended Federal or State laws and regulations.

The written order issued by the State shall specify whether the change is to be made on a certain date or placed into effect only after approval of the Contractor price proposal as described in the following paragraph. The State and Contractor will agree upon the impact of the change order on the total project schedule and upon the date of implementation of the change.

As soon as possible after receipt of a written change order request, but in no event more than thirty (30) days thereafter, the Contractor shall provide the State with a written statement detailing the change request analysis and fixed price or time and materials cost involved in implementing the change. The cost to the State resulting in a change in the work shall specify the total cost based on the number of staff-hours required to complete the change, times the change order rate. The change order rates will be negotiated based on the specific circumstances for each change order. This Agreement shall be amended to include the additional scope of services and shall be subject to and effective upon approval of Governor and Council.

If the State does not accept the Contractor's proposal, the State may:

- a) withdraw its change request; or
- b) modify its change request, in which case the procedures set forth above will apply to Contractor's response to the modified change request.

The Contractor will be required to use all commercially reasonable efforts to implement a change request described in the change order in accordance with the terms of such change order.

All claims, disputes, and other matters in question between the State and Contractor arising out of or relating to change orders shall be decided in the manner set forth in Section 10 Dispute Resolution.

## 10. DISPUTE RESOLUTION

The Contractor and the State shall work in good faith toward accomplishment of the objectives that form the basis of this Agreement. Notwithstanding Section 11.3 of the Agreement, the following dispute resolution process shall be followed in the event of any dispute or disagreement between the parties relating to any provision of the Agreement or an interpretation thereof, and before exercising any termination right for default or breach or any other right to remedy under or relating to the Agreement whether provided by law or under the Agreement, within thirty days of such a dispute may pursue in good faith the dispute resolution process set forth below.

Contractor Initials:  
Date:

*[Handwritten Signature]*  
*[Handwritten Date]*

All dispute resolution meetings, consistent with the intent of the Agreement, shall be conducted at the State's place of business, 129 Pleasant Street, Concord New Hampshire 03301.

10.1 Invocation of Progressive Dispute Negotiation.

The party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party.

10.2 Progression of Management Involvement.

The Parties shall use their best efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times, between negotiators for the parties at the successive management levels set forth below:

- Level 1
  - New HEIGHTS Project Manager
  - Contractor Project Manager
- Level 2
  - Division of Client Services Director and the New HEIGHTS Project Manager
  - Contractor Project Partner and the Contractor Project Manager
- Level 3
  - Commissioner of the Department of Health and Human Services and/or the Chief Information Officer of the Office of Information Technology.
  - The Contractor Project Partner

The negotiations at each level shall have a period of ten business days in which to attempt to resolve the dispute. The allotted time for first level negotiations shall begin on the date of receipt of the Invoking Party's notice.

If a resolution is not achieved by negotiations at any given management level at the end of their allotted time, then the allotted time for the negotiators at the next management level, if any shall begin immediately.

If resolution is not achieved by negotiations at the final management level, each party reserves all rights at law or in equity.

Initiation of the dispute resolution process cannot, in and of itself, cause work to stop on any part of the project. Work must continue for all portions of the work not in dispute during dispute resolution unless suspended by the State per this RFP.

Contractor Initials: [Signature]  
Date: 5/1/12

## EXHIBIT B PAYMENT TERMS

1. Price:
  - a) The total price for all services and facilities provided under this Agreement shall not exceed \$27,500,000.00.
2. Terms of Payment
  - a) This Agreement is funded with funds from the New Hampshire General Fund in the amount of \$12,894,301.00 and with federal funds made available under the following Catalog of Federal Domestic Assistance:
    - CFDA #93.558, Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Title IV-A (TANF) in the amount of \$3,047,330.00.
    - CFDA #10.561, Federal Agency Department of Agriculture, Food and Nutrition Services, Program Title Food Stamp State Administration in the amount of \$4,122,830.00.
    - CFDA #93.778, Federal Agency Department of Health and Human Services, Centers for Medicare and Medicaid Services, Program Title XIX (Medicaid) in the amount of \$8,408,279.00.
    - CFDA #s 92.638 and 92.639 Federal Agency Department of Health and Human Services, Administration for Children and Families, Program Titles IV-E (Foster Care) and Adoption Assistance in the amount of \$27,240.00.
  - b) The State will pay the Contractor monthly as defined in the Maintenance and Enhancements Payment Schedule included as Attachment B-1. The schedule of payments pursuant to Attachment B-1 schedule may be modified in writing with the mutual agreement of both the State and the Contractor, provided the modifications do not result in total state fiscal year amounts that exceed the total state fiscal year amounts of Attachment B-1.
  - c) Prior to approving the Contractor's invoice for payment each month, the State Project Manager will compare the actual number of hours provided by the Contractor to the number of hours required under this Agreement.
  - d) The State will make reasonable efforts to achieve Contractor payments within 45 workdays after receipt of invoice. The Contractor may halt further services hereunder until payment is received on past due invoices, which have been outstanding for more than 75 days and are not in good faith dispute between the Parties.
  - e) The Parties further agree that the invoices will contain the payment number and time period of the services included in the invoice per the Maintenance and Enhancements Payment Schedule included as Attachment B-1 and the Contractor has no obligation to provide details in the invoice for state and federal cost allocations. In addition, the invoice will include the actual number of hours provided in that month. Prior to approving the Contractor's invoice for payment each month, the State Project Manager will compare the actual number of hours provided by the Contractor to the number of hours required under this Agreement.
  - f) The State's liability for deliverables to each of the next five fiscal years shall not exceed the amount appropriated for each of those fiscal years.

Contractor Invoice  
Date: 5/31/17

- g) This Agreement may be extended by mutual agreement of the Parties for up to three (3) additional years subject to formal approval by the Governor and Council of the State of New Hampshire; such extension shall be subject to all terms and conditions herein. Any amendments to this Agreement regarding the price limitation shall require approval of the Governor and Council of the State of New Hampshire.

Contractor Initials:                       
Date: 5/2/11

### EXHIBIT C SPECIAL REQUIREMENTS

1 Standard State Agreement Paragraph 13, indemnification, is deleted, and in place thereof is inserted:

- 13.1 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, its subcontractors, and assignees.
- 13.2 The Contractor shall require any subcontractor, delegate, or transferee to agree in writing to 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 subcontractor, delegate, or transferee.
- 13.3 In no event shall either party, its subsidiaries, subcontractors, or their respective personnel be liable for any loss of use, data, goodwill, revenue or profits (whether or not derived to constitute a direct claim), or any consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense (including, without limitation, lost profits and opportunity costs), relating to this engagement. The Contractor's monetary limitation of liability to the State for direct damages shall not exceed the greater of \$3,000,000 or two times the Fees paid for each State fiscal year, except it shall not apply to Section 13.4.
- 13.4 Notwithstanding the monetary limitation contained in paragraph 13.3 above, in the event a claim or action is brought against the State in which infringement and/or a violation of HIPAA is alleged, the Contractor, at its own expense, shall defend, indemnify and hold harmless the State against all such claims or actions for any expenses, costs or damages, including legal fees and expenses, incurred by the State in connection with such claims or actions.
- 13.5 Further, 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.
- 13.6 This covenant shall survive the termination of the Agreement.

2 Following Standard State Agreement Paragraph 9.3 insert:

9.3.1 All applicant and/or recipient materials and information provided to the Contractor by the State or acquired by the Contractor on behalf of the State whether oral, written, magnetic tape, cards or otherwise shall be regarded as confidential information in accordance with the provisions of federal and State law and ethical standards, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with federal and State law and ethical standards.

9.3.2 This provision shall not apply to any information, or any portion thereof, which is required to be disclosed by order of a court of competent jurisdiction, administrative agency or governmental body, or by subpoena, summons or other legal process, or by law, rule or regulation provided that prior to such disclosure by the Contractor the State is given reasonable advance notice of such order and an opportunity to object to such disclosure. The Contractor shall carry out its confidentiality obligations using the same degree of care that it uses in protecting its own proprietary information, but at least a reasonable degree of care. Notwithstanding anything herein to the contrary, the Contractor shall have

Contractor Initials  
Date:

30/1/17

the right to retain one copy of confidential information and any summaries, analyses, notes or extracts prepared by the Contractor which are based on or contain portions of confidential information evidencing its services for the State as required by law, regulation, professional standards or reasonable business practice.

3. Notwithstanding anything to the contrary in this Agreement, the State shall have all rights of ownership of all deliverables, application software and documentation associated with this project for which the State has made payment in accordance with the terms and conditions of this Agreement.

- The State shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any deliverable, application software and documentation associated with this project for which the State has made payment in accordance with the terms and conditions of this Agreement.

- With the prior approval of the State, to the extent that the Contractor utilizes any of its property (including, without limitation, any hardware or proprietary software of the Contractor or any proprietary or confidential information of the Contractor or any trade secrets of Contractor and excluding the State's application software, deliverables, and documentation) in performing services hereunder, such property shall remain the property of the Contractor and the State shall acquire no right or interest in such property. Nothing in this Agreement shall be construed as producing or limiting in any way the right of the Contractor to provide consulting, auditing or other services of any kind or nature whatsoever to any person or entity as the Contractor in its sole discretion deems appropriate. In furtherance of the foregoing and not in limitation and notwithstanding any contrary provision of this Agreement, the Parties hereby acknowledge and agree that the Contractor shall have ownership and copyright ownership of, including, without limitation, all rights to use, disclose and otherwise employ its ideas, concepts, know-how, methods, techniques, processes, and skills, and adaptations thereof (including, without limitation, function, system and data models; the generalized features of the structure, sequence and organization of software and the user interfaces and screen designs; general purpose routines, tools and utilities; and procedures, processes, logic coherence and methods of operation of systems) in conducting its business (including, without limitation, providing services or creating programming or materials for other clients), and the State shall not assert against Contractor or its personnel any prohibitions or restraints from so doing.

- Appropriate Federal and/or State representatives will have access to work in progress and to pertinent cost records of the Contractor and its subcontractors at such intervals, to any representative shall deem necessary. All records associated with this project must be retained for a period of five years after final payment or resolution of any litigation.

4. The State, or any of its entities, shall not hire or contract with any Contractor personnel or subcontractor personnel that have been directly and substantively involved in the work related to this Agreement during the term of this Agreement and for three (3) months following the end of this Agreement unless written consent is granted by the Contractor.

5. Should the State fail to make all payments in a timely manner as required hereunder, or otherwise be in breach of this Agreement, including, without limitation, failure of the State to timely perform its obligations under this Agreement, following the unsuccessful conclusion of dispute resolution as described in Section 10 of Exhibit A, Contractor upon thirty (30) days written notice to the State, may terminate this Agreement if the State fails to cure its breach within such thirty (30) days notice period or in the absence of a greater specification of time. The State shall have all rights to dispute any determination by the Contractor of breach, or the cure thereof, by use of the Dispute Resolution provisions of Section 10 of Exhibit A or other legal process.

6. The federal government reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for federal government purposes, the

Contractor Initials:                       
Date:                     

*[Handwritten signature and date]*



copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a contractor purchases ownership.

- 7 The Contractor shall comply with the Clean Air Act, Section 306 and Clean Water Act, Section 309.

Contractor Initials:  
Date:

*[Handwritten Signature]*  
*[Handwritten Date: 5/15/11]*

Exhibit G-1  
Additional Special Provisions

1) Gratuities or Kickbacks

The Contractor agrees that it is a breach of this Agreement to accept or make a payment, gratuity or other of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of employment or sub-agreement. The State may terminate this Agreement and any sub-employment or sub-agreement if it is determined that payments, gratuities or other of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.

2) Retrospective Payments-Individual Services

Notwithstanding anything to the contrary contained in this Agreement or in any other document, agreement or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for any services provided to any individual prior to the Effective Date of this Agreement 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) Retrospective Payments-Contractor Services

Notwithstanding anything to the contrary contained in this Agreement or in any other document, agreement or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for any costs incurred for any purposes prior to the Effective Date of the Agreement.

4) Audit Requirements

On or before the date set forth in Section 1.7 of these General Provisions, the Contractor shall deliver to the State, at the address set forth in Section 1.2 of these General Provisions, an independent audit performed by a Certified Public Accountant of the Contractor, including the funds received under this Agreement.

The following requirements shall apply if the Contractor is a State or Local Government or an institution of higher education or other Non-Profit Organization. If the federal funds expended under this or any other Agreement from any and all sources exceeds \$300,000 in the aggregate in a one year fiscal period the required audit shall be performed in accordance with the provisions of OIGB Circular A-133, Audit of States, Local Governments, and Non-Profit Organizations for fiscal years ending on or after June 30, 1987.

5) Credits

All documents, notices, press releases, research reports, and other materials prepared during or resulting from the performance of the services of the Agreement shall include the following statement: "The preparation of this report, document, etc.) was financed under an Agreement with the State of New Hampshire, Department of Health and Human Services, Division of (Name), with funds provided in part or in whole by the (State of New Hampshire) and/or United States Department of Health and Human Services."

6) Debarment, Suspension and Other Responsibility Matters

If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with the provisions of Section 319 of the Public Law 101-121, Limitation on use of appropriated funds to influence certain Federal contracting and financial transactions; with the provisions of Executive Order 12549 and 45 CFR Subpart A, B, C, D, and E Section 76 regarding Debarment, Suspension and Other Responsibility Matters, and shall comply and submit to the State the appropriate certificates of compliance upon approval of the Agreement by the Governor and Council.

Contractor Initials: *[Signature]*  
Date: *[Signature]*

STANDARD EXHIBIT D

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:

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS  
ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

Commissioner, NH Department of Health and Human Services, 129 Pleasant Street,  
Concord, NH 03301-6505.

- (A) The grantee certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about—
    - (1) The dangers of drug abuse in the workplace;
    - (2) The grantee's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—
    - (1) Abide by the terms of the statement; and
    - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

Contractor Initials:  
Date:

Signature  
5/21/90

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS  
ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS, cont'd**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

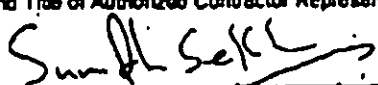
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant.
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—
  - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).



(B) 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)

New HEIGHTS Project  
7 Eagle Square, Suite 101  
Concord, New Hampshire 03301

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

Deloitte Consulting LLP Contractor Name	From: 07/01/13 - 06/30/18 Period Covered by this Certification
Sundhar Sekhar, Principal Name and Title of Authorized Contractor Representative	
 Contractor Representative Signature	5/3/17 Date

Contractor Initials:   
Date: 

STANDARD EXHIBIT E

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:

CERTIFICATION REGARDING LOBBYING

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

Programs (Indicate applicable program covered):

Aid to Families with Dependent Children Program under Title IV-A  
Child Support Enforcement Program under Title IV-D  
Job Opportunities and Basic Skills (JOBS) Program under Title IV-F  
Medicaid Program under Title XIX  
Social Services Block Grant Program under Title XX  
The Food Stamp Program under Title VII

Contract Period: 07/01/13 - 06/30/16

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.

Contractor Initials:                       
Date:

CERTIFICATION REGARDING LOBBYING, cont'd

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

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 Signature

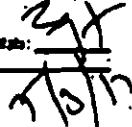
Principal

Contractor's Representative Title

Deloitte Consulting LLP  
Contractor Name

7/3/13  
Date

Contractor initials:  
Date:



STANDARD EXHIBIT F

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Order 13526 and 45 CFR Part 76 of the President, Executive Order 13526 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS, PRIMARILY COVERED TRANSACTIONS

Instructions for Certification

1. By signing and submitting this proposal (contract), the prospective primary participant to 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 the 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 NM Department of Health and Human Services (DHHS) determination of whether to enter into the transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in the transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into the 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 the 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," "low-level 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 13526, 45 CFR Part 76. See the attached diagrams.

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 low-level covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in the 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 - Low-Level Covered Transactions," provided by DHHS, without modification, in all low-level covered transactions and in all solicitations for low-level covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a low-level 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 participants. Each participant may, but is not required to, check the Non-procurement List (of excluded parties).

Contractor Initials: [Handwritten initials]

Case: 11-1111  
 Date: 11/11/11

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS - PRIMARY COVERED TRANSACTIONS, cont'd**

- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in the transaction, in addition to other remedies available to the Federal government, DUNS may terminate the transaction for cause or default.
- EXCLUSION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS - Primary Covered Transactions**
- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
- (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - (b) have not within a three-year period preceding this proposal (contract) been convicted 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 constitution of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c) are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) have not within a two-year period preceding this proposal (contract) had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).




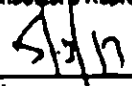
**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER  
RESPONSIBILITY MATTERS - PRIMARY COVERED TRANSACTIONS** cont'd

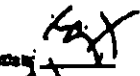

**Certification Regarding Debarment, Suspension, Ineligibility and  
Voluntary Exclusion - Lower Tier Covered Transactions**  
(To Be Supplied to Lower Tier Participants)

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

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

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

	Principal
Contractor Signature	Contractor's Representative Title
Debita Consulting LLP	
Contractor Name	Date

Contractor Initials:   
Date: 

STANDARD EXHIBIT C

CERTIFICATION REGARDING THE  
AMERICANS WITH DISABILITIES ACT COMPLIANCE

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

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

*Gundlach*

Principal

Contractor Signature

Contractor's Representative Title

Debits Consulting LLP

Contractor Name

5/3/13

Date

Contractor Initials:

Date:

*RSJ*  
5/3/13

NH Department of Health and Human Services

STANDARD EXHIBIT H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

*Sundh Sethi*

Contractor Signature

Principal

Contractor's Representative Title

Deloitte Consulting LLP  
Contractor Name

5/3/12

Date

Contractor Initials  
Date:

*RS*  
5/3/12

**STANDARD EXHIBIT I**

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 104-91 and with the Standards for Privacy of Individually Identifiable Health Information, 45 CFR Parts 160 and 164. As defined herein, "Business Associate" shall mean the Contractor and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

**BUSINESS ASSOCIATE AGREEMENT**

(1) **Definitions.**

- a. "**Designated Record Set**" shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 CFR Section 164.501.
- b. "**Data Aggregation**" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- c. "**Health Care Operations**" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- d. "**HIPAA**" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-91.
- e. "**Individual**" shall have the same meaning as the term "individual" in 45 CFR Section 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- f. "**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.
- g. "**Protected Health Information**" shall have the same meaning as the term "protected health information" in 45 CFR Section 164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- h. "**Required by Law**" shall have the same meaning as the term "required by law" in 45 CFR Section 164.501.
- i. "**Secretary**" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- j. **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.

*[Handwritten signature]*  
*[Handwritten date]*

(2) Use and Disclosure of Protected Health Information

a. Business Associate shall not use or disclose PHI except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement, as amended to include this Exhibit H. Further, the Business Associate shall not and shall ensure that its directors, officers, employees and agents, do not use or disclose PHI in any manner that would constitute a violation of the Privacy Rule if so used by Covered Entity.

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 c. 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 immediately notify Business Associate 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, as amended to include this Exhibit H, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions on the uses or disclosures of PHI pursuant to the Privacy Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions.

(3) Obligations and Activities of Business Associate

a. Business Associate shall report to the designated Privacy Officer of Covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, as amended to include this Exhibit H, of which it becomes aware, within two (2) business days of becoming aware of such unauthorized use or disclosure.

b. Business Associate shall use appropriate safeguards to prevent the use or disclosure of PHI other than as permitted by the Agreement, as amended to include this Exhibit H.

c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the

*[Handwritten Signature]*  
*[Handwritten Date]*

Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy Rule.

d. Business Associate shall require all of its directors, officers, employees and agents, subcontractors, and third parties that receive, use or have access to PHI under the Agreement, as amended to include this Exhibit H, 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)k, herein. Business Associate shall also require its agents, subcontractors, and third parties to indemnify, defend and hold harmless Covered Entity from and against any claim, liability, or expense arising out of or relating to any non-permitted use or disclosure of PHI by the agents, subcontractors and third parties.

e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement, as amended to include this Exhibit H.

f. Within ten (10) days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a designated record set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.

g. Within ten (10) days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.

h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.

i. Within ten (10) days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.

j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy 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.

*[Handwritten Signature]*  
1/25/17

k. Within ten (10) business days of termination of the Agreement, as amended to include this Exhibit H, 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, Business Associate shall continue to extend the protections of the Agreement, as amended by this Exhibit H, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for as long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

l. Business Associate shall only request, use and disclose the minimum amount of PHI necessary to accomplish the purpose of the request, use or disclosure.

(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) Term and Termination

a. Term. The Agreement, as amended to include this Exhibit H, shall become effective as of (insert effective date) and shall continue in effect until (i) termination of the Agreement, (ii) termination as provided herein, or (iii) termination by mutual agreement of the parties.

b. Termination for Cause.

Covered Entity may immediately terminate the Agreement, as amended to include this Exhibit H, if it determines that Business Associate has violated the Agreement. Upon Covered Entity's knowledge of a breach by Business Associate, 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.

insert date

Contractor initials: Ray  
Date: 5/10/19

(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 Rule, as amended from time to time. A reference in the Agreement, as amended to include this Exhibit H, to a Section in the Privacy 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, as amended to include this Exhibit H, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy Rule, and applicable federal and state law.

c. No Third Party Beneficiaries. Nothing express or implied in the Agreement, as amended to include Exhibit H, is intended or shall be deemed to confer upon any person or entity other than the Covered Entity, the Business Associate, and their respective successors and assigns, any rights, obligations, remedies or liabilities whatsoever.

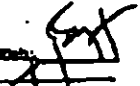

d. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.

f. Interpretation. The parties agree that any ambiguity in the Agreement, as amended to include this Exhibit H, shall be resolved to permit Covered Entity to comply with HIPAA and the Privacy Rule.

g. Indemnification. Business Associate shall indemnify, defend and hold harmless Covered Entity from and against any claim, liability, or expense arising out of or relating to any non-permitted use or disclosure of PHI by the Business Associate, including without limitation its directors, officers, and employees.

h. Severability. If any term or condition of this Exhibit H 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 H are declared severable.

i. Survival. Provisions in this Exhibit H regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section 3 k., the defense and indemnification provisions of section 3 d., and section 6 g. shall survive the termination of the Agreement.

Contractor Initials:   
Date: 



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

Division of Client Services  
The State of New Hampshire

Carol E. Sideris  
Signature of Authorized Representative

[Signature]  
Name of Authorized Representative

Director  
Title of Authorized Representative

6/3/13  
Date

Deloitte Consulting, LLP  
Name of the Contractor

[Signature]  
Signature of Authorized Representative

Sundhar Sekhar  
Name of Authorized Representative

Principal  
Title of Authorized Representative

6/3/13  
Date

Contractor Initials: [Signature]  
Date: 6/3/13

NH Department of Health and Human Services

STANDARD EXHIBIT J

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

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated firm-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:
  - a. More than 80% of annual gross revenues are from the Federal government, and these revenues are greater than \$25M annually and
  - b. Compensation information is not already available through reporting to the SEC.

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

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (*Reporting 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.

Sundh Saha Principal

(Contractor Representative Signature) (Authorized Contractor Representative Name & Title)

Delatte Casualty Ltd 5/5/13

(Contractor Name) (Date)

Contractor Initials: SS  
Date: 5/5/13  
Page # 1 of Page # 2

NH Department of Health and Human Services

STANDARD EXHIBIT J

FORM A

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

1. The DUNS number for your entity is: 00-258-3455

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

NO  YES

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

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

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 13(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: _____

Contractor Initials: [Signature]

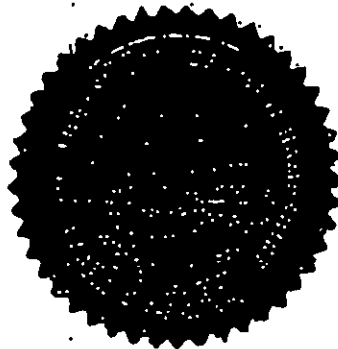
Date: 5/13/13

Page # 2 of Page # 2

**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 a notice of registration to transact business in this state was filed by DELOITTE CONSULTING LLP, a Delaware registered limited liability partnership, on March 10, 2004. I further certify that all fees including annual fees required by the Secretary of State's office have been paid.



In TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 26<sup>th</sup> day of April, A.D. 2013

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

William M. Gardner  
Secretary of State

### CERTIFICATE

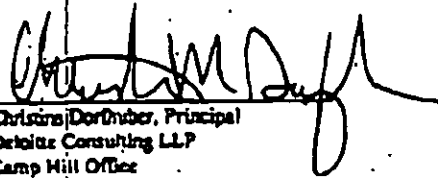
I, Christina Dorfhuber, Principal of Deloitte Consulting LLP, do hereby certify that:

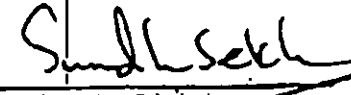
1. I am a Principal of Deloitte Consulting LLP, a Delaware limited partnership ("Deloitte Consulting");
2. I maintain and have custody of a copy of the Memorandum of Agreement of Deloitte Consulting and a list of the Principals of Deloitte Consulting assigned to the Camp Hill, Pennsylvania Office;
3. I am duly authorized to issue certificates with respect to Deloitte Consulting and such Principals;
4. I have attached hereto as Certificate Exhibit A, a certificate of authority setting forth the authority of a Principal of Deloitte Consulting to enter into and sign agreements in the name of and on behalf of Deloitte Consulting;
5. Sundhar Sekhar, is on the date hereof, and since 2003 has been, a Principal of Deloitte Consulting as referred to in Certificate Exhibit A attached hereto;
6. As a Principal of Deloitte Consulting, he is fully authorized on behalf of and in the name of Deloitte Consulting to enter into and take any and all actions to execute, acknowledge, and deliver the contract with the State of New Hampshire, acting through the Office of the Governor, providing for the performance by Deloitte Consulting of certain management consulting services, and any and all documents, agreements, and other instruments (and any and all amendments, revisions, and modifications thereto) as he may deem necessary, desirable, or appropriate to accomplish the same;
7. The signature of Sundhar Sekhar, as Principal of Deloitte Consulting, affixed to any instruments or documents described in or contemplated by the preceding paragraph shall be exclusive evidence of the authority of said Principal to bind Deloitte Consulting thereby;
8. The certificate of authority of Deloitte Consulting attached as Exhibit A has not been revoked, annulled, or amended in any manner whatsoever and remains in full force and effect as of the date thereof;

Contractor Initials:  
Date:

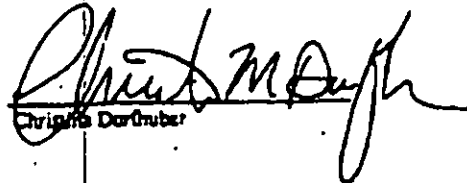
CS  
5/13/17

9. The following persons, whose signatures appear below, have been duly appointed or assigned to and now occupy the positions indicated below in Deloitte Consulting:

  
Christina Dorfhuber, Principal  
Deloitte Consulting LLP  
Camp Hill Office

  
Sundhar Sekhar, Principal  
Deloitte Consulting LLP  
Camp Hill Office

10. IN WITNESS WHEREOF, I have hereunto set my hand as Principal of the Partnership this  
30<sup>th</sup> day of May, 2013.

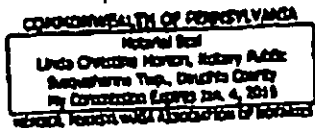
  
Christina Dorfhuber

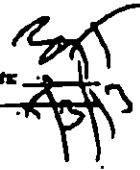
PENNSYLVANIA  
COUNTY OF CUMBERLAND

On this 30<sup>th</sup> day of May, 2013, before me, Linda Christine Horton  
the undersigned officer, personally appeared Christina Dorfhuber who acknowledged herself to be a  
Principal of Deloitte Consulting LLP, a Delaware limited partnership, and that she, as such  
Principal, being authorized to do so, executed the foregoing instrument for the purposes therein  
contained, by signing her name thereto as Principal.

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

My Commission Expires: January 4<sup>th</sup>, 2015 Linda Christine Horton  
Notary Republic



Contractor Initials:  
Date: 

CERTIFICATE EXHIBIT A

I, SUNDHAR SEKHAH, DO HEREBY CERTIFY THAT:

1. I am a Principal of Deloitte Consulting LLP, a Delaware limited partnership ("Deloitte Consulting").
2. I have custody of a copy of the Memorandum of Agreement of Deloitte Consulting and a list of Principals of Deloitte Consulting assigned to its Camp Hill, Pennsylvania office.
3. Principals of Deloitte Consulting are fully authorized by the Memorandum of Agreement of Deloitte Consulting to enter into and to take any and all actions on behalf of and in the name of Deloitte Consulting to create, acknowledge, and deliver contracts providing for the performance by Deloitte Consulting of management consulting services, and any and all documents, agreements, and other instruments (and any and all amendments, revisions, and modifications thereto) as may be necessary, desirable, or appropriate to accomplish the same.
4. Deloitte Consulting LLP has no company seal.
5. I am duly authorized to issue this Certificate.

IN WITNESS WHEREOF, I have hereunto set my hand as a Principal of Deloitte Consulting LLP this 30 day of May, 2013.

Sundhar Sekhar  
Sundhar Sekhar

PENNSYLVANIA

COUNTY OF CUMBERLAND

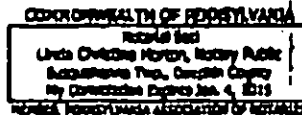
On this 30<sup>th</sup> day of May, 2013, before me, Linda Christine Horst the undersigned officer, personally appeared Sundhar Sekhar who acknowledged himself to be a Principal of Deloitte Consulting LLP, a Delaware limited partnership, and that he, as such Principal, being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing his name thereto as Principal.

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

My Commission Expires:

January 4, 2015

Linda Christine Horst  
Notary Republic



Character Initials:  
Date:

SJS  
5/31/13







# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
08/01/03

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If ENDORSEMENT 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).

<b>PRODUCER</b> Marsh USA, Inc. 110 Avenue of the Americas New York, NY 10038	<b>CONTACT</b> Name _____ Title _____ Phone No. _____ Fax No. _____ E-Mail _____ Address _____
<b>INSURED</b> Delta LLC Delta & Vance LP Delta Company LP Delta 1st LP, Delta Private Airway Service LP 100 Westford Road West, CT 06897-0000	<b>INSURANCE COVERAGE</b> POLICY NO. 1994 POLICY NO. 2001 POLICY NO. 1912 POLICY NO. _____ POLICY NO. _____ POLICY NO. _____

**COVERAGES**      **CERTIFICATE NUMBER:** NYC-000000-03      **REVISION NUMBER:** 0

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 SUCH 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.

LINE	TYPE OF INSURANCE	DESCRIPTION (POLICY NO.)	START DATE	END DATE	COVERAGE	COVERAGE	LIMITS
A	GENERAL LIABILITY	CA 001641	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> ADVERTISING <input type="checkbox"/> PRODUCTS <input type="checkbox"/> COMPLETED OPERATIONS <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> AIRCRAFT LIABILITY <input type="checkbox"/> MARINE LIABILITY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000 MEDICAL EXPENSE 50,000 PERSONAL & ADV INJURY 1,000,000 GENERAL AGGREGATE 1,000,000 PRODUCTS - COMPLETED OPERATIONS 2,000,000
A	AUTOMOBILE LIABILITY	CA 201127	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> UNINSURED MOTORIST <input type="checkbox"/> UNDERINSURED MOTORIST <input type="checkbox"/> MEDICAL PAY <input type="checkbox"/> PERSONAL & ADV INJURY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	BODILY INJURY 1,000,000 PROPERTY DAMAGE 1,000,000 BODILY INJURY (Per Person) 0 BODILY INJURY (Per Accident) 0 FIDELITY AND BOND LIABILITY 0 CONTRACTORS POLLUTANTS LIABILITY 0
A	WARRANTY BOND	000010	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> ADVERTISING <input type="checkbox"/> PRODUCTS <input type="checkbox"/> COMPLETED OPERATIONS <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> AIRCRAFT LIABILITY <input type="checkbox"/> MARINE LIABILITY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	EACH OCCURRENCE 1,000,000 AGGREGATE 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS LIABILITY	NYC 0000123 (A03)	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> ADVERTISING <input type="checkbox"/> PRODUCTS <input type="checkbox"/> COMPLETED OPERATIONS <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> AIRCRAFT LIABILITY <input type="checkbox"/> MARINE LIABILITY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	ALL EMPLOYEES 1,000,000
C	ACCIDENTS COMP	NYC 0000123 (A1, A2, A3, A4, A5)	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> ADVERTISING <input type="checkbox"/> PRODUCTS <input type="checkbox"/> COMPLETED OPERATIONS <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> AIRCRAFT LIABILITY <input type="checkbox"/> MARINE LIABILITY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	ALL EMPLOYEES 1,000,000
C	WORKERS COMP	NYC 0000123 (A1, A2, A3, A4, A5)	08/01/03	08/01/04	<input checked="" type="checkbox"/> BODILY INJURY <input checked="" type="checkbox"/> PROPERTY DAMAGE <input type="checkbox"/> ADVERTISING <input type="checkbox"/> PRODUCTS <input type="checkbox"/> COMPLETED OPERATIONS <input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> AIRCRAFT LIABILITY <input type="checkbox"/> MARINE LIABILITY <input type="checkbox"/> FIDELITY AND BOND LIABILITY <input type="checkbox"/> CONTRACTORS POLLUTANTS LIABILITY <input type="checkbox"/> OTHER	<input type="checkbox"/> SOLE <input type="checkbox"/> JOINT <input type="checkbox"/> CO-INSURED	ALL EMPLOYEES 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (LIMIT ACCORD TO, ACCORDING TO, SUBJECT TO, OR UNDER THE TERMS OF THIS POLICY IS PROVIDED)  
 STATE OF NEW HAMPSHIRE IS INCLUDED AS AN ADDITIONAL COVERAGE AS RESPECTS GENERAL LIABILITY AND AUTOMOBILE LIABILITY COVERAGE.  
 WORKERS COMPENSATION INSURANCE COVERAGE IS PROVIDED UNDER DELIVERED POLICY, MEETING NEW HAMPSHIRE'S STATUTORY REQUIREMENTS.

<b>CERTIFICATE HOLDER</b> State of New Hampshire Department of Information Technology Construction 27 Nixon Drive Concord, NH 03301	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE of Marsh USA, Inc. Policy Expires _____
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### COMPUTER ACCESS AND USE AGREEMENT

PLEASE READ THIS AGREEMENT CAREFULLY. IT CONTAINS IMPORTANT INFORMATION ABOUT THE DUTIES YOU MUST UNDERTAKE AND THE RULES YOU MUST ADHERE TO ONCE YOU ARE GRANTED ACCESS TO USE THE STATE OF NEW HAMPSHIRE'S COMPUTER FACILITIES.

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 critical systems, equipment, documentation, information, reports, or data of any kind (hereinafter "Information"), User understands and agrees to the following rules:

1. That at all times utmost care shall be used in protecting information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
2. That any person or any use not specifically known by the user as being authorized to access or use information must be promptly reported to the appropriate supervisor.
3. That information shall be used solely for the purpose of conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal or other private use.
4. That at no time shall user access or attempt to access any information without having the express authority to do so.
5. That at no time shall user access or attempt to access any information in a manner inconsistent with the approved method of system entry.
6. That all information developed while on the job or while utilizing State facilities or resources shall be the exclusive property of the State of New Hampshire.
7. 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 user 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.
8. That only equipment or software owned, licensed, or being evaluated by the State can be used by user. Use of personal or a third party's equipment or software at State facilities is strictly forbidden unless prior written approval has been obtained, and in the case microcomputer software, a virus scan has been performed by the State LAN administrator.
9. That at no time shall user's confidential computer password(s) or premises access card be shared with or used by any other person.
10. That at no time shall user share or use another person's confidential computer password(s) or premises access card.
11. That at no time shall user leave a workstation without first ensuring that the workstation is properly secured from unauthorized access.

12. That user must report any and all violations of this Agreement to the appropriate supervisor promptly upon learning of such violation.
13. That if user is found to be in violation of any of the above-stated rules, the User may face disciplinary sanctions including a reprimand, suspension, termination from employment, or criminal or civil prosecution, if the act constitutes a violation of law.
14. That from time to time circumstances may require that this Agreement be modified by the State to reflect any changes in procedure or policy. The user will be notified in writing of any changes and will be required to adhere to such changes.
15. That the user acknowledges that he or she has read, fully understands, and agrees to abide by each of the above-stated rules as a condition of being granted access to use information.

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*[Handwritten Signature]*  
*[Handwritten Date: 5/3/17]*

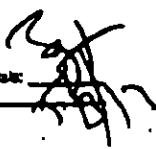
STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
New HEIGHTS Maintenance  
CONTRACT 2013-009

Attachment A-1

NEW HEIGHTS MAINTENANCE STAFF LOADING

For the term of this contract, the vendor will provide staffing based on the staff loading table below. The vendor in coordination with DHHS will adjust the skill set of the development staff to support New HEIGHTS as the system is transformed from a legacy application to a Java based application.


Project Executive	1	1	1	1	1
Project Manager	1	1	1	1	1
Technical Manager	1	1	1	1	1
Track Managers	3	3	3	3	3
DBAs	2	2	2	2	2
LAN Administrator	1	1	1	1	1
Kofo/Net Senior Developer	1	1	1	1	1
Java Architects	3	3	3	3	3
Change Control Specialist	1	1	1	1	1
Operators	2	2	2	2	2
Business Intelligence Senior Developer	1	1	1	1	1
Senior Developer	3	3	3	3	3
Developer	6	6	6	6	6
<b>Total Staff Per Year</b>	<b>25.1</b>	<b>25.1</b>	<b>25.1</b>	<b>25.1</b>	<b>25.1</b>

Contractor Initials:   
Date: \_\_\_\_\_

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
New HEIGHTS Maintenance  
CONTRACT 2013-003

Attached B-1  
NEW HEIGHTS MAINTENANCE PAYMENT SCHEDULE

Month	Year	Amount	Amount	Amount	Amount
1	Maintenance and Enhancements - July 2013	07/1/2013	\$418,333.33	\$418,333.33	\$418,333.33
2	Maintenance and Enhancements - August 2013	08/20/2013	\$418,333.33	\$418,333.33	\$716,666.67
3	Maintenance and Enhancements - September 2013	09/10/2013	\$418,333.33	\$418,333.33	\$1,135,000.00
4	Maintenance and Enhancements - October 2013	10/1/2013	\$418,333.33	\$418,333.33	\$1,553,333.33
5	Maintenance and Enhancements - November 2013	11/19/2013	\$418,333.33	\$418,333.33	\$1,971,666.67
6	Maintenance and Enhancements - December 2013	12/11/2013	\$418,333.33	\$418,333.33	\$2,390,000.00
7	Maintenance and Enhancements - January 2014	01/01/2014	\$418,333.33	\$418,333.33	\$2,808,333.33
8	Maintenance and Enhancements - February 2014	02/19/2014	\$418,333.33	\$418,333.33	\$3,226,666.67
9	Maintenance and Enhancements - March 2014	03/11/2014	\$418,333.33	\$418,333.33	\$3,645,000.00
10	Maintenance and Enhancements - April 2014	04/29/2014	\$418,333.33	\$418,333.33	\$4,063,333.33
11	Maintenance and Enhancements - May 2014	05/20/2014	\$418,333.33	\$418,333.33	\$4,481,666.67
12	Maintenance and Enhancements - June 2014	06/20/2014	\$418,333.33	\$418,333.33	\$4,900,000.00
13	Maintenance and Enhancements - July 2014	07/11/2014	\$418,333.33	\$418,333.33	\$5,318,333.33
14	Maintenance and Enhancements - August 2014	08/29/2014	\$418,333.33	\$418,333.33	\$5,736,666.67
15	Maintenance and Enhancements - September 2014	09/20/2014	\$418,333.33	\$418,333.33	\$6,155,000.00

Contract MGR  
Date: 

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
New HEIGHTS Maintenance  
CONTRACT 2013-009

Attachment B-1

NEW HEIGHTS MAINTENANCE PAYMENT SCHEDULE

Line Item	Description	Start Date	End Date	Rate	Amount	Balance
16	Maintenance and Enhancements - October 2014	10/1/2014	10/31/2014	\$418,333.33	\$418,333.33	\$1,833,333.33
17	Maintenance and Enhancements - November 2014	11/1/2014	11/30/2014	\$418,333.33	\$418,333.33	\$1,414,999.97
18	Maintenance and Enhancements - December 2014	12/1/2014	12/31/2014	\$418,333.33	\$418,333.33	\$1,000,000.00
19	Maintenance and Enhancements - January 2015	01/20/2015	01/31/2015	\$418,333.33	\$418,333.33	\$581,666.67
20	Maintenance and Enhancements - February 2015	02/20/2015	02/28/2015	\$418,333.33	\$418,333.33	\$163,333.33
21	Maintenance and Enhancements - March 2015	03/21/2015	03/31/2015	\$418,333.33	\$418,333.33	\$0.00
22	Maintenance and Enhancements - April 2015	04/20/2015	04/30/2015	\$418,333.33	\$418,333.33	\$0.00
23	Maintenance and Enhancements - May 2015	05/19/2015	05/31/2015	\$418,333.33	\$418,333.33	\$0.00
24	Maintenance and Enhancements - June 2015	06/20/2015	06/30/2015	\$418,333.33	\$418,333.33	\$0.00
25	Maintenance and Enhancements - July 2015	07/21/2015	07/31/2015	\$418,333.33	\$418,333.33	\$0.00
26	Maintenance and Enhancements - August 2015	08/21/2015	08/31/2015	\$418,333.33	\$418,333.33	\$0.00
27	Maintenance and Enhancements - September 2015	09/20/2015	09/30/2015	\$418,333.33	\$418,333.33	\$0.00
28	Maintenance and Enhancements - October 2015	10/20/2015	10/31/2015	\$418,333.33	\$418,333.33	\$0.00
29	Maintenance and Enhancements - November 2015	11/20/2015	11/30/2015	\$418,333.33	\$418,333.33	\$0.00
30	Maintenance and Enhancements - December 2015	12/21/2015	12/31/2015	\$418,333.33	\$418,333.33	\$0.00

*[Handwritten Signature]*  
12/17

STATE OF NEW HAMPSHIRE  
Department of Public and Financial Services  
New Heights Maintenance  
CONTRACT 2013-009

Attachment D-1  
NEW HEIGHTS MAINTENANCE PAYMENT SCHEDULE

Line Item	Description	Start Date	End Date	Rate	Amount	Total
31	Maintenance and Enhancements - January 2016	01/29/2016	01/29/2016	\$418,333.33	\$418,333.33	\$1,308,333.33
32	Maintenance and Enhancements - February 2016	02/26/2016	02/26/2016	\$418,333.33	\$418,333.33	\$1,726,666.67
33	Maintenance and Enhancements - March 2016	03/24/2016	03/24/2016	\$418,333.33	\$418,333.33	\$2,145,000.00
34	Maintenance and Enhancements - April 2016	04/20/2016	04/20/2016	\$418,333.33	\$418,333.33	\$2,563,333.33
35	Maintenance and Enhancements - May 2016	05/18/2016	05/18/2016	\$418,333.33	\$418,333.33	\$3,000,000.00
36	Maintenance and Enhancements - June 2016	06/16/2016	06/16/2016	\$418,333.33	\$418,333.33	\$3,418,333.33
37	Maintenance and Enhancements - July 2016	07/14/2016	07/14/2016	\$418,333.33	\$418,333.33	\$3,836,666.67
38	Maintenance and Enhancements - August 2016	08/11/2016	08/11/2016	\$418,333.33	\$418,333.33	\$4,255,000.00
39	Maintenance and Enhancements - September 2016	09/09/2016	09/09/2016	\$418,333.33	\$418,333.33	\$4,673,333.33
40	Maintenance and Enhancements - October 2016	10/07/2016	10/07/2016	\$418,333.33	\$418,333.33	\$5,091,666.67
41	Maintenance and Enhancements - November 2016	11/05/2016	11/05/2016	\$418,333.33	\$418,333.33	\$5,510,000.00
42	Maintenance and Enhancements - December 2016	12/03/2016	12/03/2016	\$418,333.33	\$418,333.33	\$5,928,333.33
43	Maintenance and Enhancements - January 2017	01/31/2017	01/31/2017	\$418,333.33	\$418,333.33	\$6,346,666.67
44	Maintenance and Enhancements - February 2017	02/28/2017	02/28/2017	\$418,333.33	\$418,333.33	\$6,765,000.00
45	Maintenance and Enhancements - March 2017	03/27/2017	03/27/2017	\$418,333.33	\$418,333.33	\$7,183,333.33

Contract Number: 2013-009  
Date: 10/13/17

STATE OF NEW HAMPSHIRE  
Department of Health and Human Services  
New Heights Maintenance  
CONTRACT 2013-009  
Attachment B-1  
NEW HEIGHTS MAINTENANCE PAYMENT SCHEDULE

Month	Month	Month	Month	Month	Month	Month
46	Maintenance and Enhancements - April 2017	04/29/2017	\$418,333.33	\$418,333.33	\$4,183,333.33	\$3,208,333.33
47	Maintenance and Enhancements - May 2017	05/31/2017	\$418,333.33	\$418,333.33	\$3,991,666.67	\$3,066,666.67
48	Maintenance and Enhancements - June 2017	06/30/2017	\$418,333.33	\$418,333.33	\$3,800,000.00	\$2,871,000.00
49	Maintenance and Enhancements - July 2017	07/31/2017	\$418,333.33	\$418,333.33	\$4,183,333.33	\$3,582,333.33
50	Maintenance and Enhancements - August 2017	08/31/2017	\$418,333.33	\$418,333.33	\$3,991,666.67	\$3,066,666.67
51	Maintenance and Enhancements - September 2017	09/30/2017	\$418,333.33	\$418,333.33	\$3,775,000.00	\$2,800,000.00
52	Maintenance and Enhancements - October 2017	10/31/2017	\$418,333.33	\$418,333.33	\$3,582,333.33	\$2,611,333.33
53	Maintenance and Enhancements - November 2017	11/30/2017	\$418,333.33	\$418,333.33	\$3,291,666.67	\$2,166,666.67
54	Maintenance and Enhancements - December 2017	12/29/2017	\$418,333.33	\$418,333.33	\$3,000,000.00	\$1,971,000.00
55	Maintenance and Enhancements - January 2018	01/31/2018	\$418,333.33	\$418,333.33	\$2,708,333.33	\$1,677,333.33
56	Maintenance and Enhancements - February 2018	02/29/2018	\$418,333.33	\$418,333.33	\$2,400,000.00	\$1,371,000.00
57	Maintenance and Enhancements - March 2018	03/30/2018	\$418,333.33	\$418,333.33	\$2,125,000.00	\$1,110,000.00
58	Maintenance and Enhancements - April 2018	04/30/2018	\$418,333.33	\$418,333.33	\$1,825,333.33	\$820,333.33
59	Maintenance and Enhancements - May 2018	05/31/2018	\$418,333.33	\$418,333.33	\$1,501,666.67	\$500,666.67
60	Maintenance and Enhancements - June 2018	06/30/2018	\$418,333.33	\$418,333.33	\$1,200,000.00	\$210,000.00

*Handwritten signature and date:*  
5/15/17