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State of New Hampshire
Department of Revenue Administration

109 Pleasant Street
PO Box 457, Concord, NH 03302-0457
Telephone 603-230-5005
www.nh.gov/revenue

John T. Beardmore
Commissioner

December 4, 2013

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

Retroactive
100% General funds

Authorize the Department of Revenue Administration (DRA) to RETROACTIVELY amend a contract approved by Governor & Council on November 14, 2012 (Item # C), amended on February 20, 2013 (Item #15) and most recently amended on July 24, 2013 (Item #17) with Robert Half International, Manchester, NH (Vendor # 176161) for temporary data entry services by exercising the Term options in Exhibit A by extending the end date of the contract from October 15, 2013 to June 30, 2014, and by increasing the amount of the contract by $20,000.00, from $263,000 to $283,000 effective upon Governor and Council approval. 100% General Funds are available in the following account:

01-084-84-840510-1501–Documents Processing Division

Fiscal Year	Class/Object	Class Title	Original Contract	Increase	Amount
2014	103-502664	Document Processing	$263,000.00	$20,000.00	$283,000.00

EXPLANATION

This item is retroactive because it seeks to extend the terms and price limitation of the original contract as allowed by Exhibit A of the contract. Exhibit A of the contract, approved in November 2012, provides that the contract may be extended under the same terms, conditions, and pricing structure upon mutual agreement between the vendor and the DRA, subject to approval of the Governor and Council. This is the third and final such extension of the original contract, which has provided the DRA with cost-effective data processing services during peak tax document processing periods. During peak periods, the Department must augment its current data validation staffing levels to expeditiously process tax estimate and return documents. Delays in processing these documents may result in hindering the timely issuance of the State's comprehensive annual financial review (CAFR), jeopardizes timely processing of refunds for taxpayers, and backlogs work which causes a domino effect in furthering the backlog in processing the next peak period's tax documents. The DRA has recently hired additional staff and implemented an overtime plan in the Document Processing Division, which will allow for State employees to accomplish more of this critical work. The DRA does anticipate initiating the procurement

of document processing services for FY 2015 during the coming months; however, it is anticipated that the need for contracted services will be reduced during the coming tax periods.

Your consideration is greatly appreciated.

Respectfully submitted,

John T. Beardmore
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE ADMINISTRATION

THIRD AMENDMENT OF ROBERT HALF INTERNATIONAL INC DATA ENTRY SERVICES AGREEMENT

THIS AMENDMENT ("Amendment") is by and between the State of New Hampshire acting by and through its DEPARTMENT OF REVENUE ADMINISTRATION ("DRA"), which has a principal place of business at 109 Pleasant St., Concord, New Hampshire 03301 and ROBERT HALF INTERNATIONAL INC. ("RHI"), a Manchester, NH corporation having a principal place of business at 1155 Elm St., 7th Floor, Manchester, NH 03101.

Recitals:

WHEREAS, DRA and RHI are parties to the Robert Half International Data Entry Services Agreement, including Exhibits A, B, and C thereto as well as associated form P-37 (collectively "Agreement") approved by the Governor and Council of the State of New Hampshire on November 14, 2012 (Item #Late item C) which is subject to a First Amendment approved by Governor and Council of the State of New Hampshire on February 20, 2013 (Item#15) and a Second Amendment approved by the Governor and Council of the State of New Hampshire on July 24, 2013 (Item #17) to procure data entry services for critically needed taxpayer account maintenance; and

WHEREAS, DRA and RHI wish to exercise the ability to extend the Agreement for an additional period of time, under the same terms, conditions, and pricing structure, as provided for in Exhibit A to the Agreement; and

WHEREAS, DRA and RHI desire to amend the Agreement to increase the price limitation to two hundred eighty three thousand dollars ($283,000); and

WHEREAS, DRA and RHI desire to extend the deliverable schedule to June 30, 2014; and

WHEREAS, DRA and RHI desire to decrease the Data Entry Specialist staff from ten (10) to seven (7); and

WHEREAS, DRA and RHI desire to amend Exhibit C, line 17 of the Agreement to provide that the vendor, RHI, will pay for additional criminal background checks for any replacement staff once the Data Entry Specialists and Data Entry Lead begin their work commitment at DRA;

NOW, THEREFORE, in consideration of the foregoing Recitals and the mutual covenants of the parties set forth in this Amendment, DRA and RHI hereby agree as follows:

1. Increased Price Limitation. DRA and RHI hereby agree to amend Block 1.8 of the Form P-37 to increase the price limitation to $283,000.

2. Extend Deliverable Schedule. DRA and RHI hereby agree to amend Block 1.7 of the Form P-37 to extend the deliverable schedule to June 30, 2014.

3. Increase Vendor Staff Requirements. DRA and RHI hereby agree to amend Exhibit A, Vendor Staff Requirement, by reducing the number of Data Entry Specialists from ten (10) to seven (7).

4. Additional Criminal Background checks. DRA and RHI hereby agree to add an additional clause to Exhibit C to provide that RHI will reimburse DRA for the cost of background checks associated with any replacement Data Entry Specialists and Data Entry Lead.

5. Remaining Provisions of Robert Half International Data Entry Services Agreement is Unaffected. Except as provided by this Amendment, all of the provisions of the Agreement and the First and Second Amendments shall continue in full force and effect.

6. Amendment Effective Date. The effective date of the Amendment (the "Amendment Effective Date") shall be the date on which it is approved by the New Hampshire Governor and Executive Council.

EXECUTED by DRA and RHI by their undersigned duly authorized representatives, all as of the Amendment Effective Date.

RHI: Robert Half International, Inc.

By: Matt Katz — 12/9/13
Authorized Signatory — Date

Name: Matt Katz

Title: Regional Vice President

DRA: State of New Hampshire, Department of Revenue Administration

By: [signature] — 12/5/13
Authorized Signatory — Date

Name: John Beardmore

Title: Commissioner

Initial all pages (except signature page): RHI Initials MKII DRA Initials JB

New Hampshire Attorney General:

Approved by Attorney General as to form, substance, and execution.

By: _____ 12-5-13
~~Senior~~ Assistant Attorney General Date

New Hampshire Secretary of State:

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at their meeting on _____, 2013.

By: _____
Deputy Secretary of State

CERTIFICATE OF INCUMBENCY

I do hereby certify that Matthew Katz, Vice President and Regional Manager of Robert Half International Inc. is authorized to sign the State of New Hampshire Department of Revenue Third Amendment of Robert Half International Inc. Data Entry Services Agreement.

IN WITNESS WHEREOF, the undersigned has executed this Certificate on the date set forth below.

Evelyn Crane-Oliver
Senior Vice President, Associate General Counsel and Assistant Secretary

12/3/2013
Date

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 ROBERT HALF INTERNATIONAL INC. a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on July 23, 1991. I further certify that all fees and annual reports required by the Secretary of State's office have been received.

In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 4th day of December, A.D. 2013

William M. Gardner
Secretary of State

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/03/2013

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If 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 1-818-539-2300
Arthur J. Gallagher & Co.
Insurance Brokers of California, Inc. License #0726293
505 North Brand Boulevard, Suite 600

Glendale, CA 91203-3944

CONTACT NAME: Robert Half Certificates
PHONE (A/C, No, Ext): 818-539-1463 FAX (A/C, No): 818-539-1801
E-MAIL ADDRESS: roberthalf_certificates@ajg.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : FEDERAL INS CO	20281
INSURER B : INSURANCE CO OF THE STATE OF PA	19429
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Robert Half International Inc. including Accountemps

2613 Camino Ramon

San Ramon, CA 94583

COVERAGES **CERTIFICATE NUMBER:** 37161715 **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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY			35796687	06/01/13	06/01/14	EACH OCCURRENCE	$ 2,000,000
	X COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 2,000,000
	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	$ 10,000
	X Stop Gap Employer Liab						PERSONAL & ADV INJURY	$ 2,000,000
	X in OH, WA, WY, ND						GENERAL AGGREGATE	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$ 2,000,000
	X POLICY PRO-JECT LOC						Employer Liability	$ $1,000,000
A	AUTOMOBILE LIABILITY			73233217	06/01/13	06/01/14	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
	X 1,000 ded. / X 1,000 ded.							$
A	X UMBRELLA LIAB X OCCUR			79217107	06/01/13	06/01/14	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED X RETENTION $ 0							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WC	06/01/13	06/01/14	X WC STATU-TORY LIMITS / OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N N	N/A		See attached supplemental	06/01/13	06/01/14	E.L. EACH ACCIDENT	$ 1,000,000
B	(Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			049901191-AOS/049901195-CA	06/01/13	06/01/14	E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Evidence of Insurance Only.

CERTIFICATE HOLDER

State of New Hampshire, Department of Revenue Administration

109 Pleasant St.

Concord, NH 03301 USA

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

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Liability Insurance

Endorsement

Policy Period	**JUNE 1, 2013** *to* **JUNE 1, 2014**
Effective Date	**JUNE 1, 2013**
Policy Number	*3579-66-87 SFO*
Insured	*Robert Half International Inc.* *(see Named Insured Endt.)*
Name of Company	*Federal Insurance Company*
Date Issued	**JUNE 1, 2013**

This Endorsement applies to the following forms:

GENERAL LIABILITY

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

Who Is An Insured

Scheduled Person Or Organization

Subject to all of the terms and conditions of this insurance, any person or organization shown in the Schedule, acting pursuant to a written contract or agreement between you and such person or organization, is an **insured**; but they are **insureds** only with respect to liability arising out of your operations, or your premises, if you are obligated, pursuant to such contract or agreement, to provide them with such insurance as is afforded by this policy.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.
- damages arising out of their sole negligence

Liability Endorsement
(continued)

Schedule

Additional Insured - any person, party or entity for whom the Insured has agreed, prior to loss, to provide coverage as respects the Insured's operations and/or facilities owned or used by the Insured.

All other terms and conditions remain unchanged.

2013-2014 RHI Workers Compensation Policy Numbers

Policy#	States	Policy Entity	Eff. Date	Exp. Date	Issuing Company
RHI/PROTIVITI					
049901191	AOS- AL,AR,CO,CT,DC,DE,HI,IA, ID,IN,KS,LA,MD,ME,MI,MN,MO, NE,NM,NV,NY,OK, OR,RI,SC,TN,TX	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901192	IL,KY,NC,NH,UT	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901193	NJ, PA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901194	AZ, GA, VA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901195	CA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901196	FL	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901197	MA, WI	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

BENCHMARK					
049901198	AOS-CO,LA,NV,NY	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901199	IL	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901200	NJ	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901201	CA	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

PROTIVITI GOV. SERVICES					
049901202	AOS-CO,DC,DE,IA,MD,MN, NM, NY,OK,SC,TX	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901203	NH, UT	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901204	PA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901205	GA, VA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901206	CA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901207	MA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

SUPPLEMENT TO CERTIFICATE OF INSURANCE

DATE
12/03/2013

NAME OF INSURED: Robert Half International Inc. including Accountemps

Additional Description of Operations/Remarks from Page 1:

Additional Information:

SUPP (05/04)

State of New Hampshire
Department of Revenue Administration

109 Pleasant Street
PO Box 457, Concord, NH 03302-0457
Telephone 603-230-5005
www.nh.gov/revenue

John T. Beardmore
Commissioner

July 9, 2013

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

Authorize the Department of Revenue Administration to **RETROACTIVELY** amend a contract approved by Governor & Council on November 14, 2012 (Item # C) and most recently amended on February 20, 2013 (Item #15) with Robert Half International, Manchester, NH (Vendor # 176161) for temporary data entry services by exercising the Term options in Exhibit A by extending the end date of the contract from April 30, 2013 to October 15, 2013, and by increasing the amount of the contract by $95,000, from $168,000 to $263,000 effective upon Governor and Council approval. 100% General Funds are available in the following account:

01-084-84-840510-1501–Documents Processing Division

Fiscal Year	Class/Object	Class Title	Original Contract	Increase	Amount
2014	103-502664	Document Processing	$168,000.00	$95,000.00	$263,000.00

EXPLANATION

The reason for this amendment being retroactive is because it was not readily known to DRA that the services provided would need to continue past the original end date, the DRA experienced a slow-down in data entry need. Faced with significant reductions in both its Operating Budget (-30%) and its staffing (-43%) a reduction of 98 positions, and -31% in actual employees, the DRA reorganized and re-engineered its operations, and introduced new systems aimed at making the DRA more efficient. The system and process re-engineering efforts that have been painstakingly developed and implemented allow DRA to work smarter, think differently, and react differently, with greater customer service/convenience value potential. As a result of the new system implementation, processing of tax returns, tax information, and the State's General Fund revenue no longer take upwards of six dozen people to process manually. The day-to-day work effort is successfully achieved by less than three dozen dedicated employees. Nevertheless, during peak periods, the Department must augment its current data validation staffing levels in order to expeditiously and efficiently process the returns and associated information. Delays in processing necessary information result in hindering the timely closing of the State's financial records (CAFR), jeopardizes timely processing of refunds, and backlogged work

which causes a domino effect in furthering the backlog in processing the next peak period's tax returns. Creation of any backlog may result in internal controls failures, increased error suspense work being handled manually due to

taxpayer histories posting out of sequence, and increased taxpayer maintenance rework performed manually, thus negating the purpose of the automated systems. A staff augmentation of 15 staff is needed to perform the validation required to get the now electronically captured data from the Tax Year 2012 filings received in the Spring of 2013 and Tax Year 2013 filings received year to date into the Department's Tax Information Management System by October 15, 2013.

Your consideration is greatly appreciated.

Respectfully submitted,

John T. Beardmore
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE ADMINISTRATION

SECOND AMENDMENT OF ROBERT HALF INTERNATIONAL INC DATA ENTRY SERVICES AGREEMENT

THIS AMENDMENT ("Amendment") is by and between the State of New Hampshire acting by and through its DEPARTMENT OF REVENUE ADMINISTRATION ("DRA"), which has a principal place of business at 109 Pleasant St., Concord, New Hampshire 03301 and ROBERT HALF INTERNATIONAL INC. ("RHI"), a Manchester, NH corporation having a principal place of business at 1155 Elm St., 7th Floor, Manchester, NH 03101.

Recitals:

WHEREAS, DRA and RHI are parties to a certain Agreement approved by the Governor and Council of the State of New Hampshire on November 14, 2012 (Item #Late item C) to procure data entry services for critically needed taxpayer account maintenance. See Exhibit A, Scope of Work, Page 2. The Robert Half International Agreement includes Form P-37 General Provisions of the Agreement between DRA and RHI, together with Exhibits A, B, and C, thereto: and

1. WHEREAS, DRA and RHI wish to exercise the ability to extend the contract for an additional period of time, under the same terms, conditions, and pricing structure, as provided for in Exhibit A to the contract approved by Governor and Council on November 14, 2012;

2. WHEREAS, DRA and RHI desire to amend the Robert Half International Data Entry Services Agreement to increase the price limitation (original contract plus First Amendment $168,000) by $95,000 to $263,000;

3. WHEREAS, DRA and RHI desire to extend the deliverable schedule to October 15, 2013;

4. WHEREAS, DRA and RHI desire to increase the Data Entry Specialist staff from 10 to 14.

5. WHEREAS, DRA and RHI desire to amend Exhibit C, line 17 that the vendor, RHI, will pay for additional criminal background checks for any replacement staff once the Data Entry Specialists and Data Entry Lead begin their work commitment at DRA;

NOW, THEREFORE, in consideration of the foregoing Recitals and the mutual covenants of the parties set forth in the Amendment, DRA and RHI hereby agree as follows:

1. Increased Price Limitation. DRA and RHI hereby agree to amend the Robert Half International Data Entry Services Agreement to increase the price limitation (original contract plus First Amendment $168,000) by $95,000 to $263,000. Accordingly, Block 1.8 of the Form P-37 General Provisions of the Agreement is hereby amended to read: "$263,000."

2. Extend Deliverable Schedule. DRA and RHI hereby agree to amend the Robert Half International Data Entry Services Agreement to extend the deliverable schedule to October 15, 2013. Accordingly, Block 1.7 for the Form P-37 General Provisions of the Agreement is hereby amended to read October 15, 2013.

3. Increase Vendor Staff Requirements. DRA and RHI hereby agree to amend Exhibit A, Vendor Staff Requirement, by increasing the number of Data Entry Specialists from ten (10) to fourteen (14).

4. Additional Criminal Background checks. DRA and RHI hereby agree to add an additional clause to Exhibit C – RHI will reimburse DRA for the cost of background checks associated with any replacement Data Entry Specialists and Data Entry Lead.

5. Remaining Provisions of Robert Half International Data Entry Services Agreement is Unaffected. Except as amended by this Agreement, all of the provisions of the Robert Half International Data Entry Services Agreement shall continue in full force and effect.

6. Amendment Effective Date. The effective date of the Amendment (the "Amendment Effective Date") shall be the date on which it is approved by the New Hampshire Governor and Executive Council.

[SIGNATURE PAGE FOLLOWS]

EXECUTED by DRA and RHI by their undersigned duly authorized representatives, all as of the Amendment Effective Date.

RHI: Robert Half International, Inc.

By: _____ 7/9/13
Authorized Signatory Date

Name: Matt Katz

Title: Regional VP.

DRA: State of New Hampshire, Department of Revenue Administration

By: _____ 7/9/13
Authorized Signatory Date

Name: Margaret Fulton

Title: Ast. Commissioner

New Hampshire Attorney General:

Approved by Attorney General as to form, substance, and execution.

By: _____ 7/10/13
Senior Assistant Attorney General Date

New Hampshire Secretary of State:

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at their meeting on _____, 2013.

By: _____
Deputy Secretary of State

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 ROBERT HALF INTERNATIONAL INC. a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on July 23, 1991. I further certify that all fees and annual reports required by the Secretary of State's office have been received.

In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 2nd day of July, A.D. 2013

William M. Gardner
Secretary of State

CERTIFICATE OF INCUMBENCY

I do hereby certify that Matthew Katz, Vice President and Regional Manager of Robert Half International Inc. is authorized to sign the State of New Hampshire Department of Revenue Second Amendment of Robert Half International Inc. Data Entry Services Agreement.

IN WITNESS WHEREOF, the undersigned has executed this Certificate on the date set forth below.

Steven Karel
EVP, Secretary and General Counsel

7/2/13
Date

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 07/01/2013

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If 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 1-818-539-2300
Arthur J. Gallagher & Co.
Insurance Brokers of California, Inc. License #0726293
505 North Brand Boulevard, Suite 600

Glendale, CA 91203-3944

CONTACT NAME: Robert Half Certificates
PHONE (A/C, No, Ext): 818-539-1463 FAX (A/C, No): 818-539-1801
E-MAIL ADDRESS: roberthalf_certificates@ajg.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: FEDERAL INS CO	20281
INSURER B: INSURANCE CO OF THE STATE OF PA	19429
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Robert Half International Inc. including Accountemps

2613 Camino Ramon

San Ramon, CA 94583

COVERAGES **CERTIFICATE NUMBER:** 34576771 **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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY			35796687	06/01/13	06/01/14	EACH OCCURRENCE	$ 2,000,000
	X COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 2,000,000
	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	$ 10,000
	X Stop Gap Employer Liab						PERSONAL & ADV INJURY	$ 2,000,000
	X in OH, WA, WY, ND						GENERAL AGGREGATE	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$ 2,000,000
	X POLICY PRO-JECT LOC						Employer Liability	$ $1,000,000
A	AUTOMOBILE LIABILITY			73233217	06/01/13	06/01/14	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
	X 1,000 ded. / X 1,000 ded.							$
A	X UMBRELLA LIAB / X OCCUR			79217107	06/01/13	06/01/14	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED X RETENTION $ 0							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WC	06/01/13	06/01/14	X WC STATU-TORY LIMITS / OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N N (Mandatory in NH)	N/A		See attached supplemental	06/01/13	06/01/14	E.L. EACH ACCIDENT	$ 1,000,000
B	If yes, describe under DESCRIPTION OF OPERATIONS below			049901191-AOS/049901195-CA	06/01/13	06/01/14	E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Evidence of Insurance only.

CERTIFICATE HOLDER

NH Department of Revenue Administration

109 Pleasant Street

Concord , NH 03301

USA

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
Perry Campbell

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Liability Insurance

Endorsement

Policy Period	**JUNE 1, 2013** *to* **JUNE 1, 2014**
Effective Date	**JUNE 1, 2013**
Policy Number	*3579-66-87 SFO*
Insured	*Robert Half International Inc.* *(see Named Insured Endt.)*
Name of Company	*Federal Insurance Company*
Date Issued	**JUNE 1, 2013**

This Endorsement applies to the following forms:

GENERAL LIABILITY

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

Who Is An Insured

Scheduled Person Or Organization

Subject to all of the terms and conditions of this insurance, any person or organization shown in the Schedule, acting pursuant to a written contract or agreement between you and such person or organization, is an **insured**; but they are **insureds** only with respect to liability arising out of your operations, or your premises, if you are obligated, pursuant to such contract or agreement, to provide them with such insurance as is afforded by this policy.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.
- damages arising out of their sole negligence

Schedule

Additional Insured - any person, party or entity for whom the Insured has agreed, prior to loss, to provide coverage as respects the Insured's operations and/or facilities owned or used by the Insured.

All other terms and conditions remain unchanged.

2013-2014 RHI Workers Compensation Policy Numbers

Policy#	States	Policy Entity	Eff. Date	Exp. Date	Issuing Company
RHI/PROTIVITI					
049901191	AOS- AL,AR,CO,CT,DC,DE,HI,IA, ID,IN,KS,LA,MD,ME,MI,MN,MO, NE,NM,NV,NY,OK, OR,RI,SC,TN,TX	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901192	IL,KY,NC,NH,UT	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901193	NJ, PA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901194	AZ, GA, VA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901195	CA	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901196	FL	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901197	MA, WI	RHI/ Protiviti	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

BENCHMARK					
049901198	AOS-CO,LA,NV,NY	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901199	IL	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901200	NJ	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901201	CA	Benchmark	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

PROTIVITI GOV. SERVICES					
049901202	AOS-CO,DC,DE,IA,MD,MN, NM, NY,OK,SC,TX	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901203	NH, UT	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901204	PA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901205	GA, VA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901206	CA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn
049901207	MA	Prot. Govt. Svs.	6/1/2013	6/1/2014	Ins. Co. of the State of Penn

SUPPLEMENT TO CERTIFICATE OF INSURANCE

DATE
07/01/2013

NAME OF INSURED: Robert Half International Inc. including Accountemps

Additional Description of Operations/Remarks from Page 1:

Additional Information:

State of New Hampshire
Department of Revenue Administration

109 Pleasant Street
PO Box 457, Concord, NH 03302-0457
Telephone 603-230-5005
www.nh.gov/revenue

Kevin A. Clougherty
Commissioner

Margaret L. Fulton
Assistant Commissioner

February 6, 2013

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

REQUESTED ACTION

Authorize the Department of Revenue Administration to amend a contract approved by Governor & Council on November 14, 2012 (Item # C) with Robert Half International, Manchester, NH, (Vendor # 176161) for temporary data entry services by exercising the Term options in Exhibit A by extending the end date of the contract from April 11, 2013 to April 30, 2013, and by increasing the amount of the contract by $51,000, from $117,000.00 to $168,000.00 effective upon Governor and Council approval. 100% General Funds are available in the following account:

01-084-84-840030-1788 09-145:1-X1-A Tax System

Fiscal Year	Class/Object	Class Title	Original Contract	Increase	Amount
2013	034-500152	Capital Projects	$117,000.00	$51,000.00	$168,000.00

EXPLANATION

Faced with significant reductions in both its Operating Budget (-30%) and its staffing (-43%) a reduction of 98 positions, and -31% in actual employees, the DRA reorganized and re-engineered its operations, and introduced the new systems aimed at making the DRA more efficient. The system and process reengineering efforts that have been painstakingly developed and implemented will allow DRA to work smarter, think differently, and react differently, with greater customer service/convenience value potential. The analytics capability that is now being built into DRA's "legacy" computer systems will provide for better informed tax policy discussions and decisions throughout the State. These efforts by the DRA experienced some delay in implementation primarily due to lack of employees. As a result of the new systems implementation and large loss of staffing, process of Tax Year 2012 documents is running slower than anticipated. Due to the Department's loss in 43% of its staff while it was in the middle of a new system implementation, the Department was unable to follow best practices by running parallel systems during its first implementation phase. Because the Department was unable to continue its historic operation of manually keying returns information, when the new validation portion of the

system came on line in September 2012 a backlog of over 1,000,000 pages (more than 200,000 documents) needed to be validated/keyed into the system, while at the same time continuing to perform user acceptance testing of the new systems, develop and implement Tax Year 2013 software and forms updates, and continue to perform its daily work effort during peak filing periods (September, October, and December). In order to finalize implementation of its system upgrades, all of the returns and return information that has been scanned into the new systems must be made current by this coming March/April filing season to ensure that returns and return information are not validated into the system out of sequence, which may result in internal controls failures, increased error suspense work being handled manually due to taxpayer histories posting out of sequence, and increased taxpayer maintenance rework performed manually, thus negating the purpose of the automated systems. An additional complement of 9 temporary staff are needed to perform the validation required to get the now electronically captured data into the Department's Tax Information Management System by May 1, 2013.

Your consideration is greatly appreciated.

Respectfully submitted,

Kevin A. Clougherty
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE ADMINISTRATION

FIRST AMENDMENT OF ROBERT HALF INTERNATIONAL INC DATA ENTRY SERVICES AGREEMENT

THIS AMENDMENT (this "Amendment") is by and between the State of New Hampshire acting by and through its DEPARTMENT OF REVENUE ADMINISTRATION ("DRA"), which has a principal place of business at 109 Pleasant St., Concord, New Hampshire 03301 and ROBERT HALF INTERNATIONAL INC. ("RHI"), a Manchester, NH corporation having a principal place of business at 1155 Elm St., 7th Floor, Manchester, NH 03101.

Recitals:

WHEREAS, DRA and RHI are parties to a certain Agreement approved by the Governor and Council of the State of New Hampshire on November 14, 2012 (Item #Late item C) to procure data entry services for critically needed taxpayer account maintenance. See Exhibit A, Scope of Work, Page 2. The Robert Half International Agreement includes Form P-37 General Provisions of the Agreement between DRA and RHI, together with Exhibits A, B, and C, thereto; and

WHEREAS, DRA and RHI desire to amend the Robert Half International Data Entry Services Agreement to increase the price limitation (originally $117,000) by $51,000 to $168,000;

WHEREAS, DRA and RHI desire to extend the deliverable schedule to the end of April 30, 2013.

WHEREAS, DRA and RHI desire to increase the Data Entry Specialists staff from 10 to 19.

WHEREAS, DRA and RHI desire to amend Exhibit C, line 17 that the vendor, RHI, will pay for additional criminal background checks for any replacement staff once the additional 9 staff members begin their work commitment at DRA.

NOW, THEREFORE, in consideration of the foregoing Recitals and the mutual covenants of the parties set forth in this Amendment, DRA and RHI hereby agree as follows:

1. Increased Price Limitation. DRA and RHI hereby agree to amend the Robert Half International Data Entry Services Agreement to increase the price limitation (originally $117,000) by $51,000 to $168,000. Accordingly, Block 1.8 of the Form P-37 General Provisions of the Agreement is hereby amended to read: "$168,000."

Initial all pages (except signature page): RHI Initials MK DRA Initials MF

2. Extended Deliverable Schedule. DRA and RHI hereby agree to amend the Robert Half International Data Entry Services Agreement to extend the deliverable schedule to the end of April 30, 2013. Accordingly, Block 1.7 for the Form P-37 General Provisions of the Agreement is hereby amended to read April 30. 2013.

3. Increase Vendor Staff Requirements. DRA and RHI hereby agree to amend Exhibit A, Vendor Staff Requirements, by increasing Data Entry Specialists from Ten (10) to Nineteen (19).

4. Additional Criminal Background checks. DRA and RHI hereby agree to add an additional clause to Exhibit C - RHI will reimburse DRA for the cost of background checks associated with any replacement Data Entry Specialists.

5. Remaining Provisions of Robert Half International Data Entry Services Agreement is Unaffected. Except as amended by this Amendment, all of the provisions of the Robert Half International Data Entry Services Agreement shall continue in full force and effect.

6. Amendment Effective Date. The effective date of this Amendment (the "Amendment Effective Date") shall be the date on which it is approved by the New Hampshire Governor and Executive Council.

[SIGNATURE PAGE FOLLOWS]

EXECUTED by DRA and RHI by their undersigned duly authorized representatives, all as of the Amendment Effective Date.

RHI: Robert Half International, Inc.

By: Matt Katz
Authorized Signatory

Date 2/6/13.

Name: Matt Katz

Title: Regional Manager / VP

DRA: State of New Hampshire, Department of Revenue Administration

By: [signature]
Authorized Signatory

Date 2/6/13

Name: Margaret Fulton

Title: Assistant Commissioner

New Hampshire Attorney General:

Approved by Attorney General as to form, substance, and execution.

By: [signature]
Senior Assistant Attorney General

Date 2/6/13

New Hampshire Secretary of State:

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at their meeting on FEB 20 2013, 2012.

By: [signature]
Deputy Secretary of State

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 ROBERT HALF INTERNATIONAL INC. a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on July 23, 1991. I further certify that all fees and annual reports required by the Secretary of State's office have been received.

In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 9th day of November, A.D. 2012

William M. Gardner
Secretary of State

CERTIFICATE OF INCUMBENCY

I do hereby certify that Matthew Katz, Vice President and Regional Manager of Robert Half International Inc. is authorized to sign the State of New Hampshire Department of Revenue First Amendment of Robert Half International Inc. Data Entry Services Agreement.

IN WITNESS WHEREOF, the undersigned has executed this Certificate on the date set forth below.

Evelyn Crane-Oliver
Senior Vice President, Associate General Counsel and Assistant Secretary

2-5-2013
Date

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 02/05/2013

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If 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 1-818-539-2300
Arthur J. Gallagher & Co.
Insurance Brokers of California, Inc. License #0726293
505 North Brand Boulevard, Suite 600

Glendale, CA 91203-3944

CONTACT NAME: Robert Half Certificates
PHONE (A/C, No, Ext): 818-539-1463 FAX (A/C, No): 818-539-1801
E-MAIL ADDRESS: roberthalf_certificates@ajg.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: FEDERAL INS CO	20281
INSURER B: INSURANCE CO OF THE STATE OF PA	19429
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Robert Half International Inc. including Accountemps

2613 Camino Ramon

San Ramon, CA 94583

COVERAGES CERTIFICATE NUMBER: 31885380 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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY			35796687	06/01/12	06/01/13	EACH OCCURRENCE	$ 2,000,000
	X COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	$ 10,000
	X Stop Gap Employer Liab						PERSONAL & ADV INJURY	$ 2,000,000
	X in OH, WA, WY, ND						GENERAL AGGREGATE	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$ 2,000,000
	X POLICY PRO-JECT LOC						Employer Liability	$ $1,000,000
A	AUTOMOBILE LIABILITY			73233217	06/01/12	06/01/13	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS / X NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR			79217107	06/01/12	06/01/13	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED X RETENTION $ 0							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			033464686-AOS/033464687-CA	06/01/12	06/01/13	X WC STATU-TORY LIMITS / OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N N	N/A		033464688-FL	06/01/12	06/01/13	E.L. EACH ACCIDENT	$ 1,000,000
B	(Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			033464689-MA WI	06/01/12	06/01/13	E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Evidence Of Insurance Only.
30 days notice of cancellation and 10 days notice of non-payment applies.

CERTIFICATE HOLDER

State of NH Department of Revenue Administration

109 Pleasant St. P.O. Box 457

Concord, NH 03302

USA

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

Tony Campbell

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The ACORD name and logo are registered marks of ACORD

SUPPLEMENT TO CERTIFICATE OF INSURANCE

DATE
02/05/2013

NAME OF INSURED: Robert Half International Inc. including Accountemps

Additional Description of Operations/Remarks from Page 1:

Additional Information:

SUPP (05/04)

Liability Insurance

Endorsement

Policy Period	*June 1, 2012 to June 1, 2013*
Effective Date	*June 1 2012*
Policy Number	*3579-66-87 SFO*
Insured	*Robert Half International Inc.* *(see Named Insured Endt.)*
Name of Company	*Federal Insurance Company*
Date Issued	*June 1, 2012*

This Endorsement applies to the following forms:

GENERAL LIABILITY

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

Who Is An Insured

Scheduled Person Or Organization

Subject to all of the terms and conditions of this insurance, any person or organization shown in the Schedule, acting pursuant to a written contract or agreement between you and such person or organization, is an **insured**; but they are **insureds** only with respect to liability arising out of your operations, or your premises, if you are obligated, pursuant to such contract or agreement, to provide them with such insurance as is afforded by this policy.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.
- damages arising out of their sole negligence

Schedule

Additional Insured - any person, party or entity for whom the Insured has agreed, prior to loss, to provide coverage as respects the Insured's operations and/or facilities owned or used by the Insured.

All other terms and conditions remain unchanged.

State of New Hampshire
Department of Revenue Administration

109 Pleasant Street
PO Box 457, Concord, NH 03302-0457
Telephone 603-230-5005
www.nh.gov/revenue

Kevin A. Clougherty
Commissioner

Margaret L. Fulton
Assistant Commissioner

November 8, 2012

His Excellency, Governor John H. Lynch
And The Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize the Department of Revenue Administration to enter into a contract with Robert Half International, Manchester, NH, (Vendor #176161) for temporary data entry services to commence upon the date of Governor and Executive Council approval of the contract and extend up to twenty (20) consecutive weeks, beginning on or about November 15, 2012 up to April 11, 2013. Budget for this contract not to exceed $117,000. 100% General Funds are available in the following account:

01-84-84-840030-1788 09-145:1-XI-A Tax System

Fiscal Year	Class/Object	Class Title	Amount
2013	034-500152	Capital Projects	$117,000.00

EXPLANATION

The Department of Revenue Administration ("DRA") seeks data entry services in order to fully process tax-related information for critically needed taxpayer account maintenance, State financial reconciliation, tax-related analysis for purposes of year end statutorily required financial analysis (eg., the Tax Expenditure Report), etc.

Over two hundred thousand (200,000) checks totaling in excess of two hundred and fifty million dollars ($250,000,000) have been successfully electronically deposited by DRA since Phase One of its new system went into production this past Spring. Phase Two became fully operational in September. At that time, approximately 167,000 transactions comprised of various forms needed to be processed for verification/data validation into DRA systems.

Since October 8th, DRA has trained twenty (20) people from seven (7) different NH state agencies on the verification/data entry process. Not everyone that was trained has worked on

the project every day full time. Nevertheless, it is through joint initiatives such as this where we find our greatest strength.
Through this joint successful effort there still remain approximately sixty-six thousand ($66,000) transactions that need to be validated and keyed within DRA systems. Although much progress has been made much remains to be accomplished, and sister agency staff need to return to their existing workloads.

DRA seeks qualified Data Entry Specialists to validate and, when necessary, key tax-related form data. Documents have been scanned, with images and data available via Optical Character Recognition (OCR) technology. The data must be validated and, at times, keyed within the system. It is essential that the data be entered correctly; accuracy is critical to success. DRA also seeks a qualified Data Entry Lead to provide supervisory oversight and time management of the Data Entry Specialists, together with performing validation and, when necessary, keying of tax-related form data.

A Request for Proposal ("RFP") (RFP #2013-01) was issued and advertised on the State Purchasing website. Four companies responded to this RFP. Attached hereto as Schedule A is the list of all bidders. The bid evaluation team members included: Margaret Fulton, Assistant Commissioner; Brian Pace, Director of Enterprise Architecture and PMO; Angela Isabelle, Documents Processing Supervisor; and Christiana Goodwin, Dept. of Information Technology IT Lead. This team was assembled based upon each having an area of expertise in documents processing, contracts and employment law, IT processing needs, and operational needs of the business. Accountemps, a Robert Half International company, was chosen over the other three responding agencies. As the attached scoring sheet shows, Accountemps had the highest overall score and deemed best suited to perform under this contract.

The term of the Contract shall commence upon the date of Governor and Executive Council approval of the contract and extend up to twenty (20) consecutive weeks of fully staffed Data Entry Specialists and a Data Entry Lead, beginning on or about November 15, 2012 up to April 11, 2013. The Contract may be extended for additional periods of time thereafter under the same terms, conditions and pricing structure upon the mutual agreement between Robert Half International and DRA, contingent upon sufficient funds being available, and subject to the approval of Governor and Council; however, such contract shall not exceed a period of more than two (2) years.

Sincerely,

Kevin A. Cloughesty
Commissioner

SCHEDULE 1

Contract Purpose: Data Entry Services

Scoring Detail: FINAL RANK

Accountemps, Manchester, NH — 1

RFP Criteria	Max Pts	Angela Camire	Brian Pace	Christiana Goodwin	Margaret Fulton	Total Average
Experience in Providing Data Entry Temp	20	20	20	20	20	20.0
Ability to Meet RFP Requirements	50	50	50	50	50	50.0
Costs	30	28	29	28	29	28.5
Total	100	98	99	98	99	98.5

Sparks, Concord, NH — 2

RFP Criteria	Max Pts	Angela Camire	Brian Pace	Christiana Goodwin	Margaret Fulton	Total Average
Experience in Providing Data Entry Temp	20	12	20	15	12	14.8
Ability to Meet RFP Requirements	50	35	30	40	25	32.5
Costs	30	30	30	30	30	30.0
Total	100	77	80	85	67	77.3

TDEC, Bethesda, MD — 3

RFP Criteria	Max Pts	Angela Camire	Brian Pace	Christiana Goodwin	Margaret Fulton	Total Average
Experience in Providing Data Entry Temp	20	20	20	20	20	20.0
Ability to Meet RFP Requirements	50	40	45	47	35	41.8
Costs	30	10	10	10	5	8.8
Total	100	70	75	77	60	70.5

Datamatics, Livonia, MI — 4

RFP Criteria	Max Pts	Angela Camire	Brian Pace	Christiana Goodwin	Margaret Fulton	Total Average
Experience in Providing Data Entry Temp	20	10	10	7	10	9.3
Ability to Meet RFP Requirements	50	20	15	15	20	17.5
Costs	30	10	10	10	5	8.8
Total	100	40	35	32	35	35.5

RFP Reviewers

	Name	Job Title
1	Angela Camire	Supervisor, Document Processing
2	Brian Pace	Director, Enterprise Architecture and PMO
3	Christiana Goodwin	Director, Information Technology
4	Margaret Fulton	Assistant Commissioner

Subject: DATA ENTRY SERVICES

FORM NUMBER P-37 (version 1/09)

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name State of NH, Dept of Revenue Administration	1.2 State Agency Address 109 Pleasant St, PO Box 457, Concord, NH 03302-0457
1.3 Contractor Name Robert Half International Inc	1.4 Contractor Address 1155 Elm St, 7th Floor, Manchester, NH 03101
1.5 Contractor Phone Number 603-641-9400 / 1.6 Account Number 01-84-84-840030-1788-	1.7 Completion Date April 11, 2013 / 1.8 Price Limitation $117,000.00
1.9 Contracting Officer for State Agency Brian J. Pace, Director of Enterprise Architecture and PMO	1.10 State Agency Telephone Number 603-230-5025
1.11 Contractor Signature Matt Katz	1.12 Name and Title of Contractor Signatory Matthew Katz Regional VP

1.13 Acknowledgement: State of NH, County of MERRIMACK

On 11/9/12, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.

1.13.1 Signature of Notary Public or ~~Justice of the Peace~~

[Seal] Vivian Provencher

VIVIAN PROVENCHER, Notary Public
My Commission Expires February 2, 2016

1.13.2 Name and Title of Notary or ~~Justice of the Peace~~

VIVIAN PROVENCHER, ADMINISTRATIVE ASSISTANT

1.14 State Agency Signature	1.15 Name and Title of State Agency Signatory Margaret L. Fulton, Assistant Commissioner

1.16 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)*

By: Director, On:

1.17 Approval by the Attorney General (Form, Substance and Execution)

By: Rosemary Ahern On: 11-13-12

1.18 Approval by the Governor and Executive Council

By: DEPUTY SECRETARY OF STATE NOV 14 2012

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").
3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

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

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.
5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.
5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.
5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.
6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.
6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.
6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.
7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.
7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.
7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials MK
Date 11/9/12

8. EVENT OF DEFAULT/REMEDIES.
8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):
8.1.1 failure to perform the Services satisfactorily or on schedule;
8.1.2 failure to submit any report required hereunder; and/or
8.1.3 failure to perform any other covenant, term or condition of this Agreement.
8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:
8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;
8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;
8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or
8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.
9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.
9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.
9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

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

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

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

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

14. INSURANCE.
14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:
14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $250,000 per claim and $2,000,000 per occurrence; and
14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.
14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.
14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be

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attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

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

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

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

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

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

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

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

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

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

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

Contractor Initials MK
Date 11/9/12

State of New Hampshire
Department of Revenue
Contractual Services Document

EXHIBIT A

Provide Temporary Services-Data Entry for the State of NH Department of Revenue Administration

Introduction

DRA seeks qualified Data Entry Specialists to validate and, when necessary, key tax-related form data. Documents have been scanned, with images and data available via Optical Character Recognition (OCR) technology. The data must be validated and, at times, keyed within the system. It is essential that the data be entered correctly; accuracy is critical to success.

DRA also seeks a qualified Data Entry Lead to provide supervisory oversight and time management of the Data Entry Specialists, together with performing validation and, when necessary, keying of tax-related form data.

Vendor Staff Requirement

The Vendor shall provide full-time personnel with the qualifications listed in Sections 2 and 3 herein for this engagement:

Staff Title	Skills & Qualifications	Quantity
Data Entry Lead	Data entry & Supervisory skills	One (1)
Data Entry Specialists	Data entry skills	Ten (10)

Term

The term of the contract shall commence upon the date of Governor and Executive Council approval of the contract, on or about November 14, 2012 and extend up to twenty (20) consecutive weeks of fully staffed Data Entry Specialists and Data Entry Lead, beginning upon G&C approval up to April 11, 2013.

Data Entry Specialists and the Data Entry Lead will be provided with up to one day of hands-on training by DRA employees. The training period is included within the contract time frame.

The Contract may be extended for additional periods of time thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the DRA, contingent upon sufficient funds being available, and subject to the approval of Governor and Council; however, such contract shall not exceed a period of more than two (2) years.

Contract Points Of Contact

Contract Manager: Barry Roy, Branch Manager
Accountemps, a Robert Half Co.
1155 Elm Street
Manchester, NH 03101
Tel: 603-641-9400
barry.roy@rhi.com

State Point of Contact: Brian Pace, Director
NH Dept. of Revenue
109 Pleasant Street
Concord, NH 03301
Tel: 603-230-5025
Brian.Pace@DRA.NH.GOV

Scope of Work

Robert Half International Inc. ("Vendor") shall provide the Data Entry Specialists who shall consist of qualified persons familiar with the products and equipment they shall use. Data Entry Specialists shall have knowledge of, and ability to, maintain confidentiality as set forth in RSA 21-J:14. Data Entry Specialists' work will be spot checked for errors and are expected to maintain an acceptable accuracy rate. Data Entry Specialists who fail to meet an acceptable accuracy rate will be asked to be replaced at DRA's discretion.

Vendor shall provide a Data Entry Lead familiar with performing supervisory level work, including but not limited to possessing the following skills: strong communication skills; ability to provide daily/weekly updates on status of work efforts to DRA's Point of Contact; ability to supervise work effort and time management of multiple data entry specialists; ability to perform data entry/validation work; knowledge of, and ability to, maintain confidentiality requirements. DRA's Point of Contact will communicate through the Data Entry Lead the need to dismiss from the work such Data Entry Specialists that are deemed incompetent, careless, insubordinate, otherwise objectionable, or whose continued employment on the work deemed to be contrary to the public interest or inconsistent with the best interests of security.

Due to the highly confidential nature of the tax information contained on the forms and within the DRA systems, this work will be performed at 109 Pleasant Street in Concord, NH, and individuals assigned will need to submit to a criminal background check by completing a Criminal Record Release Authorization Form, as well as execute a Vendor Confidentiality Agreement.

The Data Entry Specialists shall validate and, when necessary, key tax-related form data. Documents have been scanned, with images and data available via Optical Character Recognition (OCR) technology. The data must be validated and, at times, keyed within the system. It is essential that the data be entered correctly; accuracy is critical to success.

The Data Entry Lead shall provide supervisory oversight and time management of the Data Entry Specialists, together with performing validation and, when necessary, keying of tax-related form data.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE
CONTRACTUAL SERVICES DOCUMENT

EXHIBIT B

The NH Department of Revenue Administration will be billed bi-weekly for Vendor services provided. The invoices will be based on the number of hours worked.

The Vendor employees will fill out time sheets for hours worked each week. The hours logged will be verified and approved by the Data Entry Lead and DRA.

The approved time sheets will be sent to Robert Half International, who will then invoice DRA. This will be done via fax at 603-230-5945.

Payment terms are Net 30 days.

Budget for this contract not to exceed $117,000.

Service	Rate
Data Entry Specialist	$13.95/hr
Data Entry Lead	$16.47/hr

Checks will be payable to:

Accountemps
12400 Collections Center Drive
Chicago, IL 60693

STATE OF NEW HAMPSHIRE
DEPARTMENT OF REVENUE
CONTRACTUAL SERVICES DOCUMENT

DATA ENTRY SERVICES

EXHIBIT C-SPECIAL PROVISIONS

1. All services performed under this Contract shall be performed between the hours of 8:00 am and 4:30 pm. Any requests for limited deviations in work hours shall be pre-approved by DRA's Point of Contact. The DRA Point of Contact requires two-day advance knowledge of said need to temporarily vary work schedule to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

2. Vendor shall ensure that all personnel shall be in appropriate business attire, which shall be neat and clean in appearance with a DRA badge identification that is visible at all times.

3. While on State property, Vendor's staff shall be subject to control of the State, but under no circumstances shall such persons be deemed to be employees of the State. State agrees that it is responsible for supervising Vendor's employees. State shall not permit or require a temporary employee (i) to perform services outside of the scope of his or her assignment; (ii) to sign contracts or statements (including SEC documents), (iii) to make any management decisions, (iv) to sign, endorse, wire, transport or otherwise convey cash, securities, checks, or any negotiable instruments or valuables, (v) to operate machinery (other than office machines) or automotive equipment or (vi) to perform services remotely (e.g., on premises other than State's or State's customer's premises), or to use computers, software or network equipment owned or licensed by the temporary employee. Since Vendor is not a professional accounting firm, State agrees that it will not permit or require Vendor's temporary employees (a) to render an opinion on behalf of Vendor or on State's behalf regarding financial statements, (b) to sign the name of Vendor on any document or (c) to sign their own names on financial statements or tax returns.

4. The Vendor agrees that any damage or injury to buildings, materials, equipment or to other property during the performance of this service caused by Vendor's employees will be repaired at Vendor's expense.

5. Vendor's employees shall have knowledge of data processing equipment, preferably of working within imaging systems.

6. Vendor's employees shall be able to follow simple and complex oral and written instructions, and maintain data entry requirements by following data program techniques and procedures.

7. Vendor's employees shall be able to perform data entry for the major portion of a work day.

8. Vendor's employees shall be able to communicate effectively, both orally and in writing.

9. Vendor's employees shall be able to maintain a professional and harmonious relationship with associates.

10. Vendor's employees must be able to accurately enter account data by reviewing, correcting, deleting, or re-entering data.

11. Vendor and Data Entry Lead shall participate in an initial kick-off meeting prior to the start of work. The Vendor and Data Entry Lead may participate by phone.

12. Prior to the initial kick-off meeting, Vendor shall provide resumes to the Point of Contact for DRA. Resumes shall include: candidate's educational background; overview of candidate's work history; at least two references, with contact information that can address the candidate's performance on past projects.

13. All Vendor Staff Requirements listed in Exhibit B shall be ready, willing, and able to work for up to twenty (20) consecutive weeks from contract start date.

14. If necessary, Vendor shall participate in status reviews weekly to discuss the status of the work effort and employee performance.

15. At all times during the term of the Contract ten (10) Data Entry Specialists and one (1) Data Entry Lead shall be actively working on site at DRA.

16. Vendor's employees must execute a Vendor Confidentiality Agreement.

17. Vendor's employees must submit to a background check performed by DRA.

18. Data Entry Specialists are not permitted to use mobile phones or cameras within the work area.

19. Vendor's employees shall be allowed only in areas where work is being performed.

20. Vendor's employees shall observe all regulations or special restrictions in effect at DRA

21. This Agreement is only applicable to, and the only Vendor branch or division obligated under this Agreement is, the Accountemps division of the Manchester, NH branch located at the address listed in Section 1.4 of the Agreement.

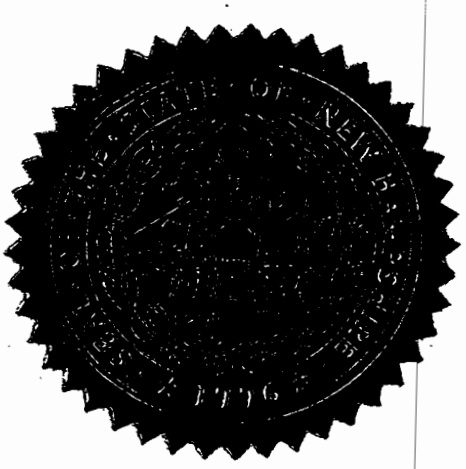
22. Vendor usually checks references and determines qualification and skills only by asking specific questions to select past employers with regard to skills and work history before placing an individual on his or her first assignment. Unless otherwise agreed to by the parties in a separate writing, Vendor not engage in any verification process other than these reference checks (e.g., Vendor shall not screen for drug use, administer a medical exam or conduct a criminal background or credit check.).

23. Vendor will have no duty of indemnification with respect to any acts or omissions of the State.

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 ROBERT HALF INTERNATIONAL INC. a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on July 23, 1991. I further certify that all fees and annual reports required by the Secretary of State's office have been received.



In TESTIMONY WHEREOF, I hereto
set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 9th day of November, A.D. 2012

William M. Gardner
Secretary of State

CERTIFICATE OF INCUMBENCY

I do hereby certify that Matthew Katz, Vice President and Regional Manager of Robert Half International Inc. is authorized to sign the State of New Hampshire Department of Revenue Agreement for Data Entry Services with an Effective Date of November 14, 2012.

IN WITNESS WHEREOF, the undersigned has executed this Certificate on the date set forth below.

Evelyn Crane-Oliver
Senior Vice President, Associate General Counsel and Assistant Secretary

11/9/12
Date

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 11/08/2012

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If 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 1-818-539-2300
Arthur J. Gallagher & Co.
Insurance Brokers of California, Inc. License #0726293
505 North Brand Boulevard, Suite 600
Glendale, CA 91203-3944

CONTACT NAME: Robert Half Certificates
PHONE (A/C, No, Ext): 818-539-1463 FAX (A/C, No): 818-539-1801
E-MAIL ADDRESS: roberthalf_certificates@ajg.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: FEDERAL INS CO	20281
INSURER B: INSURANCE CO OF THE STATE OF PA	19429
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Robert Half International Inc. including Accountemps
2613 Camino Ramon
San Ramon, CA 94583

COVERAGES CERTIFICATE NUMBER: 30213046 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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY			35796687	06/01/12	06/01/13	EACH OCCURRENCE	$ 2,000,000
	X COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
	CLAIMS-MADE X OCCUR						MED EXP (Any one person)	$ 10,000
	X Stop Gap Employer Liab						PERSONAL & ADV INJURY	$ 2,000,000
	X in OH, WA, WY, ND						GENERAL AGGREGATE	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG	$ 2,000,000
	X POLICY PRO-JECT LOC						Employer Liability	$ $1,000,000
A	AUTOMOBILE LIABILITY			73233217	06/01/12	06/01/13	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS / X NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB / X OCCUR			79217107	06/01/12	06/01/13	EACH OCCURRENCE	$ 5,000,000
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$ 5,000,000
	DED X RETENTION $ 0							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A		033464686-AOS/033464687-CA	06/01/12	06/01/13	X WC STATU-TORY LIMITS / OTH-ER	
B	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N N			033464688-FL	06/01/12	06/01/13	E.L. EACH ACCIDENT	$ 1,000,000
B	If yes, describe under DESCRIPTION OF OPERATIONS below			033464689-MA WI	06/01/12	06/01/13	E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Evidence of Insurance only.

CERTIFICATE HOLDER

State of NH Department of Revenue Administration
109 Pleasant St. P.O. Box 457
Concord, NH 03302
USA

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

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SUPPLEMENT TO CERTIFICATE OF INSURANCE

DATE
11/08/2012

NAME OF INSURED: Robert Half International Inc. including Accountemps

Additional Description of Operations/Remarks from Page 1:

Additional Information:

Liability Insurance

Endorsement

Policy Period	*June 1, 2012 to June 1, 2013*
Effective Date	*June 1 2012*
Policy Number	*3579-66-87 SFO*
Insured	*Robert Half International Inc. (see Named Insured Endt.)*
Name of Company	*Federal Insurance Company*
Date Issued	*June 1, 2012*

This Endorsement applies to the following forms:

GENERAL LIABILITY

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

Who Is An Insured

Scheduled Person Or Organization

Subject to all of the terms and conditions of this insurance, any person or organization shown in the Schedule, acting pursuant to a written contract or agreement between you and such person or organization, is an **insured**; but they are **insureds** only with respect to liability arising out of your operations, or your premises, if you are obligated, pursuant to such contract or agreement, to provide them with such insurance as is afforded by this policy.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.
- damages arising out of their sole negligence

Schedule

Additional Insured - any person, party or entity for whom the Insured has agreed, prior to loss, to provide coverage as respects the Insured's operations and/or facilities owned or used by the Insured.

All other terms and conditions remain unchanged.

STATE OF NEW HAMPSHIRE PROPOSAL TRANSMITTAL LETTER

Date: _____

Company Name: _____
Address:
_____
_____

To: Point of Contact: Brian Pace
Telephone: (603)-230-5025
Email: brian.pace@dra.nh.gov

RE: **Department of Revenue Administration Request for Proposal for Data Entry Services**
Proposal Number: Proposal 2013-01
Proposal Due Date and Time: Tuesday, November 6, 2012 @ 1:30 PM

Dear Brian Pace:

[Insert name of signor]_____, on behalf of _____ [insert name of entity submitting proposal (collectively referred to as "Vendor") hereby submits an offer as contained in the written Proposal submitted herewith ("Proposal") to the State of New Hampshire in response to Proposal # 2013-01 for Department of Revenue Administration Request for Proposal for Data Entry Services Contract(s) at the price(s) quoted herein in complete accordance with the request for proposal.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Proposal.
2. The Vendor has not altered any of the language or other provisions contained in the Proposal document.
3. The Proposal is effective for a period of 180 days from submission due date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Proposal.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
   a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
   b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
   c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
   d. Is currently debarred from performing work on any project of the federal government or the government of any state;
   e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
   f. Is presently subject to any order of the Department of Labor, the Department of Employment Security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
   g. Is presently subject to any sanction or penalty finally issued by the Department of Labor, the Department of Employment Security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
   h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
   i. Has been placed on the debarred parties list described in RSA 21-I:11-c.

Authorized Signor's Signature _____ **Authorized Signor's Title** _____

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: _____ **STATE:** _____ **ZIP:** _____

On the _____ day of _____, 2012, personally appeared before me, the above named _____, in his/her capacity as authorized representative of _____, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.

_____
(Notary Public/Justice of the Peace)

My commission expires: _____ **(Date)**

Form P37-A

REQUEST FOR PROPOSAL FOR A CONTRACT(S) TO
PROVIDE DATA ENTRY SERVCIES FOR
NEW HAMPSHIRE DEPARTMENT OF REVENUE ADMINISTRATION
PROPOSAL No. 2013-01

1. PURPOSE

The purpose of this Request for Proposal is to establish a contract to assist in the area of performing data validation/data entry of tax-related forms data into Department of Revenue Administration ("DRA") systems in accordance with the requirements of this Proposal invitation and any resulting contract(s).

2. SCOPE OF SERVICES

Vendor shall be responsible for provision of all labor, transportation, and permits as necessary to supply the required level of services as described herein.

DRA seeks qualified Data Entry Specialists to validate and, when necessary, key tax-related form data. Documents have been scanned, with images and data available via Optical Character Recognition (OCR) technology. The data must be validated and, at times, keyed within the system. It is essential that the data be entered correctly; accuracy is critical to success.

DRA also seeks a qualified Data Entry Lead to provide supervisory oversight and time management of the Data Entry Specialists, together with performing validation and, when necessary, keying of tax-related form data.

Data Entry Specialists and the Data Entry Lead will be provided with up to one day of hands-on training by DRA employees. The training period is included within the contract time frame.

The Data Entry Specialists shall consist of qualified persons familiar with the products and equipment they shall use. Data Entry Specialists shall have knowledge of, and ability to, maintain confidentiality requirements. Data Entry Specialists' work will be spot checked for errors and are expected to maintain an acceptable accuracy rate. Data Entry Specialists who fail to meet an acceptable accuracy rate will be asked to be replaced at DRA's discretion.

The Data Entry Lead shall be familiar with performing supervisory level work, including but not limited to possessing the following skills: strong communication skills; ability to provide daily/weekly updates on status of work efforts to DRA's Point of Contact; ability to supervise work effort and time management of multiple data entry specialists; ability to perform data entry/validation work; knowledge of, and ability to, maintain confidentiality requirements. DRA's Point of Contact will communicate through the Data Entry Lead the need to dismiss from the work such Data Entry Specialists that are deemed incompetent, careless, insubordinate, otherwise objectionable, or whose continued employment on the work deemed to be contrary to the public interest or inconsistent with the best interests of security.

All services performed under this Contract shall be performed between the hours of 8:00 am and 4:30 pm. Any requests for limited deviations in work hours shall be pre-approved by DRA's Point of Contact. The DRA Point of Contact requires two-day advance knowledge of said need to temporarily vary work schedule to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

Due to the highly confidential nature of the tax information contained on the forms and within the DRA systems, this work must be performed at 109 Pleasant Street in Concord, NH, and individuals assigned will need to submit to a criminal background check by completing a Criminal Record Release Authorization Form, as well as execute a Vendor Confidentiality Agreement.

Vendor shall ensure that all personnel shall be in appropriate business attire, which shall be neat and clean in appearance with a DRA badge identification that is visible at all times.

While on State property, Vendor's staff shall be subject to control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

The Vendor agrees that any damage or injury to buildings, materials, equipment or to other property during the performance of this service will be repaired at their own expense.

The Vendor shall warrant that all Services provided under the Contract will be provided in a professional manner in accordance with industry standards and that Services will comply with performance standards.

3. PROJECT REQUIREMENTS

Key	
M/O	Y/M/N
M = Mandatory Requirement	Y = Yes, our Quote complies
O = Optional Requirement	M = Yes, our Quote complies (with some modifications)
	N = our Quote does not comply

	BUSINESS REQUIREMENTS	M/O	Y/M/N	VENDOR COMMENTS
B-1	Vendor employees shall have knowledge of data processing equipment, preferably of working within imaging systems	M		
B-2	Vendor employees shall be able to follow simple and complex oral and written instructions, and maintain data entry requirements by following data program techniques and procedures	M		
B-3	Vendor employees shall be able to perform data entry for the major portion of a work day	M		
B-4	Vendor employees shall be able to communicate effectively, both orally and in writing	M		
B-5	Vendor employees shall be able to maintain a professional and harmonious relationship with associates	M		
B-6	Vendor employees must be able to accurately enter account data by reviewing, correcting, deleting, or re-entering data.	M		
	GENERAL REQUIREMENTS			
G-1	The Contract shall begin upon receipt of notification from the State of New Hampshire regarding G&C approval and shall extend for ten (10) consecutive weeks from start date.	M		
G-2	Vendor and Data Entry Lead shall participate in an initial kick-off meeting prior to the start of work. The Vendor and Data Entry Lead may participate by phone.	M		
G-3	Prior to the initial kick-off meeting, Vendor shall provide resumes to the Point of Contact for DRA. Resumes shall include: candidate's educational background; overview of candidate's work history; at least two references, with contact information that can address the candidate's performance on past projects.	M		
G-4	All Vendor Staff Requirements listed in Section 4 herein shall be ready, willing, and able to work for 10 consecutive weeks from contract start date.	M		

G-5	If necessary, Vendor shall participate in status reviews weekly to discuss the status of the work effort and employee performance.	M		
G-6	At all times during the term of the Contract ten (10) Data Entry Specialists and one (1) Data Entry Lead shall be actively working on site at DRA	M		
	SECURITY REQUIREMENTS			
S-1	Vendor's employees must execute a Vendor Confidentiality Agreement	M		
S-2	Vendor's employees shall not have been convicted of a felony	M		
s-3	Vendor's employees must submit to a background check performed by DRA	M		
S-4	Data Entry Specialists are not permitted to use mobile phones or cameras within the work area	M		
S-5	Vendor's employees shall be allowed only in areas where work is being performed	M		
S-6	Vendor's employees shall observe all regulations or special restrictions in effect at DRA	M		

4. VENDOR STAFF REQUIREMENTS

The Vendor shall provide full-time personnel with the qualifications listed in Sections 2 and 3 herein for this engagement:

Staff Title	Skills & Qualifications	Quantity
Data Entry Lead	Data entry & Supervisory skills	One (1)
Data Entry Specialists	Data entry skills	Ten (10)

5. TERM OF CONTRACT

The term of the Contract shall be from the date of award for a period of ten (10) consecutive weeks from the Contract start date. The Contract may be extended for additional periods of time thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the DRA, contingent upon sufficient funds being available, and subject to the approval of Governor and Council; however, such contract shall not exceed a period of more than two (2) years.

6. PROPOSAL OUTLINE

Vendor, when submitting a Proposal, must use the following outline:

6.1. Cover Page
6.2. Executive Summary
6.3. Company Profile
6.4. Experience
6.5. Example Personnel Resumes
6.6. Detailed Response and ability to comply with Project Requirements as outlined in Section 3 herein
6.7. Cost Proposal
6.8. Proposal must be signed by appropriate Vendor agent

7. PROPOSAL SUBMISSIONS

The Vendor's signature on the Proposal submitted in response to this Request for Proposal guarantees that all of the State of New Hampshire's terms and conditions are accepted by the Vendor. This Request for Proposal may have been delivered to vendors in a facsimile or web based format. Vendor(s) shall return their signed complete hard copy, complete fax copy, or complete email copy offers to the following name/address by the date and time listed herein:

Submission of Proposal in its entirety via mail, fax (603-230-5945) or email (brian.pace@dra.nh.gov) to:
Brian Pace, Director
NH Department of Revenue Administration
109 Pleasant Street
Concord, NH 03302

Proposal responses shall be marked as:

State of New Hampshire Department of Revenue Administration
Due Date: 11/6/12 @ 1:30 PM
Proposal Title: Department of Revenue Administration Proposal to Provide Data Entry Services

8. PROPOSAL DUE DATE

All Proposal submissions shall be received at the DRA, 109 Pleasant Street, Concord, NH 03301 no later than the date and time shown in Section 7 herein. Submissions received after the date and time specified will be marked as "Late" and will not be considered in the evaluation process.

All offers shall remain valid for a period of one hundred and eighty (180) days from the Proposal due date. A Vendor's disclosure or distribution of proposals other than to the DRA may be grounds for disqualification.

9. EVALUATION AND AWARD CRITERIA

9.1 General Information. All proposals will be evaluated for responsive to the RFP by a Selection Committee made up of representatives of DRA.

9.2 Criteria. All written proposals will be evaluated and scored on the basis of the following criteria:

a. Experience and Qualifications of key staff
b. Ability to comply with Project Requirements as outlined in Section 3 herein
c. Cost

10. AWARD OF CONTRACT

The Vendor deemed to be best suited among those submitting written proposals will be identified on the basis of evaluation factors stated in the Request for Proposal.

10.1 If awarded a contract. The Vendor must complete the following sections of the attached Agreement State of New Hampshire Form #P-37:

Section 1.3 Contractor(s) Name
Section 1.4 Contractor(s) Address
Section 1.11 Contractor(s) Signature
Section 1.12 Name & Title of Contractor(s) Signor
Section 1.13 Acknowledgement
Section 1.13.1 Signature of Notary Public or Justice of the Peace
Section 1.13.2 Name & Title of Notary or Justice of the Peace

*Provide Certificate of Insurance with proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall have appropriate riders against all claims of bodily injury, death or property damage, in amounts of not less than $250,000.00 per claim and $2,000,000.00 per incident or $1,000,000.00 per occurrence and $1,000,000.00 umbrella. Coverage shall also include automobile liability and workers' compensation. The State shall be listed as an additional insured on the applicable Certificate of Insurance.
*Provide a Certificate of Good Standing from the NH Secretary of State.

11. INVOICING

Vendor employees will fill out time sheets for hours worked each week. Hours logged will be verified and approved by the Data Entry Lead and DRA. DRA will be invoiced by the Vendor bi- weekly for the services provided, which invoices will be based on the number of hours worked.

12. PROPOSED TIMETABLE

Request for Proposals Issued	Wednesday, October 31, 2012
All clarifying questions received	Friday, November 2, 2012
Responses to questions sent to all	Monday, November 5, 2012
Written Proposal Deadline	Tuesday, November 6, 2012
Vendor Notification	Wednesday, November 7, 2012
Contract Process	November 7-November 9, 2012
Governor & Council Approval Process	Wednesday, November 14, 2012

13. VENDOR RESPONSIBILITY

The successful bidder shall be solely responsible for meeting all terms and conditions specified in the Request for Proposal, and any resulting contract(s).

14. CONFORMANCE WITH STATUTES

Any contract awarded as a result of this RFP must be in full conformance with statutory requirements of the State of New Hampshire.

15. AMENDING OR CANCELLING

14.1 The State reserves the right to amend or cancel this RFP, prior to the due date if it is in the best interest of the State, or to correct inaccuracies resulting from clerical errors.

14.2 The resulting Contract may be modified only by written amendment, which has been executed and approved by the appropriate parties from the State and the Vendor.

16. REJECTION FOR MISREPRESENTATION

The State reserves the right to reject the proposal of any vendor for misrepresentation.

17. LIABILITY

The State shall not be held liable for any costs incurred by the Vendor in the preparation of their Proposal or for work performed prior to any contract approval and issuance.

18. ACKNOWLEDGEMENT OF PUBLIC DISCLOSURE OF SUBMISSIONS

Generally, all bids and proposals (including all materials submitted in connection with them, such as attachments, exhibits and addenda) become public information upon the effective date of a resulting contract or purchase order. However, to the extent consistent with applicable state and federal laws and regulations, as determined by the State, including, but not limited to, RSA Chapter 91-A (the "Right-to-Know" Law), the State will attempt to maintain the confidentiality of portions of a bid that are clearly and properly marked by a Vendor as confidential. Any and all information contained in or connected to a bid or proposal that a Vendor considers confidential must be clearly designated in a manner that draws attention to the designation. The State shall have no obligation to maintain the confidentiality of any portion of a bid, proposal or related material which is not so marked. Marking an entire bid, proposal, attachment or sections thereof confidential without taking into consideration the public's right to know will neither be accepted nor honored by the State. Notwithstanding any provision of this RFP/RFB to the contrary, pricing will be subject to public disclosure upon the effective date of all resulting contracts or purchase orders, regardless of whether or not marked as confidential. If a bid or proposal results in a purchase order or contract, whether or not subject to approval by the Governor and Executive Council, all material contained in, made part of, or submitted with the contract or purchase order shall be subject to public disclosure.

If a request is made to the State by any person or entity to view or receive copies of any portion of a bid or proposal, and if disclosure is not prohibited under RSA 21-I: 13-a, Vendors acknowledge and agree that the State may disclose any and all portions of the bid, proposal or related materials which is not marked as confidential. In the case of bids, proposals or related materials that contain portions marked confidential, the State will assess what information it believes is subject to release; notify the Vendor that the request has been made; indicate what, if any, portions of the bid, proposal or related material will not be released; and notify the Vendor of the date it plans to release the materials. The State is not obligated to comply with a Vendor's designation regarding confidentiality.

By submitting a proposal, the Vendor agrees that unless it obtains and provides to the State, prior to the date specified in the notice described in the paragraph above, a court order valid and enforceable in the State of

New Hampshire, at its sole expense, enjoining the release of the requested information, the State may release the information on the date specified in the notice without any liability to the Vendor.

19. TERMINATION

The State of New Hampshire shall have the right to terminate the Contract at any time by giving the successful Vendor a thirty (30) day written notice.

20. VENDOR CERTIFICATIONS

ALL Vendors **SHALL** be duly registered as a Vendor authorized to conduct business in the State of New Hampshire. Vendors shall comply with the certifications below at the time of submission and through the term of any contract which results from said bid. Failure to comply shall be grounds for disqualification of bid and/or the termination of any resultant contract:

- STATE OF NEW HAMPSHIRE VENDOR APPLICATION: Vendor **SHALL** have a completed Vendor Application and Alternate W-9 Form which **SHALL** be on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee): http://admin.state.nh.us/purchasing/Contractor.asp

- NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION: A bid award, in the form of a contract(s), will **ONLY** be awarded to a Vendor who is registered to do business **AND** in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: http://www.sos.nh.gov/corporate.

- CONFIDENTIALITY & CRIMINAL RECORD: If Applicable, by the using agency, the Vendor will have signed by each of employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

21. PROPOSAL INQUIRIES

All questions regarding this Request for Proposal, including clarifications and proposed specification changes shall be submitted to Brian Pace, Director of Enterprise Architecture and PMO, at brian.pace@dra.nh.gov or 603-230-5025. All questions shall be submitted no later than Friday, November 2, 2012.

Vendor shall include complete contact information including the Vendor's name, telephone number, fax number, and e-mail address.

STATE OF NEW HAMPSHIRE-PROPOSAL TRANSMITTAL LETTER

Date: 11/5/12 Company Name: Accountemps

Address:

1155 Elm Street, 7th Floor

Manchester, NH 03101

To: Point of Contact: Brian Pace

Telephone: (603)-230-5025

Email: brian.pace@dra.nh.gov

RE: **Department of Revenue Administration Request for Proposal for Data Entry Services**

Proposal Number: Proposal 2013-01

Proposal Due Date and Time: Tuesday, November 6, 2012 @ 1:30 PM

Dear Brian Pace:

William Driscoll, on behalf of Robert Half International, Inc. (collectively referred to as "Vendor") hereby submits an offer as contained in the written Proposal submitted herewith ("Proposal") to the State of New Hampshire in response to Proposal # 2013-01 for Department of Revenue Administration Request for Proposal for Data Entry Services Contract(s) at the price(s) quoted herein in complete accordance with the request for proposal.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Proposal.
2. The Vendor has not altered any of the language or other provisions contained in the Proposal document, except as otherwise indicated herein.
3. The Proposal is effective for a period of 180 days from submission due date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Proposal.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies to the best of its knowledge that neither the Vendor nor any of its subsidiaries, affiliates or executive officers:

a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;

b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;

c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;

d. Is currently debarred from performing work on any project of the federal government or the government of any state;

e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;

f. Is presently subject to any order of the Department of Labor, the Department of Employment Security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;

g. Is presently subject to any sanction or penalty finally issued by the Department of Labor, the Department of Employment Security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;

h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;

i. Has been placed on the debarred parties list described in RSA 21-I:11-c.

Authorized Signor's Signature _____ **Authorized Signor's Title District Director**

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Suffolk **STATE:** MA **ZIP:** 02110

On the 5 day of November, 2012, personally appeared before me, the above named William Driscoll, in his/her capacity as authorized representative of Accountemps, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.

_____

(Notary Public/Justice of the Peace)

My commission expires: 2/14/14 **(Date)**

Form P37-A

Accountemps®
A Robert Half Company

6.1

Department of Revenue Administration

Request for Proposal for Data Entry Services

Request Proposal number 2013-01

To: Brian Pace at DRA

Telephone: (603) 230-5025

Email: brian.pace @dra.nh.gov

From: Accountemps, a Robert Half Company

Prepared by: Barry Roy, Branch Manager

Address: 1155 Elm Street Manchester, NH 03101

Telephone: 603-641-9400

Email: barry.roy@rhi.com

Date Proposed 11.5.2012

Accountemps
A Robert Half Company

6.2 Executive Summary

About Robert Half International

Robert Half International is the world's leading provider of specialized staffing services. Founded in 1948, Robert Half International is a publicly traded company, which is listed on the New York Stock Exchange under the symbol RHI. The company has more than 350 wholly owned branch offices located throughout North America, South America, Europe, the Middle East, and the Asia-Pacific region.

Robert Half International operates seven separate divisions, each serving distinct niche markets. They include: **Accountemps**, Robert Half Finance & Accounting and Robert Half Management Resources, for temporary, full-time and project professionals, respectively, in the fields of accounting and finance; OfficeTeam, for highly skilled temporary administrative support; Robert Half Technology, for information technology professionals; Robert Half Legal for temporary, project and full-time staffing of attorneys, paralegals and legal support personnel; and The Creative Group, for creative, advertising, marketing and Web design professionals.

Beginning in 1986, Robert Half International's current management team led the firm from a small franchisor to its present position as an international operating company in the staffing industry by reacquiring franchises, opening new offices and starting new divisions. Under the leadership of Max Messmer, Robert Half International embarked on a new era of internal growth and financial success. Just three years after its formation, in January of 1990, Robert Half International became one of only a few staffing firms to meet the exacting requirements for acceptance into the New York Stock Exchange, having amply demonstrated the proven track record of earnings and management stability required of NYSE-traded firms. Since the acquisition, the company has grown from $7 million in operating revenues in 1986 to our current level of $3.8 billion for FY2011.

Most of our Staffing Professionals have previously had careers in the professions and industries they serve. They understand the function of the position to be filled, the work to be done and the skills needed.

For example: Accountemps

Most of the Staffing Professionals in our Finance and Accounting divisions have significant experience that qualifies them to evaluate candidates; many have held a significant position with a bank or financial services company, are a CPA or have other advanced certifications.

Our staffing professionals understand your business environment. Their candidate interviews are more focused. Their questions dig deeper. And they evaluate candidates more accurately. In short, they help you hire people who can hit the ground running, fit more smoothly into your operation, and be less likely to turnover. These are differences that matter if you want to save time and money on staffing.

Accountemps®
A Robert Half Company

6.3 Company Profile

Founded in 1948, Robert Half International is a publicly traded company, which is listed on the New York Stock Exchange under the symbol RHI. The company has more than 350 wholly owned branch offices located throughout North America, South America, Europe, the Middle East, and the Asia-Pacific region.

Accountemps, a Robert Half Company provides highly qualified candidates on a contract and contract-to-hire basis through an accounting or finance department. Our clients range in size from leading international corporations to the smallest start-ups. As a division of Robert Half International Inc., Accountemps offers The Department of Revenue the stability and resources of the world's first and largest specialized staffing firm, with more than 350 offices located in the United States and leading business centers around the world.

Finding people with the necessary combination of skills and experience is a challenge for most companies, even in this economic environment. The Robert Half Professional Employment Report for the fourth quarter of 2012–conducted by an independent research team–interviewed more than 4,000 top executives about employment. Fifty seven percent of respondents said it is challenging to find the professionals with the skills they need. This is consistent with the figures released by the U.S. Bureau of Labor Statistics for September, which show that while the overall unemployment rate fell to 7.8%, the unemployment rate for college-educated individuals was steady at 4.1%.

Finding and hiring skilled accounting professionals will be easier and more time- and cost-effective when you partner with Accountemps. Many of our Staffing Professionals have personal experience working as accounting, finance and bookkeeping professionals. In fact, many hold a CPA or other advanced certification. They understand what the positions you need to fill require, are experienced at assessing skills, and will present you with qualified candidates.

Accountemps is committed to providing superior customer service and maintaining the high professional and ethical standards of our parent company. For 64 years, Robert Half International has been the most respected and recognizable name in our industry. Every year since 1999, our organization has been named to *FORTUNE* magazine's "World's Most Admired Companies" list. In March 2012, we were again ranked #1 on the list in the temporary staffing industry.

Accountemps
A Robert Half Company

6.4 Experience

Accountemps is the world's first and largest specialized temporary staffing service for accounting, finance, and bookkeeping professionals.

We provide highly qualified candidates on a contract and contract-to-hire basis through an accounting or finance department, and can provide your company with:

- Data Entry
- Accounting Manager
- Accounts Payable Clerk
- Auditor
- Billing Clerk
- Bookkeeper
- Controller
- Credit & Collections
- Financial Analyst
- Financial Services
- Payroll Clerk
- Senior Accountant
- Staff Accountant
- Tax Preparation

We have a proven reputation for excellence.

Accountemps, the industry leader for more than 40 years, is known for establishing long-term relationships with our client and candidates.

Our high level of service is verified by the many candidates originally placed on temporary assignments who have transitioned to full-time employment.

Our commitment to our client starts when we receive a job order and continues after the assignment is complete, when we confirm that our services were satisfactory.

We know your business.

Many of our Staffing Professionals have personal experience working as accounting, finance and bookkeeping professionals. In fact, many hold a CPA or other advanced certification.

They are uniquely qualified to find accounting professionals who can "hit the ground running" on the first day of their assignment.

We find the people you need.

Accountemps has long-established, strategic business alliances and national agreements with the world's premier accounting and finance trade associations. Our alliances demonstrate our commitment to the profession, and give us valuable access to top candidates that other firms can't offer. These alliances are with:

- American Institute of Certified Public Accountants (AICPA)
- American Payroll Association (APA)
- American Society of Women Accountants (ASWA)
- National Association of Credit Management (NACM)

- Association of Latino Professionals in Finance and Accounting (ALPFA)
- The Institute of Financial Operations (formerly IAPP)
- The Institute of Internal Auditors (IMA)
- Institute of Management Accountants (IMA)

Candidate Recruitment

One of the most critical aspects of our business is ensuring that Robert Half International attracts highly skilled, professional candidates.

We focus our recruiting efforts on:

- Investing in and supporting our candidates with highly competitive pay, benefits, training and professional development.
- Soliciting referrals from current candidates and other sources.
- Locating promising candidates from job boards every day and night.
- Recruiting aggressively using the internet and social media.
- Promoting our brand through large investments in classified advertising.
- Communicating our widely recognized, unparalleled 64-year history and reputation for professionalism, ethical practices, leadership and innovation.
- Building awareness and goodwill at the local level by participating in community events and efforts.
- Leveraging our long-standing, strong relationships with major online job boards.
- Reaching out to highly skilled but "passive" candidates who are open to new opportunities, but aren't actively searching or posting their resume.
- Actively participating in trade associations, networking events, civic and professional groups and clubs.

Quality

Experience has shown us that having a strong quality assurance program increases the loyalty of our clients and our candidates, and plays a critical role in our continued success. We're committed to understanding what works best for both our customers and candidates-and delivering it quickly and consistently.

Robert Half International's Quality Assurance Program focuses on maintaining regular contact with our clients and candidates and evaluating our performance using the Quality Assurance Survey (QAS). This includes:

Weekly monitoring throughout the assignment period

To achieve our goal of providing consistent service, each of our field offices follows standardized practices, which include weekly contact with both the client and employee throughout the assignment period.

Accountemps
A Robert Half Company

By obtaining immediate feedback, we can:

- Pass on positive comments to our employees as they're earned.
- Address any concerns as soon as they arise.
- Document and track any issues.
- Ensure any issues raised are brought to a satisfactory conclusion.

Company References

- Robert Half International again was named to FORTUNE® magazine's "World's Most Admired Companies" list, ranking #1 in the staffing industry. (March 19, 2012)
- Robert Half International again appeared in the Newsweek list of the greenest big companies in the United States (Oct. 22, 2012).
- In 2012, Robert Half International was named the 2011 Tier-Two Corporation of the Year winner by the Northern California Minority Supplier Development Council for its commitment to minority business development and inclusion.
- In 2011, Robert Half International was named to *Human Resource Executive's* Most Admired for HR list, based on four categories of HR-related attributes: people management, innovation, product/service quality and management quality.
- Chairman and CEO Max Messmer was named the Bay Area's Most Admired CEO in the large public company category by the *San Francisco Business Times* in November 2011.
- In 2011, Chairman and CEO Max Messmer received the Staffing Innovator Award from Staffing Industry Analysts, which recognizes an individual who has had a significant and positive impact on the staffing industry.
- In 2010, Robert Half International was inducted into the Junior Achievement Boston Business Hall of Fame, which recognizes companies that have demonstrated outstanding leadership skills in business and have shared those skills to the betterment of the local community.
- Robert Half International is the official career partner of *The Wall Street Journal.*
- RHI has been recognized by *Diversity Employers* magazine as a Top Employer since 2005.
- Robert Half International frequently appears on "Best Places to Work" lists around the world.

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6.5 Example of Personnel Resumes

See Enclosed Documents Labeled 6.5A-6.5D.

6.5A-6.5C : Data Entry Specialist

6.5D: Data Entry Lead

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6.6 Detailed Response

Accountemps is able to comply with project requirements outlined in Section 3.

Accountemps had worked with the State of New Hampshire regarding temporary staffing resources on many occasions over the last 9 years. **We have worked with the Department of Revenue in particular every year from 2003-2009 in providing Data Entry Services traditionally from April thru June.** Managers we have worked with at the DRA in the past have been Victoria Crowe, Ann-Marie Hartshorn and Tara Camire. We were told that our candidates did a great job each year. We have also worked with Joseph Bouchard at State of New Hampshire, Administrative Services and Thomas Martin at the Department of Transportation on Accounting staffing needs in the past.

Our local office is located downtown Manchester NH and we have been here in NH for close to 20 years. We have 20 full-time Staffing Managers here to service our clients. Because we are local, we are able to meet, in person, every candidate that we represent. **We interview, in person, north of 200 data entry, administrative and accounting candidates each month giving us a deep pool of candidates to choose from. Each candidate is reference checked and tested on their data entry and computer skills. Any candidate that doesn't test above the average accuracy and speed would not be consider for this project.** Once a candidate is place we make consistent customer service calls to the client to assure the individual is achieving expectations.

We have had past success in staffing this type of project for the DRA and know the office environment well. Base on the volume of candidates we have in inventory and our thorough candidate screening process I am confident, if Accountemps is awarded this bid, it will be a success.

Regarding "Security Requirements" outlined in Section 3:Our candidates will submit to background check run by the DRA and understand they are not permitted to use mobile phones or cameras in the work area and we will comply with S-1, S-2, S-5 and S-6 as well.

Outlined above and below exemplifies Accountemps ability to comply with the Project Requirements outlined in Section 3.

1. <u>PROJECT REQUIREMENTS</u>

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	BUSINESS REQUIREMENTS	M/O	Y/N	VENDOR COMMENTS
B-1	Vendor employees shall have knowledge of data processing equipment, preferably of working within imaging systems	M	Y	
B-2	Vendor employees shall be able to follow simple and complex oral and written instructions, and maintain data entry requirements by following data program techniques and procedures	M	Y	
B-3	Vendor employees shall be able to perform data entry for the major portion of a work day	M	Y	
B-4	Vendor employees shall be able to communicate effectively, both orally and in writing	M	Y	
B-5	Vendor employees shall be able to maintain a professional and harmonious relationship with associates	M	Y	
B-6	Vendor employees must be able to accurately enter account data by reviewing, correcting, deleting, or re-entering data.	M	Y	
	GENERAL REQUIREMENTS			
G-1	The Contract shall begin upon receipt of notification from the State of New Hampshire regarding G&C approval and shall extend for ten (10) consecutive weeks from start date.	M	Y	
G-2	Vendor and Data Entry Lead shall participate in an initial kick-off meeting prior to the start of work. The Vendor and Data Entry Lead may participate by phone.	M	Y	
G-3	Prior to the initial kick-off meeting, Vendor	M	Y	

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	shall provide resumes to the Point of Contact for DRA. Resumes shall include: candidate's educational background; overview of candidate's work history; at least two references, with contact information that can address the candidate's performance on past projects.			
G-4	All Vendor Staff Requirements listed in Section 4 herein shall be ready, willing, and able to work for 10 consecutive weeks from contract start date.	M	Y	
G-5	If necessary, Vendor shall participate in status reviews weekly to discuss the status of the work effort and employee performance.	M	Y	
G-6	At all times during the term of the Contract ten (10) Data Entry Specialists and one (1) Data Entry Lead shall be actively working on site at DRA	M	Y	
	SECURITY REQUIREMENTS			
S-1	Vendor's employees must execute a Vendor Confidentiality Agreement	M	Y	
S-2	Vendor's employees shall not have been convicted of a felony	M	Y	
s-3	Vendor's employees must submit to a background check performed by DRA	M	Y	
S-4	Data Entry Specialists are not permitted to use mobile phones or cameras within the work area	M	Y	
S-5	Vendor's employees shall be allowed only in areas where work is being performed	M	Y	
S-6	Vendor's employees shall observe all regulations or special restrictions in effect at DRA	M	Y	

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6.7 Cost Proposal

Staff Title: Data Entry Specialist (10)

Skills & Qualifications: Data entry skill

Cost: $13.95 per hour

Staff Title: Data Entry Lead (1)

Skills and Qualifications: Data entry & Supervisory skills

Cost: $16.47 per hour

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1155 Elm St. 7th Floor
Manchester, NH 03101
Phone: 603-641-9400
Fax: 603-641-5005
Ben Pastor
Staffing Manager
Ben.pastor@accountemps.com

6.5A Date Entry Specialist Example Resume

Derrick

Education:

Southern New Hampshire University *Manchester, NH*

B.S. Accounting, Cum Laude Spring 2008-11

GPA: 3.34 President's List/Dean's List 2008- 11

Experience:

Group 1 Automotive *Andover, MA*
Data Entry Clerk /Accounts Receivable Clerk
October 2011 – September 2012

- Data entry of client's account information into system
- Reconcile multiple dealership's daily transactions
- Create and post journal entries using ADP along with Microsoft Excel
- Adjust and void receipts when necessary
- Verify all cash and checks were receipted correctly by both the dealerships and the bank
- Process all money that was deposited into the bank on the previous day by posting and clearing them from the general ledger
- Adjust any discrepancies by offsetting them to the correct accounts

Lowes *Concord, NH*
Administrative Office Clerk/Data Entry Clerk
March 2008 – October 2011

- Reconciled all registers' money and verify totals
- Posted entries of drawer results in Veri-balance system
- Reviewed all cash related discrepancies and fix them to balance with the expected amounts.

Projects:

Bosniaks of New Hampshire
Spring 2010

- Helped obtain non-profit status by forecasting future revenues and expenses.
- Assisted with bank reconciliation process.
- Worked towards building internal control policies.
- Helped with processing payments and producing financial statements via QuickBooks.

Skills:

Proficient in Microsoft Office and with the accounting software ADP.

Accountemps has interviewed this candidate. We usually check candidate references by asking specific questions of selected previous employers with regard to qualifications and work history. Accountemps has not verified all representations made by the candidate in this resume. We recommend that our clients also perform their own reference checking.

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6.5B Data Entry Specialist Example Resume
MICHAEL

SUMMARY OF SKILLS:

Young Business Professional with highly skilled data entry, cash handling, customer service, and analytical skills. Experience with Veri-Balance Innovations, Microsoft office including Excel, Word, and Power Point. Ability to Guarantee customer satisfaction, ensure accurate management of money, ability to multitask and learn new processes. Experienced in management, retail operations, and sales. Experience in property management and accounting

EXPERIENCE

Cityside Management Corporation Manchester, NH 2012-Present
Data Entry/Acquisition Specialist

- Data entry of current and closed properties into a detailed Excel Master Spreadsheet.
- Accurately received and processing's Lien information on current inventory
- Opening and Closing Utility Accounts for Current Acquired Properties
- Entered and processed Accounts Payable Invoices according to policy.
- Maintaining and delivering quality customer service.
- Following U.S. Department of Housing and Urban Development guidelines for all Acquired properties

Lowe's Home Improvement – Bedford NH 2010-2012
Credit Coordinator

- Responsible for management of Commercial Builder/Contractor Account credit services; administrative functions of corporate credit programs and policies and procedures; and the approval, maintenance and collections of all store accounts receivable, returned checks and credit cards.
- Processing credit payment and applications.
- Promote and administer credit programs to achieve budgets applications goals
- Maintain credit files according to credit policy.
- Investigate and resolve credit disputes with customers.
- Provide training on all credit policies and procedures.

Administrative Office Clerk - Concord, NH 2009- 2010

- Organizing daily business folder for management view
- Prepare mid-day and close-out deposit
- Ensuring accurate balancing of Lowe's transactions and receipts
- Count money correctly, research discrepancies, and accurately balance store safe
- Ensure customer are greeted immediately
- Ordering and all management of money for store
- Processing payments, reconciling accounts, ensuring accurate safe management

EDUCATION:

New Hampshire Technical Institute 2009-2012
Associates Degree: General Studies w. Concentration in Business
Dean's List: Fall 2009, Fall 2010, Fall 2011, Spring 2012

Southern New Hampshire University 2013
Bachelor's Degree in Finance and Economics anticipated May 2014

Accountemps has interviewed this candidate. We usually check candidate references by asking specific questions of selected previous employers with regard to qualifications and work history. Accountemps has not verified all representations made by the candidate in this resume. We recommend that our clients also perform their own reference checking.

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Staffing Manager
Ben.pastor@accountemps.com

6.5C Data Entry Specialist Example Resume

Chad

Summary:

Highly motivated, energetic, attentive, responsible individual with a desire and initiative to excel. Looking for a position in the field of accounting to gain professional experience with the knowledge of accounting principles learned over the years. Hard working, willing to listen and learn.

Education:

Southern New Hampshire University, Manchester, NH.
Masters of Science in Accounting Expected May 2013.

- **GPA 3.67**

Whittemore School of Business and Economics University of NH, Durham, NH
Bachelors of Science in Business Administration with a Focus in Accounting, Minor in Economics.
Graduated May 2011.

Technical Skills:

- Proficient in: Microsoft Excel, Word and PowerPoint. Taxwise Software.
- Type efficiently over 50+WPM

Professional Experience:

Cityside Management Corporation June 2012 – October 2012
Data Entry/Invoice Acquisition Specialist
Managed foreclose properties for the Secretary of Housing and Urban Development. Researched and entered past due invoices for utility companies including liens and code violations to clear titles on government owned properties. Acute attention to detail and swiftness to make sure liens do not hold up closing. Open and closed accounts with various companies to initiate billing and finalize billing.

VITA Program, Southern NH University January 2012 – April 2012
Tax Preparer
Assisted Local area residents and international students with income tax advice and preparation of tax forms with Taxwise software. Tax forms include but not limited to: 1040, 1040A, 1040EZ, 1040NR, 1040NR-EZ, 8843 Forms. Obtained certificates of training in: Basic, Intermediate and Foreign Student.

Town of Milford, NH Water and Wastewater Departments June 2006 – December 2011
Laborer
Help facilitate the completion of several projects for both the Water and Wastewater departments to meet various deadlines. Train new hires and water meter invoicing. Performed landscaping, custodial services and traffic control for several projects within the town.

Shaw's Supermarket January 2003 – August 2006
Customer Service Representative

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Balanced several daily accounts and closed those accounts at the end of the shift. Expedited cash deposits and customer returns. Managed 20-30 front-end associates assigning jobs and scheduling employee breaks. Coordinated multi-line phone system with incoming calls to various departments.

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Fax: 603-641-5005
Jennifer Lavoie
Division Director
jennifer.lavoie@accountemps.com

6.5D Data Enty Lead Example Resume

Diane

Overview

A highly motivated Account Payable Coordinator with a verifiable record of accomplishment spanning 18 years. Highly accurate, detailed orientated and recognized as a results-oriented and solution-focused individual. Areas of strength include:

Accounts Payable	Communication Skills
Data Entry	Time Management Skills
Computer Skills	Research Abilities
Team Player	Dependable and Reliable

Education

2007

High School and some College
Lowell High School Graduate
UNH Accounting working toward A/P Certification

Computer Skills

- IFS System
- Microsoft Word
- Microsoft Excel

Professional Experience

1998 – June 2012

Lead Accounts Payable & Receivable Coordinator
Flir Systems

- Data entry processing of all accounts payable including manufacturing and overhead accounts.
- Supervised staff to ensure timely data entry and processing of Accounts Payable and Receivable.
- Reconcile daily bank balance sheet activity; record entries of prior day activities.
- Manually cash checks in our system.
- Reconcile payable activity on a daily basis as well as maintaining and organizing filing systems for paid and unpaid invoices.
- Investigate/resolve problem invoices, interfacing with multiple departments and outside vendors.
- Verify accuracy and voucher invoices approved for payment.
- Administrate the check payment process from printing through mailing.
- Data entry of wire transfers through Treasury Express system.
- Assist in the preparation of monthly accruals for unpaid invoices.
- Audit and process expense reports prior to entering into payroll.
- Data Entry of Payroll.
- Post & deposit checks for Credit Department. Clear customer invoices against payments.

Accountemps has interviewed this candidate. We usually check candidate references by asking specific questions of selected previous employers with regard to qualifications and work history. Accountemps has not verified all representations made by the candidate in this resume. We recommend that our clients also perform their own reference checking.