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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF MEDICAID BUSINESS AND POLICY

Jeffrey A. Meyers
Commissioner

Henry D. Lipman
Medicaid Director

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May 25, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of Medicaid Services, to enter into an agreement with Classic Optical Laboratories, Inc., Vendor #216346, 3710 Belmont Avenue, Youngstown, OH 44505, in an amount not to exceed \$316,000, to provide vision care products and related services for eligible children and adults for distribution to Vision Care Providers who are enrolled Medicaid providers, effective upon July 1, 2018 or date of Governor and Council approval, whichever is later, through June 30, 2020. 50% Federal Funds, 50% General Funds.

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

05-95-47-470010-7948 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: OFC OF MEDICAID & BUS POLICY PROVIDER PAYMENTS

State Fiscal Year	Class/Account	Class Title	Total Amount
2019	101-500729	Provider Payments	\$158,000
2020	101-500729	Provider Payments	\$158,000
		Total	\$316,000

EXPLANATION

Funds in this agreement will be used to provide the Department with the most cost effective vision care products and related services for Medicaid eligible children and adults through a volume purchase discount. The provision of prescription eyeglasses is a covered service in the New Hampshire State Plan for the Medicaid Program. This agreement ensures that Medicaid recipients, who are not participating in managed care arrangements, but who require eyeglasses, have access to them. Under this agreement, Classic Optical Laboratories, Inc. will provide eyeglass lenses, frames, associated parts, cases and services related to the provision and maintenance of these materials at a fixed unit cost to the Department.

This agreement allows the NH Medicaid Vision program to provide a high quality and more stylish product at a competitive price for children and adults needing vision correction. These eyeglass frames and lenses will be available to Medicaid recipients in more than one hundred different styles of contemporary frames. This is equal to or better than most retail optical shops. The Vision Council of America reports nationwide 64% of adults and 25% of children wear glasses to correct their vision. There will be a greater number of adults and children who, with more choices that meet their individual needs, will be willing to wear their glasses as prescribed. This will improve the overall health outcomes for our Medicaid population

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

Should Governor and Executive Council not authorize this Request, the Department would need to revert to a fee-for-service purchase model. A fee-for-service purchase model would require Medicaid recipients to obtain eyeglasses from individual vision care practitioners at higher prices. Further, the Department would not be able to control and manage frame quality and selection of the eyeglasses offered to Medicaid recipients. Lastly, optical providers would be likely to withdraw from the Medicaid program as their acquisition costs would increase. Increased costs to the Medicaid program would negatively affect New Hampshire citizens. Reduced optical quality and provider choice would negatively impact New Hampshire citizens who are Medicaid recipients.

Classic Optical Laboratories, Inc. was selected for this project through a competitive bid process. A Request for Proposals/Applications was posted on The Department of Health and Human Services' web site from March 16, 2018 through April 11, 2018.

The Department received one (1) proposal. The proposal was reviewed and scored by a team of individuals with program specific knowledge. The review included a thorough discussion of the strengths and weaknesses of the proposal. The Bid Summary is attached.

As referenced in the Request for Proposals and in Exhibit C-1 of this contract, this Agreement has the option to extend for up to two (2) additional year(s), contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

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

- Average days required to provide lenses and frames are within the timelines defined within the contract scope of services.

Area served: Statewide.

Source of Funds: 50% Federal funds from US Department of Health and Human Services, Office of Medicaid and Business Policy, Medical Payments to Providers, Medical Assistance Program, Medicaid; Title XIX and 50% General funds.

Respectfully submitted,



Henry D. Lipman, FACHE
Medicaid Director

Approved by:



Jeffrey A. Meyers
Commissioner



New Hampshire Department of Health and Human Services
Office of Business Operations
Contracts & Procurement Unit
Summary Scoring Sheet

Vision Materials Volume Purchase
Discount Program

RFP-2019-OMS-01-VISIO

RFP Name

RFP Number

Reviewer Names

Bidder Name

1.	<u>Classic Optical Laboratories, Inc.</u>
2.	<u>0</u>
3.	<u>0</u>

Pass/Fail	Maximum Points	Actual Points
	300	298
	300	0
	300	0

- Jane Hybsch, Administrator,
Medicaid Medical Services
- Lisa Farrand, Pharmaceutical
Services Specialist, OMS
- Sandy Davidson, Medical Services
Consultant II, OMS
- Sheri Lacasse, Program Specialist
III, OMS - Cost Team
- Grant Beckman, Administrator IV,
OIS, OCOM - Cost Team

Subject: Vision Materials Volume Purchase Discount Program (RFP-2019-OMS-01-VISIO)


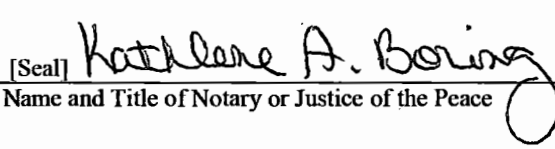
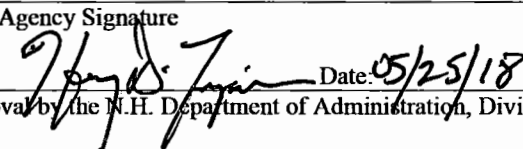
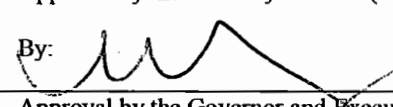
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Classic Optical Laboratories, Inc		1.4 Contractor Address 3710 Belmont Avenue Youngstown, OH 44505	
1.5 Contractor Phone Number 330-759-8245 ext. 1311	1.6 Account Number 05-95-47-470010-79480000-101-500729	1.7 Completion Date June 30, 2020	1.8 Price Limitation \$316,000
1.9 Contracting Officer for State Agency E. Maria Reinemann, Esq. Director of Contracts and Procurement		1.10 State Agency Telephone Number 603-271-9330	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Dawn Friedkin - President	
1.13 Acknowledgement: State of <u>Ohio</u> , County of <u>Trumbull</u> On <u>5-17-18</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace 		KATHLENE A BORING Notary Public, State of Ohio Qualified in Trumbull County My Commission Expires July 18, 2022	
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Henry D. Lipman, M.D. card Director	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>Meg A. Yagle - Attorney</u> <u>6/5/18</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

Agreement. This provision shall survive termination of this Agreement.

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

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

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

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

14. INSURANCE.

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

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

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

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

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

15. WORKERS' COMPENSATION.

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

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

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

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

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

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

19. CONSTRUCTION OF AGREEMENT AND TERMS.

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

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

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

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

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

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



Exhibit A

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.2. For the purposes of this contract, the Vendor shall be identified as a "subrecipient", in accordance with 2 CFR 200.0. *et seq.*

2. Scope of Services

- 2.1. The Contractor shall enroll as a provider in the New Hampshire (NH) Medicaid program and provide services in accordance with all applicable NH Medicaid administrative rules, including, but not limited to; Vision Care Services Rule HE-W 565.
- 2.2. The Contractor shall supply the NH Medicaid program with vision materials at a fixed unit price, per fiscal year, over the term of the agreement.
- 2.3. The Contractor shall repair damaged or faulty vision materials provided at no additional cost to Vision Care Providers (VCPs) or the Department.
- 2.4. The subrecipient shall provide services to VCPs, who are enrolled Medicaid providers, which include, but are not limited to:
 - 2.4.1. Opticians,
 - 2.4.2. Optometrists,
 - 2.4.3. Ophthalmologists.
- 2.5. The Contractor shall fabricate and provide the servicing of eyeglass materials for distribution to Vision Care Providers (VCPs), who are enrolled New Hampshire (NH) Medicaid providers; including, but not limited to:
 - 2.5.1. Eyeglass Lenses,
 - 2.5.1.1. The Contractor shall ensure that lenses are first quality impact-resistant glass, plastic, or polycarbonate, standard size, single vision, bifocal, trifocal, and cataract lenses.



Exhibit A

- 2.5.1.2. The Contractor shall ensure that lenses have factory applied scratch resistant coating.
- 2.5.1.3. The Contractor shall ensure that lenses conform to the American National Standard Institute (ANSI) recommendation for ophthalmic lenses, ANSI Z80.1-2005, or the latest edition thereof, and the FDA requirements for impact resistant lenses.
- 2.5.1.4. The Contractor shall ensure executive bifocals, application of any tinting, and photochromic/photogrey progressive lenses are provided when determined by a medical doctor or optometrist to be medically necessary, and requires written prior authorization approval by the Department. Aphakic lenses also require written prior authorization approval by the Department.
- 2.5.1.5. The Contractor shall ensure bifocal lenses are flattop 25 and 28, and round 22 only.
- 2.5.1.6. The Contractor shall ensure high-powered lenses or any such special lenses are provided when medical documentation indicates severe myopia, hyperopia, or astigmatism (requires prior authorization by the Department).
- 2.5.1.7. The Contractor shall accept and prepare special orders (e.g. oversized lenses) only if prior authorization has been granted by the Department.
- 2.5.1.8. The Contractor shall ensure contracted lenses ordered with contracted frames are edged and mounted in these frames by the Contractor.
- 2.5.2. Frames and Component Parts
 - 2.5.2.1. The Contractor shall ensure all frames and component parts furnished meet ANSI Z80.5-2004 standards for ophthalmic frames.
 - 2.5.2.2. The Contractor shall ensure frames are from one (or more) manufacturer(s), preferable made in the United States, if feasible and cost effective.



Exhibit A

- 2.5.2.3. The Contractor shall ensure frames offered are not discontinued models or special "Medicaid frames". All frames shall be of current and contemporary styles that are also readily available to the public.
- 2.5.2.4. The Contractor shall ensure frames are listed as currently available in the most recent edition of www.framesdata.com.
- 2.5.2.5. The Contractor shall ensure all frames are first quality zylonite, or cellulose acetate, (plastic), unless otherwise noted.
- 2.5.2.6. The Contractor shall ensure frame selections shall include at least three (3) styles of first quality zylonite, or cellulose acetate (plastic) appropriate for (each of) men, women, boys, and girls, including those with special vision/health care needs.
- 2.5.2.7. The Contractor shall ensure each frame style is available in at least:
- 2.5.2.7.1. Three (3) colors
 - 2.5.2.7.2. Two (2) eye sizes
 - 2.5.2.7.3. Two (2) temple lengths
 - 2.5.2.7.4. One (1) bridge size
- 2.5.2.8. The Contractor shall ensure each frame, in each category includes the option of;
- 2.5.2.8.1. One (1) with adjustable nose pads,
 - 2.5.2.8.2. One (1) with a metal frame
- 2.5.2.9. The Contractor shall ensure frames have at least five (5) styles appropriate for (each of) men, women, boys, and girls. One (1) infant frame is required.
- 2.5.2.10. The Contractor shall ensure the frame selection addresses all but the most unusual physical requirements of the general population.
- 2.5.2.11. The Contractor shall ensure each frame meets the following fit requirements:
- 2.5.2.11.1. Correct Fit: Frame shall allow lenses to meet ANSI standards



Exhibit A

- 2.5.2.11.2. Bridge Width: The eyeglasses shall fit on the bridge of the nose with no pinching.
 - 2.5.2.11.3. Temple Length: The temples shall be the correct length to sit comfortably over the wearer's ears.
 - 2.5.2.11.4. Secure Fit: The wearer shall be able to bend over, move their head quickly from side to side and move without the eyeglasses falling off or sliding up and/or down the nose, ears and/or face.
- 2.5.3. Frame Substitution
- 2.5.3.1. If, during the period of the contract, any frame(s) listed in the bid sheet is to be discontinued by the manufacturer, the Contractor shall substitute another frame of equal or better quality at the same contracted price as the discontinued frame, subject to the approval by representatives of the Department. The Department must be notified in writing at least thirty (30) days in advance of the impending change.
 - 2.5.3.2. Cost of notification to the VCP's of the change shall be borne by the Contractor.
 - 2.5.3.3. The Contractor shall exchange new frames for discontinued frames in the Sample Kits at no cost to the VCP's or the Department.
 - 2.5.3.4. If during the period of the contract, any frames found to be of inferior quality by the Department, the Contractor shall be required to substitute frames of satisfactory quality at a comparable cost to the Department.
 - 2.5.3.5. All contracted frames shall have a one (1) year warranty period against breakage, scratching and damage.
- 2.5.4. Ensuring protective eyeglass cases are provided with each pair of eyeglasses.
- 2.5.5. Repairs and Replacements



Exhibit A

- 2.5.5.1. The Contractor shall provide new replacement parts, temples, and hinges for frames under this contract in accordance with the New Hampshire Medicaid Administrative Rules and subject to the terms and conditions specified in this contract.
- 2.5.5.2. The Contractor shall indicate the nature and extent of any guarantee regarding frame damage that is in addition to NH Medicaid Administrative Rules or this agreement.
- 2.5.5.3. The Contractor shall ensure that if lenses are broken, cracked, chipped or badly scratched, the VCP may request a new pair of lenses. If the lenses are from a contract frame or can be adapted to a frame not covered by the contract, the Contractor shall forward the lenses to the VCP for mounting. If the lenses cannot be adapted then a new pair of lenses and frames shall be ordered and dispensed.
- 2.5.5.4. The Contractor shall ensure that if a contract frame under warranty is broken, the Vendor shall provide a replacement frame to be used at no cost to the VCP. If a frame not under contract is broken, the Vendor must replace it with a new pair of eyeglasses at the contracted rate.
- 2.5.6. Order Completion and Delivery
 - 2.5.6.1. The Contractor shall fill all properly completed orders and be financially responsible for sending them to the ordering VCP via first class mail, UPS, or courier service within seven (7) business days of receipt of the order. Successful delivery includes;
 - 2.5.6.1.1. Properly packaging the eyeglasses in a protective eyeglass case so that no damage occurs in transit, the correct frame is sent and is in usable condition, and the delivery is made to the VCP's office during normal business hours. The first of the seven (7) business days must be the workday immediately following receipt of the order.



Exhibit A

- 2.5.6.2. The Contractor shall ensure that all orders shall be date stamped by the Contractor on the date the order was received in the mail.
 - 2.5.6.3. The Contractor shall ensure the VCP is notified within two (2) business days if the prescription cannot be completed within the seven business day requirement.
 - 2.5.6.4. The Contractor shall ensure that repair requests are filled within this seven business day limit.
 - 2.5.6.5. The Contractor shall ensure that if order forms are improperly completed or illegible, the Contractor attempts to clarify the information with the ordering VCP by telephone. If the necessary information cannot be reasonably obtained by telephone, the incomplete or illegible form must be returned to the VCP within three (3) business days with an explanation of the reason for return.
- 2.5.7. Lens Guarantee
- 2.5.7.1. The Contractor shall complete all orders according to the VCP's instructions.
 - 2.5.7.2. The Contractor shall replace, at no cost to the Department, lenses containing defects or errors caused by the Contractor within seven (7) days of receipt of defective or erroneous lenses. Such defects may include, but are not limited to:
 - 2.5.7.2.1. Lenses which are broken, scratched, or chipped at time of receipt by the VCP.
 - 2.5.7.2.2. Lenses which deviate from the VCP's prescription beyond the deviation standards submitted by the ANSI Z80 Committee on Ophthalmic Standards.
 - 2.5.7.2.3. Lenses containing prescription errors caused by the VCP shall be replaced upon return to the Contractor.
 - 2.5.7.3. The Contractor shall be reimbursed at 50% of the contract rate for replacement of such lenses.



Exhibit A

- 2.5.7.4. The Contractor shall be reimbursed at the rate defined in Exhibit B-1, Rate Sheet, for temporary lenses in which more precision is needed to accommodate the visual acuity needs of the recipient.
- 2.5.8. Order Forms
- 2.5.8.1. The Contractor shall develop and print order forms for vision materials. These forms shall be approved by the Department prior to use.
- 2.5.8.2. The Contractor shall ensure that order forms are inclusive of, but not limited to, the following information:
- 2.5.8.2.1. Date of order,
 - 2.5.8.2.2. Name of dispensing VCP,
 - 2.5.8.2.3. VCP's address,
 - 2.5.8.2.4. VCP's eight (8) digit Medicaid VCP Number,
 - 2.5.8.2.5. Medicaid recipient's name,
 - 2.5.8.2.6. Medicaid recipient's Date of birth,
 - 2.5.8.2.7. Medicaid recipient's Eleven (11) digit Medicaid ID Number, and
 - 2.5.8.2.8. All pertinent prescription information.
- 2.5.8.3. The Contractor shall ensure that all orders are submitted in writing by first class mail or by FAX transmission. Electronic submission of order forms will be accepted; the Contractor is encouraged to develop a system of online ordering of materials during the terms of this contract. Telephone orders will not be accepted.
- 2.5.9. The Contractor shall assemble a sample kit for display, representative of the frame styles and colors covered under the contract. Subject to the approval of the Department, a sample kit shall be made available at no cost to all New Hampshire Medicaid VCP's who choose to participate while a volume purchase contract is in effect.



Exhibit A

- 2.6. The Contractor shall maintain a user-friendly, dedicated VCP telephone line that must be operational during normal business hours (Monday through Friday 8:00a.m. to 4:30p.m. EST).
 - 2.6.1. The Contractor shall provide all hardware and software necessary to operate this VCP call line, including hardware and software necessary to allow for tracking call volume and response time.
 - 2.6.2. During normal business hours, the Contractor shall ensure that the dedicated VCP call line is adequately staffed to allow for maximum system time-up and for expeditious and proper call responses.
 - 2.6.3. The Contractor shall ensure that the VCP call line includes an option that allows a VCP to be connected to a live person at any time during normal business hours.
 - 2.6.4. The Contractor shall ensure that customer service performance standards include:
 - 2.6.4.1. Sufficient access lines so that VCP's do not encounter busy conditions at least ninety-nine percent (99%) of the time.
 - 2.6.4.2. Maintenance of a sufficient number of telephone lines so that no more than five percent (5%) of incoming calls ring busy or are on hold for more than one (1) minute prior to being answer by an actual staff member.
 - 2.6.4.3. Response to written correspondence within two (2) business days acknowledging receipt and within fourteen (14) business days with a resolution. A copy of all correspondence must be sent to the Department Project Manager assigned to this initiative.
 - 2.6.4.4. Forwarding all complaints/concerns in monthly reports to the State, the format/content of which must be subject to the approval of Department consistent with the Contract and all appendices; and;
 - 2.6.4.5. Notification to the Department when the phone system is inoperable within one hour of downtime.



Exhibit A

3. Staffing

3.1. The Contractor shall provide an Account Manager who is available by phone or e-mail five (5) days per week, and dedicated to successful implementation of services at minimum 50% during the startup phase (within ninety (90) days of contract approval) and 2 days per month thereafter. The Account Manager shall have the ability to travel to Concord, New Hampshire when necessary.

4. Reporting/Deliverables

4.1. The Contractor shall provide monthly reports to the Department, as follows;

- 4.1.1. Utilization report of frames and lenses dispensed
- 4.1.2. Number of orders by provider
- 4.1.3. Average days required to provide lenses and frames
- 4.1.4. Lab error remake report
- 4.1.5. Provider error remake report
- 4.1.6. Updated subrecipient contact information
- 4.1.7. Monthly reports shall be provided to the Department on the 10th day of the month following the month being reported upon. (In months where the 10th day falls on a non-business day, reports shall be provided on the Friday preceding the 10th day of the month).

4.2. The Contractor shall provide annual reports to the Department, as follows;

- 4.2.1. List of names and addresses of New Hampshire Vision Care Providers (VCP) who have placed orders;
 - 4.2.1.1. List shall also define the volume of orders for each VCP
 - 4.2.1.2. The first list is due on August 1st, 2019
 - 4.2.1.3. The second list is due on June 27th, 2020

5. Performance Measures

5.1. Average days required to provide lenses and frames meet the timelines defined within the Order Completion and Delivery components of this agreement 100% of the time



Exhibit B

Method and Conditions Precedent to Payment

1. The State shall pay the contractor an amount not to exceed the Form P-37, Block 1.8, Price Limitation for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. This contract is funded with funds from the US Department of Health and Human Services, Office of Medicaid and Business Policy, Medical Assistance Program, CFDA #93.778.
3. The Contractor agrees to provide the services in Exhibit A, Scope of Service in compliance with funding requirements.
4. Payment for said services shall be made monthly as follows:
 - 4.1. Payments shall be on a cost reimbursement basis in accordance with Exhibit B-1, Rate Sheet.
 - 4.2. The Contractor will submit an invoice in a form satisfactory to the State by the twentieth (20th) working day of each month, which identifies and requests reimbursement.
 - 4.3. Invoices must be completed, signed, dated and returned to the Department in order to initiate payment.
 - 4.4. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to DPHScontractbilling@dhhs.nh.gov, or invoices may be mailed to:
Financial Administrator
Department of Health and Human Services
Office of Medicaid Services
129 Pleasant St.
Concord, NH 03301
 - 4.5. The State shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if sufficient funds are available.
5. The final invoice shall be due to the State no later than forty (40) days after the contract Form P-37, Block 1.7 Completion Date.
6. Notwithstanding paragraph 18 of the General Provisions P-37, changes limited to adjusting encumbrances between State Fiscal Years, may be made by written agreement of both parties and may be made without obtaining approval from the Governor and Executive Council.



Exhibit B-1

Rate Sheet

Item Number	Procedure Code	Procedure Description	Proposed Unit Cost SFY 2018	Proposed Unit Cost SFY 2019	Proposed Unit Cost SFY 2020
1	V2020	VISION SVCS FRAMES PURCHASES	\$ 9.25	\$ 9.25	\$ 9.25
2	V2025	Deluxe Frame CMS: 100-04, 1, 30.35	\$ 40.00	\$ 40.00	\$ 40.00
3	V2100	SP SV PLANO TO + OR - 4.00	\$ 5.80	\$ 5.80	\$ 5.80
4	V2101	SP SV +OR - 4.12 TO 7.00	\$ 7.03	\$ 7.03	\$ 7.03
5	V2102	SP SV + OR - 7.12 TO 20.00	\$ 10.57	\$ 10.57	\$ 10.57
6	V2103	SP/CYL SV PL-4.00 SPH - .12-2.00 CYL	\$ 10.59	\$ 10.59	\$ 10.59
7	V2104	SP/CYL SV PL-4.00 SPH - 2.12-4.00 CYL	\$ 9.25	\$ 9.25	\$ 9.25
8	V2105	SPH/CYL SV PL-4.00SPH-4.25-6.00 CYL	\$ 10.36	\$ 10.36	\$ 10.36
9	V2106	SPH/CYL SV PL-4.00SPH-OVER 6.00 CYL	\$ 10.59	\$ 10.59	\$ 10.59
10	V2107	SPH/CYL SV 4.25-7.00SPH, 12-2.00 CYL	\$ 7.92	\$ 7.92	\$ 7.92
11	V2108	SPH/CYL SV 4.25-7.00SPH, 2.12-4.00 CYL	\$ 9.69	\$ 9.69	\$ 9.69
12	V2109	SPH/CYL SV 4.25-7.00SPH, 4.25-6.00 CYL	\$ 10.32	\$ 10.32	\$ 10.32
13	V2110	SPH/CYL SV 4.25-7.00SPH, OVER 6.00 CYL	\$ 10.55	\$ 10.55	\$ 10.55
14	V2111	SPH/CYL SV 7.25-12.00SP, .25-2.00 CYL	\$ 10.74	\$ 10.74	\$ 10.74
15	V2112	SPH/CYL SV 7.25-12.00SP, 2.25-4.00 CYL	\$ 10.95	\$ 10.95	\$ 10.95
16	V2113	SPH/CYL SV 7.25-12.00SP, 4.25-6.00 CYL	\$ 13.32	\$ 13.32	\$ 13.32
17	V2114	SPH/CYL SV OVER 12.00, ANY CYL	\$ 20.46	\$ 20.46	\$ 20.46
18	V2115	LENTICULAR, MYODISC SV	\$ 20.29	\$ 20.29	\$ 20.29
19	V2118	ANISEIKONIC LENS SV	\$ 20.29	\$ 20.29	\$ 20.29
20	V2121	LENTICULAR, SV	\$ 21.72	\$ 21.72	\$ 21.72
21	V2199	NOT OTHERWISE CLASSIFIED SV	\$ 50.00	\$ 50.00	\$ 50.00
22	V2200	SPH BIF, PLANO TO+OR -4.00	\$ 8.26	\$ 8.26	\$ 8.26
23	V2201	SPH BIF, +OR-4.12-7.00	\$ 10.51	\$ 10.51	\$ 10.51



New Hampshire Department of Health and Human Services
 Vision Materials Volume Purchase Discount Program

Exhibit B-1

Item Number	Procedure Code	Procedure Description	Proposed Unit Cost SFY 2018	Proposed Unit Cost SFY 2019	Proposed Unit Cost SFY 2020
24	V2202	SPH BIF, +OR-7.12-20.00	\$ 15.35	\$ 15.35	\$ 15.35
25	V2203	SPH/CYL BIF, PL-4.00SP-.12-2.00 CYL	\$ 15.32	\$ 15.32	\$ 15.32
26	V2204	SPH/CYL BIF, PL-4.00SP- 2.12-4.00 CYL	\$ 10.64	\$ 10.64	\$ 10.64
27	V2205	SPH/CYL BIF, PL-4.00SP-4.25-6.00 CYL	\$ 10.74	\$ 10.74	\$ 10.74
28	V2206	SPH/CYL BIF, PL-4.00SP-OVER6.00 CYL	\$ 13.63	\$ 13.63	\$ 13.63
29	V2207	SPH/CYL BIF, 4.25-7.00SP- .12-2.00 CYL	\$ 10.68	\$ 10.68	\$ 10.68
30	V2208	SPH/CYL BIV, 4.25-7.00SP-2.25-4.00 CYL	\$ 10.80	\$ 10.80	\$ 10.80
31	V2209	SPH/CYL BIF, 4.25-7.00SP-4.25-6.00 CYL	\$ 10.52	\$ 10.52	\$ 10.52
32	V2210	SPH/CYL BIF, 4.25-7.00SP-OVER 6.00 CYL	\$ 14.45	\$ 14.45	\$ 14.45
33	V2211	SPH/CYL BIF, .7.25-12.00SP, 12-2.00 CYL	\$ 11.46	\$ 11.46	\$ 11.46
34	V2212	SPH/CYL BIF, 7.15-12.00SP, 2.25-4.00 CYL	\$ 11.42	\$ 11.42	\$ 11.42
35	V2213	SPH/CYL BIF, 7.12-12.00SP-4.25-6.00 CYL	\$ 23.94	\$ 23.94	\$ 23.94
36	V2214	SPH/CYL BIF, OVER +OR -12.00, ANY	\$ 39.81	\$ 39.81	\$ 39.81
37	V2215	LENTICULAR, MYODISC BIF	\$ 33.29	\$ 33.29	\$ 33.29
38	V2218	ANISEIKONIC LENS BIF	\$ 36.29	\$ 36.29	\$ 36.29
39	V2219	BIF SEG OVER 28mm	\$ 7.00	\$ 7.00	\$ 7.00
40	V2220	BID ADD OVER 3.25	\$ 7.00	\$ 7.00	\$ 7.00
41	V2221	LENTICULAR, BIF	\$ 23.50	\$ 23.50	\$ 23.50
42	V2299	LENS BIFOCAL SPECIALTY	\$ 50.00	\$ 50.00	\$ 50.00
43	V2300	SPH, TRIFOCAL PL-+OR -4.00	\$ 11.51	\$ 11.51	\$ 11.51
44	V2301	SPH, TRIFOCAL +OR -4.12-7.00	\$ 12.09	\$ 12.09	\$ 12.09
45	V2302	SPH, TRIFOCAL +OR -7.12-20.00	\$ 21.29	\$ 21.29	\$ 21.29
46	V2303	SPH/CYL TRI, PL-4.00SP-, 12-2.00 CYL	\$ 11.81	\$ 11.81	\$ 11.81
47	V2304	SPH/CYL TRI,PL-4.00SP -2.25-4.00 CYL	\$ 11.85	\$ 11.85	\$ 11.85

New Hampshire Department of Health and Human Services
 Vision Materials Volume Purchase Discount Program



Exhibit B-1

Item Number	Procedure Code	Procedure Description	Proposed Unit Cost SFY 2018	Proposed Unit Cost SFY 2019	Proposed Unit Cost SFY 2020
48	V2305	SPH/CYL TRI,PL-4.00SP-4.25-6.00 CYL	\$ 12.41	\$ 12.41	\$ 12.41
49	V2306	SPH/CYL TRI,PL-4.00SP-OVER 6.00 CYL	\$ 19.87	\$ 19.87	\$ 19.87
50	V2307	SPH/CYL TRI,4.25-7.00SP-.12-2.00 CYLS	\$ 20.41	\$ 20.41	\$ 20.41
51	V2308	SPH/CYL TRI,4.25-7.00SP-2.25-4.00 CYL	\$ 19.52	\$ 19.52	\$ 19.52
52	V2309	SPH/CYL TRI,4.25-7.00SP,4.25-6.00 CYL	\$ 19.62	\$ 19.62	\$ 19.62
53	V2310	SPH/CYL TRI 4.25-7.00SP, OVER 6.00 CYL	\$ 19.62	\$ 19.62	\$ 19.62
54	V2311	SPH/CYL TRI 7.25-12.0P-2.25-4.00 CYL	\$ 21.69	\$ 21.69	\$ 21.69
55	V2312	SPH/CYL TRI 7.25-12.00SP-2.25-4.00 CYL	\$ 21.69	\$ 21.69	\$ 21.69
56	V2313	SPH/CYL TRI 7.25-12.00SP-425-6.00 CYL	\$ 21.69	\$ 21.69	\$ 21.69
57	V2314	SPH/CYL TRI OVER+OR-12.00SP ANY CYL	\$ 21.69	\$ 21.69	\$ 21.69
58	V2315	LENTICULAR, MYODISC TRI	\$ 32.79	\$ 32.79	\$ 32.79
59	V2318	ANISEIKONIC LENS TRI	\$ 32.79	\$ 32.79	\$ 32.79
60	V2319	TRI SEG OVER 28mm	\$ 4.50	\$ 4.50	\$ 4.50
61	V2320	TRI ADD OVER 3.25	\$ 4.50	\$ 4.50	\$ 4.50
62	V2321	LENTICULAR, TRI	\$ 8.79	\$ 8.79	\$ 8.79
63	V2399	SPECIALTY TRI BY REPORT	\$ 50.00	\$ 50.00	\$ 50.00
64	V2410	VARIABLE ASPHERICITY LENS SV, FULL SHIELD	\$ 34.29	\$ 34.29	\$ 34.29
65	V2430	VARIABLE ASPHERICITY LENS BIF, FULL SHIELD	\$ 34.29	\$ 34.29	\$ 34.29
66	V2499	VARIABLE SPHERICITY LENS OTHER BY REPORT	\$ 50.00	\$ 50.00	\$ 50.00
67	V2700	BALANCE	\$ 5.00	\$ 5.00	\$ 5.00
68	V2710	SLAB BALANCE	\$ 28.47	\$ 28.47	\$ 28.47
69	V2715	PRISM	\$ 2.50	\$ 2.50	\$ 2.50
70	V2718	PRESS ON PRISM	\$ 17.58	\$ 17.58	\$ 17.58
71	V2730	SPECIAL BASE CURVE	\$ 5.00	\$ 5.00	\$ 5.00

New Hampshire Department of Health and Human Services
 Vision Materials Volume Purchase Discount Program



Exhibit B-1

Item Number	Procedure Code	Procedure Description	Proposed Unit Cost SFY 2018	Proposed Unit Cost SFY 2019	Proposed Unit Cost SFY 2020
72	V2744	TINT PHOTOCHROMATIC	\$ 26.45	\$ 26.45	\$ 26.45
73	V2745	TINT ANY COLOR	\$ 5.00	\$ 5.00	\$ 5.00
74	V2750	ANTI-REFLECTIVE COATING	\$ 10.00	\$ 10.00	\$ 10.00
75	V2755	UV	\$ 5.00	\$ 5.00	\$ 5.00
76	V2756	EYE GLASS CASE	\$ 0.50	\$ 0.50	\$ 0.50
77	V2760	SCRATCH RESISTANT COATING, PER LENS	\$ 5.00	\$ 5.00	\$ 5.00
78	V2761	MIRROR COATING, ANY TYPE, SOLID, GRADIENT OR EQUAL, ANY LENS	\$ 15.00	\$ 15.00	\$ 15.00
79	V2762	POLARIZATION	\$ 17.49	\$ 17.49	\$ 17.49
80	V2770	OCCLUDER	\$ 5.00	\$ 5.00	\$ 5.00
81	V2781	PROGRESSIVE LENS, PER LENS	\$ 20.00	\$ 20.00	\$ 20.00
82	V2782	HI-INDEX 1.54 TO 1.65 PL 1.60 TO 1.79 GLASS	\$ 17.49	\$ 17.49	\$ 17.49
83	V2783	HI-INDEX 1.66 TO 1.66 PL OR >=1.80 GLASS	\$ 17.49	\$ 17.49	\$ 17.49
84	V2784	POLYCARBONATE	\$ 3.00	\$ 3.00	\$ 3.00
85	V2799	MISC. VISION SERVICES	\$ 6.00	\$ 6.00	\$ 6.00



SPECIAL PROVISIONS

Contractors Obligations: The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

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



- 7.3. Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

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

8. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:
- 8.1. **Fiscal Records:** books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
- 8.2. **Statistical Records:** Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.
- 8.3. **Medical Records:** Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.
9. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the agency fiscal year. It is recommended that the report be prepared in accordance with the provision of Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.
- 9.1. **Audit and Review:** During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.
- 9.2. **Audit Liabilities:** In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.
10. **Confidentiality of Records:** All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directly connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.



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

11. **Reports: Fiscal and Statistical:** The Contractor agrees to submit the following reports at the following times if requested by the Department.
 - 11.1. **Interim Financial Reports:** Written interim financial reports containing a detailed description of all costs and non-allowable expenses incurred by the Contractor to the date of the report and containing such other information as shall be deemed satisfactory by the Department to justify the rate of payment hereunder. Such Financial Reports shall be submitted on the form designated by the Department or deemed satisfactory by the Department.
 - 11.2. **Final Report:** A final report shall be submitted within thirty (30) days after the end of the term of this Contract. The Final Report shall be in a form satisfactory to the Department and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the Department.

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

13. **Credits:** All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:
 - 13.1. The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.

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

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

16. **Equal Employment Opportunity Plan (EEOP):** The Contractor will provide an Equal Employment Opportunity Plan (EEOP) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of \$500,000 or more. If the recipient receives \$25,000 or more and has 50 or



more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than \$25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Non-profit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: <http://www.ojp.usdoj/about/ocr/pdfs/cert.pdf>.

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.

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

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

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.

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

When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

- 19.1. Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function
- 19.2. Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate
- 19.3. Monitor the subcontractor's performance on an ongoing basis



- 19.4. Provide to DHHS an annual schedule identifying all subcontractors, delegated functions and responsibilities, and when the subcontractor's performance will be reviewed
- 19.5. DHHS shall, at its discretion, review and approve all subcontracts.

If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

DEFINITIONS

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

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

DEPARTMENT: NH Department of Health and Human Services.

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

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

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

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

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

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



REVISIONS TO GENERAL PROVISIONS

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
 4. **CONDITIONAL NATURE OF AGREEMENT.**
Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including without limitation, the continuance of payments, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language;
 - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
 - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
 - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
 - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
 - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Division reserves the right to renew the Contract for up to two (2) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

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5/17/18



CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

Commissioner
NH Department of Health and Human Services
129 Pleasant Street,
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
 - 1.2.1. The dangers of drug abuse in the workplace;
 - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
 - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - 1.4.1. Abide by the terms of the statement; and
 - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)
3710 Belmont Avenue, Youngstown, Trumbull County, Ohio, 44505

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

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President



CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

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

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

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

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

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President



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

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

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President

Contractor Initials DF
Date 5-17-18



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

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

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

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

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

DF

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

5-17-18

New Hampshire Department of Health and Human Services
Exhibit G



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

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

1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President

Exhibit G

Contractor Initials DF

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



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President



Exhibit I

HEALTH INSURANCE PORTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) **Definitions.**

- a. "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

DF

5-17-18



Exhibit I

- I. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) **Business Associate Use and Disclosure of Protected Health Information.**

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business

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Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (I). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

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

Department of Health and Human Services
The State

[Signature]
Signature of Authorized Representative

Henry D. Lipman
Name of Authorized Representative

Medicaid Director
Title of Authorized Representative

May 25, 2018
Date

Classic Optical Laboratories, Inc.
Name of the Contractor

[Signature]
Signature of Authorized Representative

Dawn Friedkin
Name of Authorized Representative

President
Title of Authorized Representative

5-17-18
Date



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

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

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

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

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

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

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

Contractor Name: Classic Optical Laboratories, Inc.

5-17-18
Date

Dawn Friedkin
Name: Dawn Friedkin
Title: President



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: 14-7834621
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

X NO _____ YES

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

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

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

_____ NO _____ YES

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

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

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

Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____

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Exhibit K

DHHS Information Security Requirements



A. Definitions

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

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

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

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

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DHHS Information Security Requirements



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

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
 1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
 2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
 - b. safeguard this information at all times.
 - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
 - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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DHHS Information Security Requirements



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

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

V. LOSS REPORTING

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

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

- 1. Identify Incidents;
- 2. Determine if personally identifiable information is involved in Incidents;
- 3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
- 4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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

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

VI. PERSONS TO CONTACT

- A. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

- C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

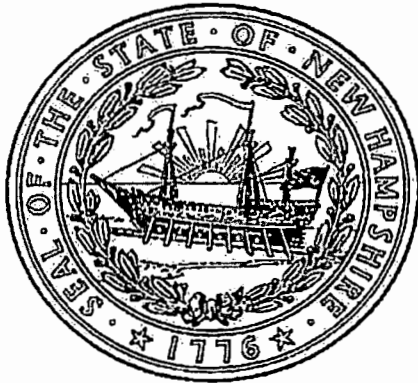
State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that CLASSIC OPTICAL LABORATORIES, INC. is a Florida Profit Corporation registered to transact business in New Hampshire on September 17, 2010. 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: 636266



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 February A.D. 2018.

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

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

(Corporation without Seal)

I, David Milan, do hereby certify that:

1. I am the duly elected Secretary of Classic Optical Laboratories, Inc.

2. The following are true copies of two resolutions duly adopted ~~at a meeting of~~ the Board of Directors held on May 14, 2018 *by written consent*

RESOLVED: That this Corporation enter into contracts with the State of New Hampshire, acting *MM* through its Department of Health and Human Services.

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

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of the 14 day of May, 2018.

4. Dawn Friedkin is the duly elected President of the Corporation.



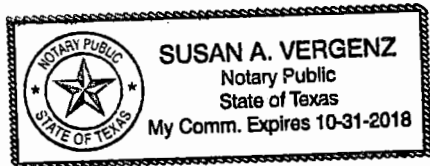
Name David Milan
Title Secretary

STATE OF TEXAS

COUNTY OF DALLAS

On May 21, 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.

Notary Seal



Susan A. Vergenz
Signature of Notary or Justice of the Peace

Susan A. Vergenz
Name/Title of Notary or Justice of the Peace

My Commission Expires: 10-31-18



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/06/2018

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

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

PRODUCER Willis of Texas, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com	
	INSURER(S) AFFORDING COVERAGE INSURER A: Zurich American Insurance Company NAIC# 16535 INSURER B: Travelers Property Casualty Company of Ame 25674 INSURER C: INSURER D: INSURER E: INSURER F:	
INSURED CLASSIC OPTICAL LABORATORIES, Inc 3710 Belmont Avenue Youngtown, OH 44505 USA		

COVERAGES **CERTIFICATE NUMBER: W6432389** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS			
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			GLO 6182012-30	10/01/2017	10/01/2018	EACH OCCURRENCE \$ 1,000,000			
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000			
							MED EXP (Any one person) \$ 5,000			
							PERSONAL & ADV INJURY \$ 1,000,000			
	GEN'L AGGREGATE LIMIT APPLIES PER:									GENERAL AGGREGATE \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC									PRODUCTS - COMP/OP AGG \$ 2,000,000
		OTHER:								\$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) \$			
	<input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY		<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per person) \$			
	<input type="checkbox"/> HIRED AUTOS ONLY		<input type="checkbox"/> NON-OWNED AUTOS ONLY				BODILY INJURY (Per accident) \$			
							PROPERTY DAMAGE (Per accident) \$			
							\$			
	UMBRELLA LIAB						EACH OCCURRENCE \$			
	<input type="checkbox"/> EXCESS LIAB		<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$			
							\$			
							\$			
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			TC2J-UB-9366B109-17	10/01/2017	10/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER			
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A				E.L. EACH ACCIDENT \$ 1,000,000			
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000			
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000			

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

This Voids and Replaces Previously Issued Certificate Dated 05/14/2018 WITH ID: W6149816.

Stop Gap coverage included

CERTIFICATE HOLDER

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

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
J. Peter Mellor

Policy Number
GLO 6182012-30

Endorsement No. 001

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMON POLICY CHANGE ENDORSEMENT

ZURICH AMERICAN INSURANCE COMPANY

Named Insured EOA HOLDING COMPANY

Effective Date of change: 10-01-17
12:01 A.M., Standard Time

Agent Name WILLIS OF TEXAS, INC.

Agent No. 36020-000

This endorsement will not be used to decrease coverages, increase rates or deductibles or alter any terms or conditions of coverage unless at the sole request of the insured.

COVERAGE PART INFORMATION - Coverage parts affected by this change as indicated by below.

- Commercial Property
- Commercial General Liability NO CHARGE
- Commercial Crime
- Commercial Inland Marine
-
-

The following item(s):

- | | |
|--|---|
| <input type="checkbox"/> Insured's Name | <input type="checkbox"/> Insured's Mailing Address |
| <input type="checkbox"/> Effective/Expiration Date | <input type="checkbox"/> Insured's Legal Status/Business of Insured |
| <input type="checkbox"/> Payment Plan | <input type="checkbox"/> Coverage Forms and Endorsements |
| <input type="checkbox"/> Add/Delete Vehicle | <input type="checkbox"/> Deductibles |
| <input type="checkbox"/> Additional Interest | <input type="checkbox"/> Classification/Class Codes |
| <input type="checkbox"/> Limits/Exposures | <input type="checkbox"/> Underlying Exposure/Insurance |
| <input type="checkbox"/> Covered Property/Location Description | |

is (are) changed to read **[See Additional Page(s)]**

THE FOLLOWING FORM(S) HAS BEEN ADDED:
U-GL-1446-A CW 05-10 NOTIFICATION TO OTHERS OF CANCELLATION
ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

The above amendments result in a change in the premiums as follows:

This premium does not include taxes and surcharges.

<input checked="" type="checkbox"/> No changes	<input type="checkbox"/> To be Adjusted at Audit	Additional NO CHARGE	Return NO CHARGE
--	--	----------------------	------------------

Tax and Surcharge Changes

Additional	Return
------------	--------

Notification to Others of Cancellation



Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Producer No.	Add'l. Prem	Return Prem.
GLO 6182012-30	10/01/2017	10/01/2018	10/01/2017	36020000	INCL	

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

- Commercial General Liability Coverage Part**
- Liquor Liability Coverage Part**
- Products/Completed Operations Liability Coverage Part**

- A.** If we cancel this Coverage Part(s) by written notice to the first Named Insured for any reason other than nonpayment of premium, we will mail or deliver a copy of such written notice of cancellation:
 1. To the name and address corresponding to each person or organization shown in the Schedule below; and
 2. At least 10 days prior to the effective date of the cancellation, as advised in our notice to the first Named Insured, or the longer number of days notice if indicated in the Schedule below.
- B.** If we cancel this Coverage Part(s) by written notice to the first Named Insured for nonpayment of premium, we will mail or deliver a copy of such written notice of cancellation to the name and address corresponding to each person or organization shown in the Schedule below at least 10 days prior to the effective date of such cancellation.
- C.** If notice as described in Paragraphs **A.** or **B.** of this endorsement is mailed, proof of mailing will be sufficient proof of such notice.

SCHEDULE	
Name and Address of Other Person(s) / Organization(s):	Number of Days Notice:
ALL CONTRACTS OF THE NAMED INSURED AS PER WRITTEN CONTRACT AGREEMENT	30

All other terms and conditions of this policy remain unchanged.

**EVIDENCE OF PROPERTY INSURANCE**DATE (MM/DD/YYYY)
05/14/2018

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

AGENCY Willis of Texas, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	PHONE (A/C. No. Ext): 1-877-945-7378	COMPANY Factory Mutual Insurance Company 270 Central Avenue Johnston, RI 02919
FAX (A/C. No.): 1-888-467-2378	E-MAIL ADDRESS: certificates@willis.com	
CODE:	SUB CODE:	
AGENCY CUSTOMER ID#:		
INSURED CLASSIC OPTICAL LABORATORIES, Inc 3710 Belmont Avenue Youngtown, OH 44505	LOAN NUMBER	POLICY NUMBER 1031506
	EFFECTIVE DATE 10/01/2017	EXPIRATION DATE 10/01/2018
	<input type="checkbox"/> CONTINUED UNTIL TERMINATED IF CHECKED	
THIS REPLACES PRIOR EVIDENCE DATED:		

PROPERTY INFORMATION

LOCATION/DESCRIPTION

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 EVIDENCE OF PROPERTY INSURANCE 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.

COVERAGE INFORMATION	PERILS INSURED	BASIC	BROAD	<input checked="" type="checkbox"/> SPECIAL	AMOUNT OF INSURANCE	DEDUCTIBLE
Blanket Limit per Occurrence Special Form - Including Theft					412,000,000	Various

REMARKS (Including Special Conditions)

REMARKS (Including Special Conditions)
--

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

ADDITIONAL INTEREST

NAME AND ADDRESS New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301-3857	<input type="checkbox"/> ADDITIONAL INSURED	<input type="checkbox"/> LENDER'S LOSS PAYABLE	<input type="checkbox"/> LOSS PAYEE
	<input type="checkbox"/> MORTGAGEE		
	LOAN #		
	AUTHORIZED REPRESENTATIVE <i>Robert Miller</i>		

ACORD 27 (2016/03)

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SR ID: 16158866

BATCH: 708925

CERT: W6149817

Dawn Friedkin, Esq.**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2001 – present

President

Provides strategic vision and leads 250-person wholesale ophthalmic laboratory specializing in high volume contracts in the government, managed care and retail sectors. Serves as General Counsel and Chief Privacy Officer.

OECD, Paris, France 2000 – 2001

Principal Administrator, Committee on Consumer Policy

Senior manager responsible for global e-commerce consumer protection program. Liaison to corporate community, non-governmental organizations, and multilateral consumer protection-related bodies. Advisor to European Commission on consumer protection and e-commerce directives. Author of OECD reports on consumer protection law and policy.

U.S. Department of Commerce, Washington, DC 1998 – 2000

*Counselor for Electronic Commerce, Office of the General Counsel**Special Counsel to the General Counsel, Office of the General Counsel*

Advised Secretary and General Counsel on e-commerce policy, focusing on consumer protection, privacy, intellectual property, trade policy, and taxation. Senior member of U.S. delegation to international bodies, including team responsible for negotiating international guidelines for consumer protection in e-commerce.

The White House, Washington, DC 1993 - 1994

*Special Assistant to the President for Intergovernmental Affairs**Associate Director of Scheduling, Office of Presidential Scheduling and Advance***Education**

The George Washington University Law School 1997

Juris Doctor

Tulane University, A.B. Freeman School of Business 1990

*Bachelor of Science, Management***Honors and Awards**

- Essilor Vision Foundation, Individual Hero Award, 2018
- The Regional Chamber, Athena Award, 2013
- Vision Monday, Optical's Most Influential Women, 2008

Jeffrey Knight

Experience

Classic Optical Laboratories, Inc., Youngstown, Ohio 2016 – present
Chief Operating Officer
 Full P/L operational leadership responsibility for high volume prescription eyewear manufacturing business including manufacturing, maintenance, IT, customer service and HR.

Luxottica Global Rx Operations, Mason, Ohio 2014 - 2016
Senior Manager – Lean Systems
 Implemented Lean Six Sigma manufacturing network improvement projects. Managed Green Belt deployment and mentored aspiring Green Belt candidates. Developed and facilitated Lean Six training (Yellow Belt, etc.) Facilitated execution of global PMO strategies.

Luxottica Optical Manufacturing, Lockbourne, Ohio 2011 - 2014
Senior Manager – Manufacturing Operations
 Full operational leadership responsibility for Rx eyewear manufacturing operation reporting to Manufacturing Director. Responsible for 250 hourly production associates across four shifts.

Luxottica Optical Manufacturing, Lockbourne, Ohio 2004 - 2011
Production Manager II
Production Supervisor

Allied Tube and Conduit, Hebron, Ohio 2002 - 2004
Production Manager

Haworth, Inc., Holland, Michigan 1997 - 2002
Lean Management Process Consultant
Production Supervisor

Rowe International, Grand Rapids, Michigan 1994 - 1997
Production Supervisor

Education

Ohio University, Athens, Ohio 1989 - 1994
Bachelor of Arts in English Language and Literature

- Edward Stone Award: Top English Department Graduate 1994
- Summa Cum Laude: Phi Beta Kappa, Golden Key Honor Societies
- Two years graduate study English Composition and Rhetoric

Honors and Awards

- Luxottica Retail Shining Star Award
- Luxottica Optical Manufacturing Vice President’s Award
- Haworth Chairman’s Quality Award

Mary Anne O'Toole**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2013 – present

Director, Key Accounts, Contract Management & Customer Experience

Oversees all facets of relationships with all key account and large volume contracts. Oversees contractual compliance. Supervises Customer Service Manager, Key Account Manager, and Senior Projects Manager. As a member of the Senior Team, participates in strategic planning and business forecasts.

Customer Service Manager & Sales Coordinator 2006 – 2012

Managed 15 customer service representatives. Coached customer service representatives and trained new employees. Singularly focused on providing the highest quality customer service for all client groups. Worked with Sales Director to create sales strategies and schedule promotions. Worked with Contracts Manager to develop responses to bid opportunities.

Millwood Inc., Girard, Ohio 2002 – 2006

Inside Sales Manager

Worked with outside sales partner to develop and maintain wood pallet and container accounts in Ohio, New York, Pennsylvania, and Georgia. Oversaw creation of products to customer specifications. Provided logistics and supply chain management. Responsible for monthly forecast and annual sales plan of 3.5 million dollars. Trained new sales employees.

Photogenic Professional Lighting, Inc., Boardman, Ohio 1998 – 2002

Inside Sales Manager

Photogenic Machine Co., Boardman, Ohio 1995 – 1998

Sales and Marketing Manager

Litco International, Inc., Boardman, Ohio 1992 – 1995

Sales and Marketing Manager

Burdman Group, Inc., Boardman, Ohio 1986 – 1989

Marketing Manager

Education

Kent State University Supervisor's College
In-house training/certification 2013

Youngstown State University
Master of Arts, History 1985

Bachelor of Arts, English and History 1980

Rodney Remsey, LDO**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2017 – present
Technical Director & Project Engineer
 Manage the Quality Control, Process Improvement and Maintenance Team to ensure superior quality and highest possible machine up-time. Support all lab operations in technical manner relying on decades of experience managing high volume ophthalmic laboratory. Participate in all Lean Initiatives to ensure culture of continuous improvement.

Director, Laboratory Operations 1999 – 2017
 Oversaw all laboratory operations including production and quality control. Coordinated employees for a three-shift production schedule. Worked closely with Stockroom Manager, Shipping and Receiving Manager, and Lab Managers for continuous workflow improvements. Oversaw laboratory equipment upgrades. As a member of the Senior Team, participated in strategic planning and business forecasts.

Surface Lab Manager 1993 – 1999
 Supervised lab technicians. Oversaw layout, generating, fining, and polishing lines. Supervises daily operations of inventory control, lens purchasing, and cost operations.

Lab Technician 1986 – 1993

Education

Kent State University Supervisor's College 2013
In-house training/certification

State of Ohio Optical Dispensers Board 1992 – present
ABO Optician License (LDO)

Six Sigma Training Programs
Green Belt

Specialized Training on Laboratory Equipment and Lens Manufacturing
 MEI Milan, Italy 2010
 Automation Robotics, Brussels, Belgium 2010
 Schneider Optical Machines, Dallas, Texas 2009
 Satis-LOH Slugfest Academy, Germantown, Wisconsin 2009/2017
 IndoCorporation, Barcelona, Spain 2007
 Vision Ease Polycarbonate Academy, Fort Lauderdale, Florida 1993

Warren G. Harding High School
Diploma 1986

Steve Mermer**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2000 – present
Chief Information Officer (CIO) and Director, Information Technology

Manages IT Department of 15, including all IT Solutions programmers and project management personnel and IT Operations network, data integrity and data entry teams. Designed and developed Classic Optical's proprietary Medicaid Management Information System (MMIS) that successfully manages SMART order processing and electronic claims billing. Expertise in all phases of system development for all company applications including manufacturing, accounting, billing, materials management, network and data security, purchasing, and general business systems. As a member of the Senior Team, participates in strategic planning and business forecasts.

Prime Systems, Inc., Cleveland, Ohio 1998 – 2000
Senior Application Consultant

Matrix Essentials, Inc., Solon, Ohio 1997 – 1998
Project Leader

Litco International, Inc., Vienna, Ohio 1994 – 1997
Senior Application Consultant

Education

Kent State University Supervisor's College 2013
In-house training/certification

Kent State University 1979
Bachelor of Science, Computer Technology

Morgan Hartzell**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2016 – present

Controller and Compliance Manager

Prepare financial statements, business activity reports, financial forecasts, annual budgets, and reports required by regulatory agencies. Manage accounts payable, accounts receivable and general accounting teams. Assist in building financial models for bidding on contracts and evaluating business proposals, strategic planning, annual budgets and ongoing monthly forecasts. Perform analyses to support decisions in product development, capital investment, and management of resources, as well as meet with and advise department managers on financial performance, expense controls, and goal setting to reach targets. Oversee all governmental compliances.

GA Industries, Inc., Cranberry Township, PA 2012 – 2016

Accounting Manager

Ownership of financial performance and reporting for a \$20M business unit with two manufacturing plant locations. Manage staff of two for all AR, AP, and general accounting. Develop financial models and cross functional reports for Strategic Planning, Annual Budgets and ongoing Monthly Forecasts. Perform analyses to support decisions in product development, capital investment, and management of resources, as well as meet with and advise department managers on financial performance, expense controls, and goal setting to reach targets.

Harsco Infrastructure, North America, Pittsburgh, PA 2007 – 2012

Accounting Manager

Harsco Rail, Columbia, SC 2004 – 2007

*Financial Analyst***Education**

University of South Carolina 2007

MBA, International Business Concentration

Kent State University 2002

Bachelor of Business Administration

Tina Colburn, LDO

Experience

Classic Optical Laboratories, Inc., Youngstown, Ohio 2006 – present
Manager, Finishing Lab

Manages Finishing Lab including personnel schedules and all Finishing Lab operations. Oversees all final inspectors utilizing a 14-point final inspection of all optics including assessment of power, axis, prism, centration, seg heights, and cosmetic inspection. Manages the automated finish line and work of experienced lens inserters. As a member of the Lab Leadership Team, participate in development and deployment of performance improvement methodologies for lab and maintenance personnel.

Assistant Finishing Lab Manager 2000 – 2006

Expediter 1995 – 2000

Lab Technician 1987 – 1995

Education

Kent State University Supervisor’s College 2013
In-house training/certification

State of Ohio Optical Dispensers Board 2007 – present
ABO Optician License (LDO)

Ursuline High School 1989
Diploma

Harold Sample, LDO**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 1999 – present
Manager, Surface Lab

Manage Surface Lab personnel schedules and oversee all Surface Lab operations. Actively work along employees at all Surface Lab stations including free form, blocking, back-side coating, and fine & polish. Supervise employees who run the HSC generators that cut base curves in lenses. As a member of the Lab Leadership Team, participate in development and deployment of performance improvement methodologies for lab and maintenance personnel.

Manager, Layout 1995 – 1999

Lab Technician 1987 – 1995

Education

Kent State University Supervisor's College 2013
In-house training/certification

Specialized Training on Robotic Laboratory Equipment 2009
Satis-LOH Slugfest Academy, Germantown, Wisconsin

State of Ohio Optical Dispensers Board 2007 – present
 ABO Optician License (LDO)

Hubbard High School, Hubbard, Ohio 1986
Diploma

Vicky Tyburski**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2018 – present
Manager, Shipping & Stock Room

Manage all personnel (32 FTEs) and operations of shipping and stock room departments. Responsible for the start and finish of the manufacturing process (frame and lens pick and package shipping). Develops standard operating procedures for new and existing departmental solutions. Serves as main contact with frame and lens vendors.

Manager, Shipping 2004 -- 2018

Responsible for timely shipping of more than 4,000 packages a day. Manages all mailroom functions including training of employees overseeing the shipment of eyeglasses to providers. Manages ten (10) employees to complete the tasks of wrapping, boxing, running postage, and reconciling shipping manifests. Coordinate receipt of incoming packages and orders. Led Lean Six Sigma project to streamline shipping department. Responsible for all Shipping Department continuous improvement projects.

Frame Department Manager 2000 – 2004

Expediter 1990 – 2000

Customer Service Representative 1986 – 1990

Education

Kent State University Supervisor's College 2013
In-house training/certification

National Notary Association 2005
Notary Public license

Hubbard High School, Hubbard, Ohio 1980
Diploma

Mary Ellen Bilas**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2014 – present
Manager, Contracting

Manages all new key account implementations and contractual requirements including monthly and quarterly reports, frame notices to providers, internal documentation and communication of program changes. Prepares bid responses for Requests for Proposals. Liaison to client program administrators.

G.W. Becker Crane Company, Hermitage, PA 2013 – 2014
Purchasing Manager

Responsible for purchasing all necessary components for the fabrication of overhead cranes within budget constraints and in compliance with industry standards. Worked with production and engineering to resolve QA issues with vendors. Negotiated volume pricing for commonly purchased items. Maintained inventories for standard items based on usage. Pursued new vendors, broadening base to ensure competitive pricing for contracts. Produced cost studies on optimization of outsourcing of specialty items or services. Worked closely with sales engineers to keep them updated on pricing schedules and contract management. Attended daily sales order meetings and weekly production meetings.

Boardman Steel, Inc., Boardman, OH 1985 – 2013
Project Manager, Engineering Department

Liaison between Engineering and Production. Responsible for processing engineering contracts, working with engineers to formulate bill of materials from blueprints, coordinating with production for the purchasing of required materials utilizing optimum means across multiple contracts. Continuous monitoring of projects to adhere to timeliness, contract provisions and reporting. Point of contact person for ODOT and PENN DOT project reporting.

Office Manager

Processed reports to keep track of engineering and production hours. Compiled all necessary paperwork for project closeout, to be given to project manager upon project completion. Designed computer programs to process reports as needed. Managed office personnel.

Education

Youngstown State University 1985
Bachelor of Science Applied Science – Computer Technology
Minors in Mathematics, Management & Accounting

Amanda Maloney**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2016 – present
Manager, Customer Service

Supervise and manage 15 customer service representatives. Manage team to resolve customer service issues while balancing business needs with customer expectations. Interpret and ensure consistent application of established policies and procedures. Work closely with manager to develop training programs and learn new key account client needs. Ensure customer service excellence by developing skill sets of Customer Service team. Manage all required corporate training, cross training and product training for department. Work with Director of Contracting and Customer Service to plan staffing needs and budgets. Establish and maintain effective working relationship with management, co-workers, subordinates and customers.

Customer Service Project Manager 2015 – 2016

Responsible for updating and maintaining standard operating procedures for contracted plans. Assisted in the training of new and existing employees on the use of various computer systems and processes and procedures. Assisted customer service manager with personnel management. Responsible for maintaining provider lists for multiple plans and contracts. Worked with Director of Key Accounts, Contracting and Customer Service to align with all aspects of the customer service responsibilities. Received and screened a high volume of internal and external communications via email and voice communications. Responsible for clearly communicating information between management and representatives as needed. Maintained professional and proficient communication with internal Classic Optical employees and all key account partners via phone and email.

Verizon 2011 – 2012
Retail Sales Representative

Education

Youngstown State University 2009 – present
Working toward BS in Human Resource Management

Karla Kondilas**Experience**

Classic Optical Laboratories., Youngstown, Ohio 2016 – present

Manager, Key Accounts

Work directly with Director of Key Accounts, Contracting & Customer Service to manage specific key accounts to establish, maintain and stay in direct communication on a daily/weekly/monthly or as needed basis.

Customer Service Manager

2012 – 2016

Supervise and manage 15 customer service representatives. Manage team to resolve customer service issues while balancing business needs with customer expectations. Interpret and ensure consistent application of established policies and procedures. Work closely with manager to develop training programs and learn new key account client needs. Ensure customer service excellence by developing skill sets of Customer Service team. Manage all required corporate training, cross training and product training for department. Work with Director of Contracting and Customer Service to plan staffing needs and budgets. Establish and maintain effective working relationship with management, co-workers, subordinates and customers.

Customer Service Representative

2000 – 2012

Data Entry Associate

1995 – 2000

Shipping & Receiving Clerk

1990 – 1995

Education

Kent State University Supervisor's College

In-house training/certification

2013

Girard High School, Girard, Ohio

Diploma

1989

Lisa McCauley**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2013 – present
Manager, IT Solutions

Manage 5 programmers and all custom IT development projects. Manage all IT projects and program implementation. Assign workload for IT personnel. Serve as liaison to client IT personnel. Works directly with clients to develop project scopes and implementation plans.

Manager, IT Projects & Data Entry 2003 – 2013

Data Entry Manager 1995 – 2003

Stockroom Clerk 1990 – 1995

Customer Service Representative 1987 – 1990

Education

Kent State University Supervisor's College 2013
In-house training/certification

Kent State University Trumbull Campus, Warren, Ohio 2012
Certificate in Computer Science

McDonald High School, McDonald, Ohio 1987
Diploma

Marlene Vavrus

Experience

Classic Optical Laboratories, Inc., Youngstown, Ohio 2012 – present
Account Representative, Contract Lead – State of New Hampshire
Responsible for all duties of customer service representative as stated below. Serve as lead customer service representative for the State of New Hampshire Medicaid contract. Responsible for all New Hampshire program-specific questions from providers. Serve as go to person for other customer service representatives when questions arise from New Hampshire providers. Initial escalation point person for all New Hampshire inquiries. Manage system for processing New Hampshire Medicaid orders requiring prior authorization, including reviewing prior authorization from the State to confirm order codes match items authorized and work with providers and states to insure consistent information. Review all faxed orders to confirm compliance with benefit prior to enter into ordering system.

Customer Service Representative
Serve as part of the customer service team. Responsibilities include answer incoming calls, respond to customer questions and concerns, enter orders, research technical provider questions and conduct outbound calls.

Anthem Blue Cross and Blue Shield 2011 – 2012
Customer Service Representative

Hospice of the Valley 2007 – present
Volunteer Office Assistant

Caregiver/Legal Guardian 1985 – 2006

Education

David Myers Business College, Cleveland, Ohio
Graduate/Associates Degree

Hospice of the Valley
Volunteer Training Program (including classes on corporate integrity and HIPAA)

Christopher Gaston**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2017 – present

Manager, Quality Control & Process Improvement

Manages all aspects of Quality Assurance and Process Improvement program of high volume optical laboratory. Responsible for implementing Corrective Action & Preventative Action program. Review internal defects and customer returns, and set quality specifications. Develop Standard Operating Procedures for production and support departments. Update inspection procedures, test procedures and audit system. Continual development of the quality management system and development of revised training program. Provide statistical analysis and reporting to production department, customer service and senior management team.

Luxottica North America, Mason, Ohio

2014 – 2017

Senior Manager, Lens and Lab Services

Essilor of America, Norcross, Georgia

2009 – 2014

Production Manager, Maintenance

Hansgrohe, Inc., Alpharetta, Georgia

2003 – 2009

Maintenance, Hazmat Lead

Education

Six Sigma Global Institute

2017

Lean Six Sigma Black Belt

Certificate

Elektrohaus Krapp GmbH, Babenhausen, Germany

1999 – 2003

Electrician Apprentice

Thomas R. Smith**Experience**

Classic Optical Laboratories, Inc., Youngstown, Ohio 2017 – present

Senior Operations Manager

Manage 4 Supervisors and 150 hourly associates in high volume automated optical laboratory. Oversee operations of the 3 shift, 5 day production facility. Building leadership team, through external candidate evaluation and internal candidate development, that includes Process Control Managers and Team Leads. Interact and collaborate with Customer Service, Finance, IT, Supply Chain, Quality, and Maintenance departments. Driving culture change to improve retention rates, employee satisfaction, and promoting continuous improvement attitude. Lead facility Safety team.

Nalco Chemical/Ecolab, Ellwood City, Pennsylvania 2014 – 2017

Production Manager

Lead, mentor and collaborate with 3 Production Supervisors and 2 Process Engineers. Hands-on management responsibilities for Liquid Blending, Solution Polymer (Polyacrylates) and Furnace Room operations (Two refractory furnace operation). Teach and coach Lean Manufacturing practices, safety initiatives and overall efficiency. Successfully instituted a strong 5S program. Leader of the TPM AM Pillar team. Successfully led several large insourcing initiatives, including a planned trial in early 2017. Designated as inventor on pending formulation patent. Lead departments to exceed production goals, improve quality, increase on-time delivery, and highlight safety. Daily collaboration with all departments that include Technical, Maintenance, Engineering, Environmental, Planning, Shipping, Receiving and Quality. Formulating and implementing short/long range strategies and goals.

Nalco Chemical/Ecolab, Ellwood City, Pennsylvania 2013 – 2014

Shift Supervisor

Managed a production crew, including training, coaching, motivating, disciplining and leading performance expectations. Liaison between manufacturing, supply chain, maintenance and quality lab. Responsible for crew safety. Act as overall site manager during off-hour plant operations.

Nalco Chemical/Ecolab, Ellwood City, Pennsylvania 2007 – 2013

Process Engineer

Nalco Chemical/Ecolab, Ellwood City, Pennsylvania 2007 – 2013

Laboratory Technician

Provide quality assurance, troubleshoot and adjust chemical mixtures to meet customer specification.

Education

Waynesburg University, Waynesburg, Pennsylvania

MBA

Geneva College, Beaver Falls, Pennsylvania

BS Degree in Medical Technology

David Maloney

Experience

Classic Optical Laboratories, Inc., Youngstown, Ohio 2016 – present
IT Operations Manager
Oversees day to day operations of the Networking and data entry teams. Maintains Classic network infrastructure, including servers, network firewalls, cabling, communications rack and local telecommunications as well as workstations.

Network Administrator/Data Security Manager 2013 – 2015
Responsible for replacing and maintaining Classic network infrastructure, including network firewalls, cabling, communications rack, and local telecommunications as well as workstations. Worked with CIP and COO to upgrade all IT network and systems to ensure robust data secure environment with appropriate back up and redundancy. Manage purchasing, vendor relations, and recommendations for all IT related infrastructure for both Classic Optical and the offsite Datacenter. Implemented, designed, and spearheaded Classic Optical Helpdesk deployment and ongoing management including workflow, ticket design, and first response. Updated and manage HIPAA Compliance Standards. Updated and manage IT Policies and Procedures. Updated and manage network security. Maintained

Henry Schein Medical Systems, Boardman, Ohio 2007 – 2013
Network Administrator/Storage and Cloud Engineer

Poland School System, Poland Ohio 2004 – 2007
Network/Software/Hardware Specialist

Best Buy/Geek Squad, Boardman, Ohio 2003 – 2007
Computer Technician

Youngstown State University, Youngstown, Ohio 2003 - 2005
Software Specialist

Education

Youngstown State University, Youngstown, Ohio 2003 - 2006
Attended classes in Business Administration with a Computer Information Systems focus.

Relevant Certifications

Watchguard XTM Firewall Appliances and Watchguard Firebox Appliances, Dell Workstation and Server Certified Technician, Red Hat System Administration I Training, CompTIA Basic Security Training, and VMWare Technician and Advanced Training.