87

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF CHILD SUPPORT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4745 1-800-852-3345 Ext. 4745
FAX: 603-271-4787 TDD Access: 1-800-735-2964
Automated Voice Response 1-800-371-8844

Nicholas A. Toumpas
Commissioner

Mary S. Weatherill
Director

May 19, 2014

66% federal
34% general

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Child Support Services, to exercise a renewal option to an existing agreement with Protech Solutions, Inc., 303 W. Capitol Ave., Suite 330, Littlerock AR 72201 (Vendor Number 172328), for the purpose of enhancing, upgrading and maintaining the Division's New England Child Support Enforcement System (NECSES) by increasing the Price Limitation by $8,870,000 from $7,500,000 to $16,370,000, and extending the completion date from September 30, 2015 to September 30, 2017 effective July 1, 2014 or date of Governor and Council approval, whichever is later. Governor and Executive Council approved the original contract on September 28, 2011, Item Number 96.

Funds will be available upon Governor and Executive Council and Fiscal Committee approval of acceptance of $1,100,000 in State Fiscal Year 2015 and are anticipated to be available in State Fiscal Years 2016, 2017 and 2018, upon the availability and continued appropriation of funds in the future operating and capital budgets, with the authority to adjust amounts, if needed and justified, between State Fiscal Years.

The current contract and amendment adjustments are summarized below and detailed in the attached worksheet.

Current Contract	$	7,500,000.00
This amendment request:		
SFY15	$	1,100,000.00
SFY16	$	3,580,000.00
SFY17	$	4,042,500.00
SFY18	$	147,500.00
Total	$	16,370,000.00

EXPLANATION

The Division of Child Support Services, in compliance with State statute and Federal Regulations, assists families with children by offering services that help families avoid or minimize dependence on public assistance. These services include: establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing child support. During the last federal fiscal year ending September 30, 2013, the state collected and disbursed over $85 million in child support on behalf of approximately 38,400 children. In addition to making payments to families, the Division also disburses a portion of its collections to the State as reimbursement for payments made to families under the Temporary Assistance for Needy Families Program.

The current NECSES is inadequate to support efficient business operations because it is obsolete and failed to satisfy eighty-two percent (82%) of the business and technical requirements. The Division, with the assistance of the Department of Information Technology, developed Request For Proposals 2011-032, obtained federal approval and published the Request For Proposals on December 14, 2010 seeking a NECSES systems maintenance enhancement solution. Protech Solutions, Inc. was chosen from the three proposals received for this RFP. The resulting contract was for a four year period beginning October 1, 2011 through September 30, 2015 with the option of three two-year contract extensions upon approval of DCSS, Protech Solutions, Inc., and Governor and Executive Council. The contract extensions were deemed necessary because the work of upgrading NECSES to a modern standard will require more than four years. The contract received federal approval on September 20, 2011 with the requirement that the Division file an Advance Planning Document Update (APDU) identifying the contract costs. The Division has filed the required APDU informing the Federal Office of Child Support Enforcement of the progress and costs of this contract with the next filing due in August 2014. A scanned copy of this item, including Governor and Executive Council letters and accompanying documentation from the original agreement will be available online once posted to the meeting agenda for the June 18, 2014 Governor and Executive Council meeting.

The original contract was based on a modular steps upgrade plan in conjunction with maintaining the existing applications. The original plan was enhanced to develop a fully functional "baseline" application in modular steps containing 60% of the business requirements known as NECSES 2.0. This approach eliminated the multiple incremental "go live" dates throughout the life of the contract and the need to maintain two systems simultaneously. The implementation of NECSES 2.0 is anticipated to occur by August 4, 2014.

The new "baseline" method used to develop NECSES 2.0 increased the rate of deliverables by as much as a year, putting the development plan ahead of schedule causing the expenditure of all the initial funding allotted in the original contract. The purpose of this contract amendment is to request funding for the maintenance and operations of the NECSES 2.0 implementation for SFY 2015 and to commence the first two-year extension to the original contract for the design, development and implementation of the remaining 40% of the business requirements via the NECSES 2.1 and NECSES 2.2 releases over the next 3 federal fiscal years, through September 30, 2017.

The consequences of not approving this contract extension would leave the Division with a Child Support system that is incomplete and provide only sixty (60) percent of the requirements needed to properly assist families with children in their child support needs. Further, the failure to operate an efficient and effective Child Support Program can result in Federal financial penalties against the Department of Health and Human Services. An ineffective Child Support Program will result in increased State expenditures for the Temporary Assistance to Needy Families, Medicaid and Food Stamp Programs, further stressing State budgets.

Area Served: Statewide.

Source of Funds:
State Fiscal Years 2012 and 2013 – 100% Other Funds (Incentives).

State Fiscal Years 2014, 2015, 2016 and 2017 Capital Account – 66.0% Federal Funds, 34.0% General Funds.

State Fiscal Years 2015 Operating Account – 100% ~~Other~~ Federal Funds (Incentives).

State Fiscal Years 2016, 2017 and 2018 Operating Account – 66% Federal Funds and 34% General Funds.

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

Respectfully submitted,

Mary S. Weatherill

Mary S. Weatherill
Director

Approved by:
Nicholas A. Toumpas
Commissioner

Encl: Financial Accounting Worksheet

SFY	Fund	Agcy	Org	Class	Receipt Account	Class Title	Current Modified Budget	Increase/Decrease Amount			Revised Modified Budget	SOF		
								Federal Funds	General Funds	Other Funds		FF	GF	OF
HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, DIV OF CHILD SUPPORT SERVICES, NECSES REQUIREMENTS														
2012	010	095	61390000	102	500731	Contracts for Program Services	$ 700,000.00	$ -	$ -	$ -	$ 700,000.00			100%
2013	010	095	61390000	102	500731	Contracts for Program Services	$ 750,000.00	$ -	$ -	$ -	$ 750,000.00			100%
HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 13-195:VII-F CHILD SUPPORT SERVICES														
2014	030	042	29250000	034	500152	Contracts for Program Services	$ 2,550,000.00	$ -	$ -	$ -	$ 2,550,000.00	66%	34%	
2015	030	042	29250000	034	500152	Contracts for Program Services	$ 3,000,000.00	$ -	$ -	$ -	$ 3,000,000.00	66%	34%	
2016	030	042	29250000	034	500152	Contracts for Program Services		$ 2,310,000.00	$ 1,190,000.00	$ -	$ 3,500,000.00	66%	34%	
2017	030	042	29250000	034	500152	Contracts for Program Services		$ 2,376,000.00	$ 1,224,000.00	$ -	$ 3,600,000.00	66%	34%	
HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, DIV OF CHILD SUPPORT SERVICES, NECSES REQUIREMENTS														
2015	010	042	79320000	102	500731	Contracts for Program Services		$ -	$ -	$ 1,100,000.00	$ 1,100,000.00			100%
2016	010	042	79320000	102	500731	Contracts for Program Services	$ 500,000.00	$ 52,800.00	$ 27,200.00	$ -	$ 580,000.00	66%	34%	
2017	010	042	79320000	102	500731	Contracts for Program Services		$ 292,050.00	$ 150,450.00	$ -	$ 442,500.00	66%	34%	
2018	010	042	79320000	102	500731	Contracts for Program Services		$ 97,350.00	$ 50,150.00	$ -	$ 147,500.00	66%	34%	
						TOTAL	$ 7,500,000.00	$ 5,128,200.00	$ 2,641,800.00	$ 1,100,000.00	$ 16,370,000.00			

DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

SEP 2 0 2011

Ms. Mary S. Weatherill, Director
Department of Health and Human Services
Division of Child Support Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Ms. Weatherill:

This is in response to your July 29, 2011 request for approval of a State of New Hampshire Division of Child Support Services contract 2011 – 032 with Protech Solutions, Inc., for New England Child Support Enforcement System (NECSES) maintenance and enhancement services. After a series of conference calls and a review of revised documentation provided on September 6, 2011, we approve the contract.

Specifically, New Hampshire revised section 5.4 and section 10 of the contract agreement to incorporate language granting the federal government rights in license to use and to authorize others the use for federal government purposes, software, modifications, and documentation designed, developed or installed by the vendor. The State also revised the price and payment schedule to include the establishment of criteria to evaluate the vendors cost estimates for NECSES enhancement activities. This approval is for a four-year base contract period at a not-to-exceed cost of $7.5 million, with three (3) two-year extension options.

Please remember that this letter only approves the contractual vehicle. In order for this office to approve Federal Financial Participation for tasks associated with this contract, the State must identify the costs in an Advance Planning Document Update (APDU) or As-Needed APDU.

If you have any questions or concerns regarding this approval decision, or need additional information, please contact Joseph Bodmer of my staff at (202) 690-1234.

Sincerely,

Vicki Turetsky
Commissioner
Office of Child Support Enforcement

Reference: NH 2011 0808

cc: Ms. Juanita DeVine, OCSE Regional Program Manager, ACF Region III

FILE COPY

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

Peter C. Hastings
Commissioner

May 21, 2014

Nicholas A. Toumpas
Commissioner
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend a contract with Protech Solutions, Inc. of Little Rock, AR, as described below and referenced as DoIT No. 2011-032A

> This is a request to amend the contract for contractor resources to assist the Department of Heath and Human Services (DHHS) Division of Child Support Services (DCSS) and DoIT in the maintenance and enhancement of existing applications that support DCSS and are essential to daily operations of the New England Child Support Enforcement System (NECSES). The new amount of the contract is $16,370,000 and the expiration date is extended from September 30, 2015 to September 30, 2017, effective upon Governor and Council. The Child Support Systems Maintenance & Enhancement Project is set forth in the New Hampshire Information Technology Plan 2005-2009 dated October 21, 2005, as Appendix VI: *Key Projects to be Undertaken in Fiscal Years 2008/09 by State Agency,* Project 43: DCSS NECSES Redevelopment.

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

Sincerely,

Peter C. Hastings

Peter C. Hastings

PCH/ltm
RFP 2011-032

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4745 1-800-852-3345 Ext. 4745
FAX: 603-271-4787 TDD Access: 1-800-735-2964
Automated Voice Response 1-800-371-8844

Nicholas A. Toumpas
Commissioner

Mary S. Weatherill
Director

May 19, 2014

Peter C. Hastings
Commissioner
Department of Information Technology
27 Hazen Drive
Concord, New Hampshire 03301

SUMMARY OF REQUESTED ACTION

Approval of a contract between Department of Health and Human Services (DHHS), Division of Child Support Services (DCSS), for the purpose of enhancing and maintaining the New England Child Support System with Protech Solutions, Inc., 303 W. Capitol Ave. Suite 330, Little Rock, AR, (Vendor Number 172328), in an amount not to exceed $16,370,000.00, effective July 1, 2014 or date of Governor and Council approval through September 30, 2017.

EXPLANATION

The Division of Child Support Services (DCSS), in compliance with State statute and Federal Regulations, assists families with children by offering services that help families avoid or minimize dependence on public assistance. These services include: establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing Child Support. During the last federal fiscal year ending September 30, 2013, the state collected and disbursed over $85 million in child support on behalf of approximately 38,400 children. In addition to making payments to families, DCSS also disburses a portion of its collections to the State as reimbursement for payments made under the Temporary Assistance for Needy Families Program.

The current NECSES is inadequate to support efficient business operations because it is obsolete and failed to satisfy eighty-two percent (82%) of the business and technical requirements. The Division, with the assistance of the Department of Information Technology, developed Request For Proposals 2011-032, obtained federal approval and published the Request For Proposals on December 14, 2010 seeking a NECSES systems maintenance enhancement solution. Protech Solutions, Inc. was chosen from the three proposals received for this RFP. The resulting contract was for a four year period beginning October 1, 2011 through September 30, 2015 with the option of three two-year contract extensions upon approval of DCSS, Protech Solutions, Inc., and Governor and Executive Council. The contract extensions were deemed necessary because the work of upgrading NECSES to a modern standard will require more than four years. The contract received federal approval on September 20, 2011 with the requirement that the Division file an Advance Planning Document Update (APDU) identifying the contract costs. The Division has filed the required APDU informing the Federal Office of Child Support Enforcement of the progress and costs of this contract with the next filing due in August 2014.

The original contract was based on a modular steps upgrade plan in conjunction with maintaining the existing applications. The original plan was enhanced to develop a fully functional "baseline" application in modular steps containing 60% of the business requirements known as NECSES 2.0. This approach eliminated the multiple incremental "go live" dates throughout the life of the contract and the need to maintain two systems simultaneously. The implementation of NECSES 2.0 is anticipated to occur by August 4, 2014.

The new "baseline" method used to develop NECSES 2.0 increased the rate of deliverables by as much as a year, putting the development plan ahead of schedule causing the expenditure of all the initial funding allotted in the original contract. The purpose of this contract amendment is to request funding for the maintenance and operations of the NECSES 2.0 implementation for SFY 2015 and to commence the first two-year extension to the original contract for the design, development and implementation of the remaining 40% of the business requirements via the NECSES 2.1 and NECSES 2.2 releases over the next 3 years, SFY 2015 through SFY 2017.

Area served: Statewide.

Source of Funds:
State Fiscal Years 2012 and 2013 – 100% Other Funds (Incentives).

State Fiscal Years 2014, 2015, 2016 and 2017 Capital Account – 66.0% Federal Funds, 34.0% General Funds.

State Fiscal Years 2015 Operating Account – 100% Other Funds (Incentives).

State Fiscal Years 2016, 2017 and 2018 Operating Account – 66% Federal Funds and 34% General Funds.

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

IMPACT ON OTHER STATE AGENCIES AND MUNICIPALITIES

Protech Solutions will work directly with the Division of Child Support Services (DCSS) and also with DoIT Application Software Division and the Division of Operations.

SUPPORTING DOCUMENTATION

1. State of New Hampshire, Department of Health and Human Services Contract with Protech Solutions, Inc. with Contract Agreement 2011-032 and Exhibits.

OPEN STANDARDS

Compliance with RSA 21-R:10 – 13 does not apply since this is a custom developed application. The data format is not considered open format.

Summary of Requested Action Requisition Information:

Date of most recently approved NHITP: October 21, 2005

NHITP Initiative / Project Name: N/A

NHITP Initiative / Project Number: N/A

A&E System Request ID : N/A

Vendor Name:

Protech Solutions, Inc.
303 W. Capitol Ave. Suite 330
Little Rock, AR 72201

Contract Amendment								
	Object Code	**FY2012**	**FY2013**	**FY2014**	**FY2015**	**FY2016**	**FY2017**	**FY 2018**
STATE		$0	$0	$1,683,000	$1,020,000	$1,387,200	$1,374,450	$ 50,150
FEDERAL		$0	$0	$867,000	$1,980,000	$2,692,800	$2,668,050	$ 97,350
OTHER (Specify)	0731	$700,000	$750,000	$0	$1,100,000	$0	$0	$0
TOTAL		$700,000	$750,000	$2,550,000	$4,100,000	$4,080,000	$4,042,500	$147,500
							GRAND TOTAL	**$16,370,000**

***Sources of OTHER Funding**

Source	**Amount**
IV-D Incentives	$2,550,000

CONTACT PERSON:

Richard Ward
Division of Child Support Services
129 Pleasant Street
Concord, New Hampshire 03301
TEL: (603) 223-4809
FAX: (603) 271-7336
EMAIL: Richard.B.Ward@dhhs.state.nh.us

CERTIFICATION

The undersigned hereby certify that the information provided in this document and any attachments is complete and accurate and that alternatives to the solution defined in this document have been appropriately considered.

Respectfully Submitted,

Mary S. Weatherill

Mary S. Weatherill
Director, Division of Child Support Services

Michael O'Neil

Michael O'Neil
Information Technology Manager
Department of Information Technology

Approved by:

Nicholas A. Toumpas
Commissioner

Contract # 2011-032

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AMENDMENT I

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #2011-032, on December 14, 2010, Item #95 (herein after referred to as the "Agreement"), Protech Solutions, Inc. (hereinafter referred to as "Vendor") agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Health and Human Services, Division of Child Support Services (hereinafter referred to as the "Department") acting for the benefit of the Agency, certain sums as specified therein;

WHEREAS, pursuant to the Agreement Section 18: Amendment and the provisions of the Agreement, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, the Vendor and the Department have agreed to amend the Agreement in certain respects;

WHEREAS, Department wishes to increase the Contract ending date from September 30, 2015 to September 30, 2017.

WHEREAS, the Department wishes to increase the contract price by $8,870,000.00 to bring the total contract price to $16,370,000.00.

WHEREAS, the Department and the Vendor seek to clarify the Agreement.

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

Form P-37 Agreement/General Provisions is hereby amended as follows:

1. Amend Section 1.7 of the General Provisions of the Agreement to reflect a new completion date of September 30, 2017.

2. Amend Section 1.8 of the General Provisions of the Agreement by increasing the Price Limitation from $7,500,000.00 to $16,370,000.00.

The Contract Agreement Part 2 and Exhibits of the Agreement are hereby amended as described in the following tables:

Table 1 – Contract Agreement Part 2

Contract # 2011-032 **PART 2** **Section Number**	**AMENDED TEXT**
Section 1.1 Contract Documents	Append Section 1.1. C to include: Attachment 1 – NECSES 2.1 and 2.2 Requirements
Section 1.3 Contract Term	Delete Section 1.3 Contract Term second paragraph, first sentence and replace with: The Contract shall begin on the Effective Date and extend through September 30, 2017.

<table>
<tr><td>Section 2.2 Non-Exclusive, Not To Exceed Contract</td><td>Delete Section 2.2 Non-Exclusive, Not to Exceed Contract third paragraph and replace with:

Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed $16,370,000.00.</td></tr>
<tr><td>Section 3.2.5</td><td>Delete Section 3.2.5 Protech Solutions Inc Project Manager name and contact information and replace with:

Joseph DiStefano
Project Manager
303 W. Capitol Ave, Suite 330
Little Rock, AR 72201
Tel: 405-326-0577
Fax: 501-687-2307
Email: Joseph.DiStefano@Protechsolutions.com</td></tr>
<tr><td>Section 3.3.3.1</td><td>Delete Section 3.3.3.1 Protech Solutions Inc Key Project Staff table and replace with:

<table><tr><th colspan="2">Protech Solutions, Inc.'s Key Project Staff</th></tr><tr><th>Key Members</th><th>Title</th></tr><tr><td>Thomas Kelliher</td><td>Project Director</td></tr><tr><td>Joseph DiStefano</td><td>Project Manager</td></tr><tr><td>Nagaraj Garimalla</td><td>Chief Architect</td></tr><tr><td>Manikandan Kumar</td><td>Sr. Architect</td></tr><tr><td>Lee Ann Wood</td><td>Functional Design Manager</td></tr><tr><td>Sharon Christman</td><td>QA Manager</td></tr><tr><td>Robert Fisler</td><td>Training Manager</td></tr><tr><td>Vijaya Divi</td><td>Technical Manager</td></tr><tr><td>Krishna Kumar</td><td>Development Manager</td></tr></table></td></tr>
<tr><td>Section 3.2 State Contract Manager</td><td>Delete the State Contract Manager name and contact information and replace with:

Lori Anderson
Division of Child Support Services
Annex Building
129 Pleasant Street Concord, NH 03301
Tel: (603) 223-4828
Fax: (603) 223-4787
Email: Lori.Anderson@dhhs.state.nh.us</td></tr>
<tr><td>Section 16 Dispute Resolution</td><td>Delete the Dispute Resolution Responsibility and Schedule Table and replace with:

<table><tr><th>LEVEL</th><th>CONTRACTOR</th><th>STATE</th><th>CUMULATIVE ALLOTTED TIME</th></tr><tr><td>Primary</td><td>Joseph DiStefano,</td><td>Richard Ward</td><td>5 Business Days</td></tr></table></td></tr>
</table>

	Project Manager	State Project Manager (PM)	
First	Thomas Kelliher, Project Director	Lori Anderson Contract Manager	10 Business Days
Second	Satish Garamalla, Chief Executive Officer	Mary Weatherill, Director, DCSS	15 Business Days

Table 2 – Part 3

Contract # 2011-032 PART 3 Section Number	**AMENDED TEXT**
Exhibit A – Contract Deliverables Section 2.1 Implementation Schedule – Activities/ Deliverables/ Milestones	Append Section 2.1 to include:

Phase V NECSES Enhancement Planning and Execution Release 2.1		
Deliverables	**Deliverable Type**	**Projected Delivery Date**
Developing and deploying an assigned module.	N/A	N/A
a. A detailed statement of the scope, effort, resources and cost required to complete the designated module compiled in a Detailed Workplan.	Written	Ten (10) days after assignment by the State Project Manager
b. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Written	Thirty (30) days after State Acceptance of the Requirements Document
c. A Test Plan that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11 of RFP 2011-032.	Written	Thirty (30) days after State Acceptance of the Requirements Document

	d. Obtain State approval for deployment after completion of User Acceptance Testing.	Written	As occurring
	e. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	Software	As occurring
	f. Successful completion of 100 day Warranty Period	N/A	100 days after deployment
	Phase VI NECSES Enhancement Planning and Execution Release 2.2		
	Deliverables	**Deliverable Type**	**Projected Delivery Date**
	Developing and deploying an assigned module.	N/A	N/A
	a. A detailed statement of the scope, effort, resources and cost required to complete the designated module compiled in a Detailed Workplan.	Written	Ten (10) days after assignment by the State Project Manager
	b. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Written	Thirty (30) days after State Acceptance of the Requirements Document
	c. A Test Plan that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11 of RFP 2011-032.	Written	Thirty (30) days after State Acceptance of the Requirements Document
	d. Obtain State approval for deployment after completion of User Acceptance Testing.	Written	As occurring
	e. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	Software	As occurring
	f. Successful completion of 100 day Warranty Period	N/A	100 days after deployment

Exhibit B Price and Payment Schedule	Delete Section 1.1: "This is a Not to Exceed (NTE) Contract totaling $7,500,000 for the period between the Effective Date through November 30, 2015. Protech Solutions, Inc. shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Protech Solutions, Inc. to invoice the State for the following Activities,

<table>
<tr><td>Section 1.1 Not to Exceed</td><td>Deliverables, or Milestones appearing in the price and payment tables below."

and replace with:

This is a Not to Exceed (NTE) Contract totaling $16,370,000 for the period between the Effective Date through September 30, 2017. Protech Solutions, Inc. shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Protech Solutions, Inc. to invoice the State for the following Activities, Deliverables, or Milestones appearing in the price and payment tables below.</td></tr>
<tr><td>Exhibit B Price and Payment Schedule

Section 1.1 Not to Exceed</td><td>Append to Section 1.1 Table to include:

<table>
<tr><th colspan="3">Phase V NECSES Enhancement Planning and Execution Release 2.1</th></tr>
<tr><th>Deliverables</th><th>Deliverable Type</th><th>Projected Delivery Date</th></tr>
<tr><td>Employ System Development Life Cycle as used above in Enhancement Planning and Execution Phases</td><td>Written & Software</td><td>As determined</td></tr>
<tr><th colspan="3">Phase VI NECSES Enhancement Planning and Execution Release 2.2</th></tr>
<tr><th>Deliverables</th><th>Deliverable Type</th><th>Projected Delivery Date</th></tr>
<tr><td>Employ System Development Life Cycle as used above in Enhancement Planning and Execution Phases</td><td>Written & Software</td><td>As determined</td></tr>
<tr><td></td><td></td><td></td></tr>
</table></td></tr>
<tr><td>Exhibit B Price and Payment Schedule

Section 2 Total Contract Price</td><td>Delete Section 2: "Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $7,500,000 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Protech Solutions, Inc. for all fees and expenses, of whatever nature, incurred by Protech Solutions, Inc. in the performance hereof."

and replace with:

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $16,370,000 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Protech Solutions, Inc. for all fees and expenses, of whatever nature, incurred by Protech Solutions, Inc. in the performance hereof.</td></tr>
<tr><td>Exhibit B – Price And Payment Schedule

Section 3 Invoicing</td><td>Delete Section 3: Invoices shall be sent to:
David F. Maggioncalda
Division of Child Support Services
SOPS/Annex Building
129 Pleasant Street Concord, NH 03301

and replace with:</td></tr>
</table>

Invoices shall be sent to:
Richard Ward
Division of Child Support Services
SOPS/Annex Building
129 Pleasant Street Concord, NH 03301

Exhibit G Maintenance and Support Services

Delete the language "Not Applicable" and replace with:

1. SYSTEM MAINTENANCE

1.1 Protech Solutions, Inc.'s Responsibility

Protech Solutions, Inc. shall maintain and support the system in all material respects as described in the applicable program documentation for three (3) years of maintenance after delivery and the warranty period as defined in *Exhibit K, Warranty and Warranty Services*.

1.1.1 Maintenance Releases

Protech Solutions, Inc. shall assist the State in implementing the latest program updates, general maintenance releases, selected functionality releases, patches, and documentation that are generally offered to Protech Solutions, Inc. customers. During the warranty period these services shall be available to the State at no additional cost. After the termination of the warranty period Protech Solutions, Inc. shall, at the State's request, provide support services at the labor rates established in *Exhibit B, Table 4 Post Implementation Labor Rates*.

RECOMMENDED LEVEL OF RESOURCES FOR POST DEPLOYMENT MAINTENANCE		
RESOURCE TYPE	**COUNT**	**LEVEL**
PM	1	Senior
DBA	1	Junior
Oracle PL/SQL	2	Senior
Business Analysts	1	Senior

1.1.2 Custom Software Licenses N/A

1.1.3 Custom Software, Interfaces, and Patches N/A

2. SYSTEM SUPPORT

2.1 Protech Solutions, Inc.'s Responsibility

Protech Solutions, Inc. will be responsible for performing on-site support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

2.2 System Support Levels

2.2.1 Class A Deficiencies (Telephone Support)

For all Class A Deficiencies, Protech Solutions, Inc. shall provide, to the State, on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an e-mail / telephone response within two (2) hours of request;

2.2.2 Class A Deficiencies (On-site or Remote Support)

For all Class A Deficiencies, Protech Solutions, Inc. shall provide support on-site, or with remote diagnostic services, within four (4) business hours of a request.

2.2.3 Class B & C Deficiencies

For all Class B & C Deficiencies the State will notify Protech Solutions, Inc. of such Deficiencies during regular business hours and Protech Solutions, Inc. shall respond back, within forty-eight (48) hours of notification, of planned corrective action.

2.3 Support Contact Process and Information

2.3.1 Support Contact Process

When State requests Protech support, the DCSS Project Manager shall contact the Protech personnel identified in Table 2.3.2 Protech Support Escalation Contact Information.

2.3.2 Support Contact Information

Table 2.3.2 PROTECH Support Escalation Contact Information

Sequence	Issue Type	Email Address	Response Time
1st Contact	To report errors issues regarding onlines, batch, interfaces, etc., including Warranty calls	nhsupport1@protechsolutions.com	1-4 hours

2nd Contact	to report larger issues or follow up on problems reported thru 1st escalation not addressed within 1-4 hours	nhsupport2@protechsolutions.com	1 day
3rd Contact	To address new items and follow up on 1 and 2	nhsupport3@protechsolutions.com	1-3 days

3. SUPPORT OBLIGATIONS AND TERM

3.1.1 Protech Solutions, Inc. will guide the State with possible solutions to resolve issues to maintain a fully functioning Child Support Enforcement System.

3.1.2 Protech Solutions, Inc. will use remote diagnostics technology to connect to the State's Child Support Enforcement System for troubleshooting, repair, upgrades, etc.

3.1.3 Should telephone, email, or remote diagnostics fail to remedy an issue; a Protech Solutions, Inc. Field Service Engineer will visit the customer within one business day in the event of an emergency (Class-A Deficiency) and within two business days in the event of a non-emergency (Class B and C Deficiency).

3.1.4 Protech Solutions, Inc. System support and maintenance shall commence upon the end of the warranty period, June 30, 2014, through the end of the Term and any extensions thereof.

4. SUPPORT INCIDENT DATA COLLECTION

4.1 Records

Protech Solutions, Inc. shall maintain a record of the activities related to warranty repair or maintenance and support activities performed for the State. For all maintenance service calls, Protech Solutions, Inc. shall ensure the following information will be collected and maintained:

1. Nature of the Deficiency;
2. Current status of the Deficiency;
3. Action plans, dates, and times;
4. Expected and actual Completion time;
5. Deficiency resolution information;

<table>
<tr><td></td><td>
6. Resolved by;
7. Identifying number i.e. work order number; and
8. Issue identified by.

4.2 System Monitoring

Protech Solutions, Inc. shall work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:

1. Mean time between reported Deficiencies with the System;
2. Diagnosis of the root cause of the problem; and
3. Identification of repeat calls or repeat System problems.

5. SUPPORT AND MAINTENANCE SERVICES COVERAGE
Protech Solutions, Inc. agrees to maintain, repair, and correct deficiencies in the Software, including but not limited to the individual modules or functions, at no additional cost to the State, in accordance with the Support and Maintenance terms and requirements, including without limitation, correcting all Defects and Deficiencies; eliminating viruses or destructive programming; and replacing incorrect, defective or deficient Software and documentation.

Support and Maintenance Services shall include the following:

a. Maintain the Hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including upgrades and fixes as required;
b. Repair or replace the Hardware or Software, or any portion thereof, so that the Solution operates in accordance with the Specifications, Terms and Requirements of the Contract;
c. Maintain a record of the activities related to repair or maintenance activities performed for the State.
d. The following information will be collected and maintained:

1. Nature of the Deficiency;
2. Current status of the Deficiency;
3. Action plans, dates, and times;
4. Expected and actual Completion time;
5. Deficiency resolution information;
6. Resolved by;
7. Identifying number i.e. work order number; and
8. Issue identified by.
</td></tr>
<tr><td>Exhibit H Priority Responses</td><td>
Delete "Protech Solutions, Inc. shall deliver the application components and other services as specified in the Contract Documents."

and replace with:

Protech Solutions, Inc. shall deliver the application components and other services as specified
</td></tr>
</table>

	in the Contract Documents and as stated in Attachment 1.

Table 3 - Contract History

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	END DATE	EFFECTIVE DATE (G&C APPROVAL)	CONTRACT AMOUNT
2011-032	Original Contract	9/30/2015	12/14/2010 Item #95	$7,500,000
2011-032 Amendment I	First Amendment	9/30/2017	To be determined	$8,870,000
			CONTRACT TOTAL	**$16,370,000**

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AMENDMENT I

Except as provided herein, all provisions of the Agreement shall remain in full force and effect. This modification shall take effect upon the approval date from the Governor and the Executive Council.

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year first above written.

Nagaraj Garimalla, Director
Protech Solutions, Inc.

Date: Apr 29, 2014

Corporate Signature Notarized:
STATE OF Arkansas
COUNTY OF Pulaski

On this the 29TH day of April, 2014, before me, Debra Jackson, the undersigned Officer Nagaraj Garimalla personally appeared and acknowledged her/himself to be the Director, of Protech Solutions, Inc., a corporation, and that she/he, as such Director being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by her/himself as Director.

IN WITNESS WHEREOF I hereunto set my hand and official seal.

Notary Public/Justice of the Peace

My Commission Expires: 9-9-15

DEBRA C. JACKSON
Pulaski County
My Commission Expires
September 9, 2015

(SEAL)

State of New Hampshire

Mary Weatherill, Director
State of New Hampshire
Division of Child Support Services

Date: 5·15·14

Approved by the Attorney General (Form, Substance and Execution)

State of New Hampshire, Department of Justice

Date: 5/28/14

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AMENDMENT I

ATTACHMENT 1

NH NECSES release 2.1 Requirements (43 Pages)

and

NH NECSES release 2.2 Requirements (30 Pages)

Vendor Initials ______

Record ID	RFP Ref. No	Assessment	Requirement	Response	Included in Baseline CSES
	TRACKING APPLICATIONS FOR CHILD SUPPORT SERVICES				
1	CI-APP-2	Fed Req.: Y Priority: 5 Gap Rating: 3	Provide for recording the relevant data from Order Payables received from the courts.	Orders Payables are Court orders payable to DCSS. Information currently received in the mainframe includes: Docket, parties, NCP/CP address, DOB & SSN for all members. Order details are not received in the electronic file. Currently the order is received prior to the electronic referral. Currently the matching is only being done on the name, which is creating duplicates. This would be changed to include using the SSN in the matching process so as to reduce the creation of duplicates. This information would be display in a tab in the search results and would be included in the search process conducted during the case create process.	**Functional Fit:** 75% as all of the fields included in the data sent by AOC are present in the baseline system. The current system retains the AOC information even if no NECSES case exists and it is used for the SCR/FCR process so changes would be required to save the information in those circumstances where there is no NECSES case. **Technical Fit:** 40% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE INITIATION – NH NON-TANF APPLICANT				
2	CI-NTF-2	Fed Req.: Y Priority: 5 Gap Rating: 2	Capable of directly interfacing with New Heights (the IV-A database) to lookup and report on member status.	This requirement is for real time access to NH data. The baseline system is designed to do a search of the IV-A database during the case create process. Achieving this requirement will require the agreement of the IV-A business to allow the system to access their system.	**Functional Fit:** 90% – The baseline system is designed to search the IV-A system during the initiation process to look for member matches. **Technical Fit:** 50% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE INITIATION – NH TANF APPLICANT				
3	CI-TNF-5	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically initiate the standard Sanction process (based on standard business rules) when the CP does not co- operate.	The baseline system fully supports the ability to record where the CP has not cooperated with the child support program. Business rules for the standard Sanction process must be documented and provided to Protech. Please refer to action item #13 under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 0% the baseline system provides for recording the non-cooperation, but does not contain any automated processing of the sanction. **Technical Fit:** 0% - This is new functionality and requires new development.
4	CI-TNF-9	Fed Req.: N Priority: 5 Gap Rating: 5	Provide the capability to automatically check the sanction status of the TANF CP who is not cooperating, 30 days after the non-cooperation notice is sent to the IV-A agency. ~~Automatically close the case once TANF has been sanctioned.~~	The system will be modified to check the IV-A system at a designated time for the IV-A sanction. This will depend upon IV-A willingness to allow electronic access for the check. If so, the system can perform the check and alert the worker. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE INITIATION – NH AS RESPONDING STATE				

5	CI-RSP-9	Fed Req.: Y Priority: 5 Gap Rating: 4	Ability to automatically generate Acknowledgement & Request for additional information to the Initiating State (via CSENet and/or as hard copies) based on a pre- defined set of business rules.	The baseline system is fully CSENet capable and can perform this activity once it is defined and the rules in place that would direct when this is required. DCSS will need to define and document any state specific business rules. Please refer to action item #15 under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 75% – see response. **Technical Fit:** 75% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE INITIATION – MEDICAID CASES				
6	NEW		TPL data is available but we are not sure if it is reliable. This might be covered under Case Management.	The baseline system is designed to have the capability of handling TPL data and will be able to store and utilize this information to the extent that it is available.	**Functional Fit:** 50% **Technical Fit:** 25% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE INITIATION – FOSTER CARE CASES				
	CASE INITIATION – NCP SERVICES				
	GENERAL REQUIREMENTS FOR CASE INITIATION				
7	CI-GEN-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Allow for case to show that both NCP and CP have applied for services on same case.	This will require modifications to the baseline system to record that both parties have applied for services.	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
8	CI-GEN-2	Fed Req.: Y Priority: 5 Gap Rating: 5	In tracking all processes, recognize the entity that has initiated the request for the services that are being tracked.	This will require modifications to the baseline system to track both parties and the relevant activities. **Need More clarification**	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
9	CI-GEN-6a	Fed Req.: Y Priority: 5 Gap Rating: 5	Based on business rules, allow for linking and de-linking individuals incorrectly linded to a IV-A number. Capture the reason for such an action. Linking and de-linking should not cause loss (and re- entry) of case information.	**4/3/2012 Update:** During the session it was determined that this requirement should be separated into two separate requirements. CI-GEN-6 is now CI-GEN-6a and CI-GEN-6b Clarification is required for 'de-linking'. If this is actually 'member merging' then this will not be required for 2014. If this is inactivation of a member or de-linking of IVAN data, than it will be required for 2014. De-linking is necessary when a member is incorrectly linked to a case from the IVAN data provided. Currently there is no way to correct this in the current NECSES and they want this resolved in the new NECSES. Business rules for linking and de-linking will need to be documented and provided to Protech. Please refer to action item #20a under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

10	CI-GEN-6b	Fed Req.: Y Priority: 5 Gap Rating: 5	Based on business rules, allow for member merging to eleminate duplicate members. Capture the reason for such an action.	**4/3/2012 Update:** During the session it was determined that this requirement should be separated into two separate requirements. CI-GEN-6 is now CI-GEN-6a and CI-GEN-6b. The existing NECSES application doesn't contain a member merge process and neither does the transfer system. As a result, this requirement will not be addressed in the 2014 implementation. Clarification is required for 'de-linking'. If this is actually 'member merging' then this will not be required for 2014. Business rules for member merge will need to be documented and provided to Protech. Please refer to action item #20b under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
11	CI-GEN-7	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to interface with Vital Statistics to request for and receive the Date of Birth and paternity information.	IN the current business process users must log into another application to access this information. This requirement request to receive this information electronically. Electronic file doesn't currently exist. Consideration should be given to including marriage and divorce records.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	OBTAIN MISSING INFORMATION NECESSARY FOR LOCATE				
12	LO-MIS-1	Fed Req.: Y Priority: 3 Gap Rating: 5	Regularly monitor to identify cases that lack SSN and/or DOB, address, and employer.	Requirement has been modified to include address and employer along with SSN and DOB. The baseline system will track case members who are un-located because of missing address and employment information. For these members, the baseline system will send locate requests to all automated batch locate sources. The responses from locate sources are matched to case members and any missing SSN, DOB, address, employment, and asset information is updated. Baseline system does not monitor missing or invalid SSN and/or DOB.	**Functional Fit:** 80% match with baseline system for address and employment monitoring. NH specific business processes may need design changes. Baseline system does not track missing DOB and SSN. **Technical Fit:** 60% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	SUPPORT MANUAL LOCATE ACTIVITIES				
13	LO-MAN-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Allow worker to edit and finalize the Locate Request form online.	For manual locate requests, the baseline system will automatically fetch the case and member information and populate the appropriate data elements on the form. The baseline system will enable the workers to enter any additional source specific information, before generating the form. State to provide copies of all existing and proposed locate forms, including indicators for modifiable sections, prior to the design sessions. Please refer to action item #4 under Section 4.1 – Locate Action Items.	**Functional Fit:** 60% match with baseline system. NH specific notices will require significant design changes. **Technical Fit:** 40% match with baseline system. Need to change the notice, screen, batch, and interface programs for NH specific design.
	AUTOMATED LOCATE - DMV				
	AUTOMATED LOCATE - AOC, SCR AND FCR				
14	LO-AOC-1	Fed Req.: Y Priority: 5 Gap Rating: 3	Ability to automatically accept electronic submittal from AOC; and match submittal with existing SCR cases to identify new/updated SCR cases.	Currently member information is received from the Courts, but is not matched effectively with the existing New Hampshire NCSES case members. The baseline application does not currently provide for an electronic interface with Courts. The baseline system will need to be enhanced to process case member information included in the electronic file from AOC and provide for a search capability within these records.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

	AUTOMATED LOCATE - NEW HIRE (STATE & FEDERAL MATCH)				
	AUTOMATED LOCATE - NHES QUARTERLY WAGE REPORTING				
15	LO-QWR-1	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically compile a weekly list of eligible Locate cases based on business rules.	The baseline system will select cases and members to be submitted to the State Employment Security agency for quarterly wage information. The selection process will use the business rules defined by the State. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #12 under Section 4.1 – Locate Action Items.	**Functional Fit:** 70% match with baseline system. New Hampshire specific business rules for New Hire will result in changes to design. **Technical Fit:** 50% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	AUTOMATED LOCATE - FIDM STATE BANK MATCH				
16	LO-FDM-4	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically accept Bank Customer list received from NH Banks who opt for the All Accounts method.	The baseline application does not currently provide for an electronic interface with banks for accepting and processing All Accounts. Therefore, the baseline application has to be modified so that the system will accept and process all account information from banks.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
17	LO-FDM-5	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically match entries in each bank's Bank Customer list with quarterly list of cases eligible for FIDM State Bank Match to identify the Bank Match list.	The baseline application does not currently provide for matching the customer account information to FIDM eligible cases to identify assets that may belong to the case members. The baseline application has to be modified to provide the functionality described in this requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
18	LO-FDM-6	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically process Bank Match list as Locate Lead information.	Currently in NECSES, the information from Banks is not used for locating NCPs, but is used for enforcement of the Lien processes. If address information is included in the incoming asset data, then the batch process can be modified to accept and update member address based on the predefined business rules. If the data is not included in the file, then it will require changes to the interface itself.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
19	LO-FDM-7	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically initiate Lien process based on entries in the Bank Match list.	Baseline system only creates a worker alert to the case worker. It does not automatically initiate the Lien process. During enforcement sessions, users expressed a preference for only loading the remedy on eligible cases and not automatically initiating Lien process. The business rules for initiating liens will have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #14 under Section 4.1 – Locate Action Items. There is a state policy rule that they must leave the NCP $1,000.00 in the account. Their current policy is to not even start the lien process unless there is at least $1,500.00 in the account. If there is no balance information or the balance is low, still load the information in LPRO/asset screen.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

	AUTOMATED LOCATE - FIDM FEDERAL BANK MATCH				
20	LO-FDF-2	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically initiate Lien process based on entries in the Bank Match list.	Baseline system only creates a worker alert to the case worker. It does not automatically initiate the Lien process. During enforcement sessions, users expressed a preference for only loading the remedy on eligible cases and not automatically initiating Lien process. The business rules for initiating liens will have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #14 under Section 4.1 – Locate Action Items. Also subject to the $1,500.00 limitation. Also, load data even if under the $1,500.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	AUTOMATED LOCATE - PROCESS LOCATE LEADS				
	GENERAL REQUIREMENTS FOR LOCATE				
21	LO-GEN-20	Fed Req.: Y Priority: 5 Gap Rating: 1	If caseworker action is required, the system must alert the caseworker of the needed action in sufficient time to allow the 75 day timeframe to be met.	As described in response to requirement LO-MIS-4, this is not currently existing functionality in the baseline system, so the application will need to be modified to generate the alert.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
22	LO-GEN-25	Fed Req.: Y Priority: 5 Gap Rating: 4	Incorporate industry best practices to include rules and capability to maximize quality of name and address data that is captured at source of entry.	The baseline system will provide screen level edits to ensure proper formatting and validity of the data that is being entered into the member record. Additionally, the baseline system will use two automated processes to ensure data integrity. These are the Normalize and De-Duplicate processes. The Normalize process will standardize the address formatting as per the USPS standards, thus ensuring consistency. The De-Duplicate process compares information retrieved from interface sources with existing addresses, employment, source of income and asset information and eliminates duplicate data.	**Functional Fit:** 70% match with baseline system. New Hampshire specific business rules and edits will result in changes to design. **Technical Fit:** 50% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	SUPPORT ORDER & OBLIGATION PROCESSING - FUNCTIONALAL REQUIREMENTS				
23	FI-SOO-1	Fed Req.: Y Priority: 5 Gap Rating: 1	Monitor for and acknowledge the receipt of court orders	The baseline application does not contain functionality to monitor for and acknowledge the receipt of court orders. The initial creation of the SORD and OBLE screens must trigger the generation of initial acknowledgement letters to the NCP and CP. The business rules governing this requirement have to be fully defined during the design sessions so that they can be incorporated into the design. Please refer to action item #1 under Section 4.1 – Financial Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

24	FI-SOO-11	Fed Req.: N Priority: 5 Gap Rating: 2	Automatically calculate support obligation and payment due and generate the appropriate payment coupons ~~automatically~~ to the NCP (direct billing).	The baseline application requires changes in order to satisfy this requirement. Billing coupons are needed when entering / modifying an order/obligation. In the current NH NECSES, this is a manual process, which can continue for the 2014 implementation. After 2014 this requirement will be modified to automate this process. Currently, in the NH NECSES, when coupons are manually generated, the amounts are incorrect if one or more accruals have already occurred, since any accrued amounts are excluded from the monthly totals.| NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 50% match with baseline system. The code will need to be modified to since Maine only generates NCP billing and sends nothing to employers. **Technical Fit:** 25% match with baseline system. Financials will require updates to mirror functionality in other modules in addition to the changes required for billing.
25	FI-SOO-15	Fed Req.: N Priority: 5 Gap Rating: 5	When an order/obligation is modified, automatically make all necessary adjustments (i.e., review and 'self-correct').	The baseline application provides the necessary functionality to fully satisfy the retroactive calculation portion of this requirement. Order modification can result in a change of periodic amount, accrual frequency, or effective date. If the effective date is retroactive, the accruals are calculated for each month, and the balances are carried forward to later months by moving the arrears balances to appropriate buckets based on the program type and unreimbursed grant. The baseline system does not currently provide the requested preview feature which can be viewed for confirmation prior to the actual update. Protech has successfully implemented obligation preview functionality in other development efforts and will use that knowledge to assist NH with meeting this requirement once the initial implementation has been completed.	**Functional Fit:** 70% match with baseline system. The necessary adjustments during an obligation modification are already available in the baseline application. 0% - Baseline system will have to be enhanced to include preview functionality. **Technical Fit:** |40% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Preview functionality is doesn't exist in the baseline system and requires new development.
26	FI-SOO-16	Fed Req.: N Priority: 5 Gap Rating: 5	When an obligation amount is modified (especially for an NCP with multiple cases), save previous obligation amount so that business rules could be applied to correctly post a receipt across multiple cases even when the receipt is based on the previous obligation/IA amount.	The baseline application provides the necessary functionality to fully satisfy this requirement. The system maintains obligation details of past, current, and future obligations. The support log contains the current month support owed and paid as well as the arrears owed and paid for each of the obligations. When a receipt is posted at the payor level, the system considers unpaid the Monthly Support Obligation (MSO) amount, the payment on arrears unpaid, and arrears balances of all obligations of the payor for the receipt month and distributes the receipt across obligations by the priorities assigned based on the factors such as obligation type, age of support , and arrears buckets. The WAGE screen which is currently used in NECSES to determine the necessary proration will no longer be necessary since the new NECSES will maintain all obligation details necessary for allocation and distribution. This will also eliminate the need to place distribution holds to ensure that the IWO payment proration is correct.	**Functional Fit:** 70% match with baseline system. The obligation history records are available in the baseline application. 0% - Baseline system will have to be enhanced to include the information currently contained in the WAGE screen. **Technical Fit:** 40% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Current WAGE functionality doesn't exist in the baseline system and requires new development.

27	FI-SOO-23	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to add unlimited number of children to each case/ obligation. Auto-adjust obligation amounts (total as well as at the child-level) as children are added to case.	All but the blanket order and auto-adjust aspect of this requirement is fully satisfied with existing functionality in the baseline system. The baseline application is dependent-based and obligation-based and allows for the addition of an unlimited number of children on each case. Additionally, it allows for the creation of multiple obligation types and frequencies for dependents based on business rules which will be configured for New Hampshire. The blanket order and auto adjust functionality that is requested here would be an enhancement to the baseline application and therefore would not be addressed until after 2014. Protech has successfully implemented blanket order functionality in other development efforts and will use that knowledge to assist NH with meeting this requirement once the initial implementation has been completed.	**Functional Fit:** 70% match with baseline system. The number of dependents and obligations are not limited. 0% - Baseline system will have to be enhanced to include the blanket functionality. **Technical Fit:** 40% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Blanket functionality doesn't exist in the baseline system and requires new development.
	SUPPORT ORDER & OBLIGATION PROCESSING - NON FUNCTIONALAL REQUIREMENTS				
28	FI-SOO-25	Fed Req.: N Priority: 5 Gap Rating: 5	Include comprehensive presentation of Support Order and Obligation data with tabs (or other easy lookup) for each debt type (Child Support, Medical Support, Miscellaneous Debt, Out of State Debt and Spousal Support) and the obligations tied to the debt. This presentation should also include all arrearage information and a checklist of activities to be completed for setting up or modifying a support order or obligation.	All but the checklist aspect of this requirement is fully satisfied with existing functionality in the baseline system. The information on support order and obligation is displayed by SORD (Support Order), SORL (Support Order List), OBLE (Obligation Entry) and OBLM (Obligation Modification) screens. These are significant enhancements of the legacy NECSES screens and provide comprehensive presentations of support order and obligation data. The checklist functionality that is requested here would be an enhancement to the baseline application and therefore would not be addressed until after 2014. The checklist items would need to be clearly defined in order to be automated after the initial implementation. Please refer to action item #6 under Section 4.1 – Financial Action Items.	**Functional Fit:** 70% match with baseline system. The baseline contains comprehensive presentation of Order and Obligation data. 0% - Baseline system will have to be enhanced to include the required checklist functionality. **Technical Fit:** 40% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Checklist functionality doesn't exist in the baseline system and requires new development.

29	FI-BIL-4	Fed Req.: Y Priority: 5 Gap Rating: 1	Provide for ~~supervisory authorized~~ billing suppression and adjustments (**). **When an order modification is entered the system should automatically generate coupons based on the new amounts. If billing has already happened for the next month, it should generate coupons for the current month and the next month.	The baseline application fully satisfies this requirement for NCP billing suppression functionality which is provided. Suppression of Employer billing or NCP's currently paying via an IWO is not used in the baseline application. The baseline application allows authorized users to manually suppress billing on the BHIS (Billing History) screen. Billing can be suppressed at the member or case level. NOTE: A portion of this requirement (supervisory authorization) was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 50% match with baseline system. A significant re-write would be required. 0% - Baseline system will have to be enhanced to include the required Employer suppression. **Technical Fit:** 25% match with baseline system. Employer billing is not used in the baseline system which contributed to the high ranking by participants. This module and will require several changes. 0% - Baseline system will have to be enhanced to include the required Employer suppression.
30	FI-BIL-5	Fed Req.: N Priority: 3 Gap Rating: 5	Auto suppresses bills for initiating interstate cases. Allow for supervisor-authorized overrides.	The baseline application fully satisfies this requirement as it automatically suppresses billing for interstate initiating cases, but it does not include the supervisor over-ride functionality. The business rules specific to NH for auto suppression of bills will need to be documented and provided to Protech. Please refer to action item #9 under Section 4.1 – Financial Action Items.	**Functional Fit:** 70% match with baseline system. The baseline system supports auto suppression. **Technical Fit:** 25% match with baseline system. During the baseline demo, billing received the lowest ranking of all modules and will require several changes.
31	FI-BIL-12	Fed Req.: N Priority: 4 Gap Rating: 3	Worker should have the ability to view all employees on wage assignment for any employer.	The baseline application does not contain this functionality. The OTHP (Other Party) screen will allow the worker to view all members currently associated with a specific employer but does not specify if there is an active IWO in place. Currently in NECSES this information can be seen on the WTRN screen.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	RECEIPT PROCESSING				

32	FI-RCT-8	Fed Req.: N Priority: 5 Gap Rating: 3	For each receipt, the system must record the Receipt Source, Payment Type, Payment Mode, Receipt Date, Processing Date, Check/Instrument Number, Payment Amount, associated Coupon/reference #s, Payment Location, etc. Receipt Sources should include but not be limited to: NCP, Employer - Direct, Employer - Payroll Company, Other State Agency, IRS Intercept, State Tax Intercept, Unemployment Compensation Intercept, Worker's Compensation Intercept, Lottery Intercept, Bank Match, CP, etc. Payment Types should include but not be limited to: Regular Payment, Arrears Only Payments, Recoupment Payments, Bad Check Payment, Genetic Testing Fees, Other Fees, Penalties, Interest, Cost Recovery, Bonds, FPLS fees, etc. Payment Modes should include but not be limited to: Cash, Check, EFT, etc. Payment Location should include but not be limited to: SDU, OOF, DO, Courts, etc.	The baseline application satisfies this requirement with the exception of the Payment Location and Coupon / Reference #. NOTE: This information must not be included in the Receipt ID which will allow this information to be filtered. The complete list of codes and values for receipt source, payment type and payment mode are required. Additionally, all special processing requirements based on these new codes and values will need to be documented before the design can be finalized. Please refer to action item #11 under Section 4.1 – Financial Action Items.	**Functional Fit:** 50% match with baseline system. Codes and values are table driven and will need to be defined during the design stage. Processing requirements will also need to be defined and could require modifications. 0% - Data elements for the storage and recording of Payment Location and Coupon / Reference # are not currently available in the baseline system. **Technical Fit:** 15% match with baseline system. Modifications to the receipt ID could greatly impact the baseline system and cause significant changes. 0% - Baseline system will have to be enhanced to include the new data elements defined.
33	FI-RCT-9	Fed Req.: N Priority: 3 Gap Rating: 5	~~For wage assignments, capture pay date ('for period ending' date) from employer.~~	This requirement was rescinded by the workgroup and is not required in the new system.	N/A
34	FI-RCT-12	Fed Req.: N Priority: 4 Gap Rating: 5	Capture all identifying information for all receipt sources (i.e., whether NCP, Employer, Other State, etc.). If the source is an employer's payroll company, capture identifying details for both the employer and the payroll company.	The baseline application partially satisfies this requirement as the receipt source is captured and displayed throughout the application. In the baseline application, the OTHP (Other Party) screen for Type E – Employers currently stores both the physical location and payment location. During the requirement session, the SME's indicated that the OTHP ID for each employer payment is needed. Before any changes are made, two items need to be researched. 1.) Can the existing strip file be modified to include the OTHP ID and other data elements that would be necessary to determine the correct OTHP ID? 2.) If received, does the SDU application have a way to capture the OTHP ID at the receipt level and can it be added to the collection file which is passed to DSCC? Please refer to action item #13 under Section 4.1 – Financial Action Items.	**Functional Fit:** 30% match with baseline system. Significant changes might be required if the OTHP ID and related information are needed by the SDU and supplied in the collection file. **Technical Fit:** 20% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application. Additionally, significant changes might be required in the collection screens.

35	FI-RCT-16	Fed Req.: N Priority: 3 Gap Rating: 5	Maintain system-generated notes at appropriate levels (batch/ case/ member, etc.). E.g., if a batch of receipts were miss-posted, then the system-generated notes should be available at case level as well as batch level.	The baseline application does not contain this functionality. All system generated-notes or user-entered notes are available at the case and payor levels only. The batch level note functionality is not available in the current NECSES and is not available in the baseline application. This is an enhancement to the baseline application and therefore would not be addressed until after 2014.	**Functional Fit:** 70% match with baseline system. Significant changes are not anticipated. 0% - Batch level notes are not currently available so this would be a new design. **Technical Fit:** 50% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application. 0% - Baseline system will have to be enhanced to include batch level notes.
36	FI-RCT-21	Fed Req.: N Priority: 5 Gap Rating: 5	Provide Online Reconciliation Reports & Batch Error Reports to the OOF staff (include query capability) to assist them with Daily Reconciliation.	The baseline system does not contain this functionality as the child support agency is not tasked with reconciliation. Protech has successfully implemented applications with online real time reconciliation and reporting in other development efforts and will leverage that knowledge during the design stage of the project.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	DISTRIBUTION - FUNCTIONAL REQUIREMENTS				
37	FI-DST-2	Fed Req.: Y Priority: 5 Gap Rating: 5	If costs/fees are imposed on the non-custodial parent, ensure that the monthly support obligation and any arrearage are satisfied prior to retaining the cost/fee. If costs/fees are being imposed on the custodial parent, deduct the costs/fees from support collected on behalf of the family. In either case, the non-custodial parent's account must be credited for the full amount of the support collection. In an interstate case, both the initiating and responding State must meet this requirement.	The baseline application satisfies this requirement through the use of the DBTP (Debt Type Priority Table). Receipts are distributed to support obligations based on the business rules documented in the DBTP screen. All collections and non cash credits reduce the NCP arrears as required. Distribution priorities are set highest for current support so it is satisfied first, followed by arrears balances. The priorities for arrears buckets are dependent on the program type as defined by PRWORA rules. After satisfying monthly support and arrears balances, the remaining amount of the collection if any, is used to recover cost/fees imposed on the NCP. Amounts distributed to current support or applied towards unassigned arrears, which are eligible for disbursement to the family can be used to recover cost/fees imposed on the CP. While this is actually a disbursement requirement, it does cover the $25 DRA fee and the $3 transaction fee which is in testing. Significant changes to the distribution batch program will be required to include the $25 DRA fee and the $3 transaction fee mandated by NH legislation. 04/05/2012 Walkthrough - NOTE: The $3.00 fee has been put off indefinitely by the business.	**Functional Fit:** 40% match with baseline system. Significant changes are anticipated. **Technical Fit:** 10% match with baseline system. Significant changes to the distribution batch program will be required.

38	FI-DST-16	Fed Req.: N Priority: 5 Gap Rating: 4	Establish robust 2-way interfaces (with appropriate business rules to validate data) with DFA, DCYF, Medicaid and other entities as required or applicable.	The baseline application satisfies this requirement as it does interface with the necessary external agencies. Significant changes will be required as these files are state specific and will require a complete rewrite. Need to review the existing file structure, utilize the available data in the new NECSES and define the data elements that are still required. The current layout of the existing interface files need to be provided to Protech. Please refer to action item #24 under Section 4.1 – Financial Action Items.	**Functional Fit:** 20% match with baseline system. Significant changes are required as these files are state specific. 0% - The excess vs Voluntary aspect of this requirement is not currently available so this would be a new design. **Technical Fit:** 30% match with baseline system. Changes will be required to remove the voluntary SORD functionality. 0% - Baseline system will have to be enhanced to include the excess vs voluntary aspect of this requirement.
39	FI-DST-17	Fed Req.: N Priority: 5 Gap Rating: 5	Business rules must be defined to enable the system to appropriately process distribution of retroactive IV-A eligibility.	The baseline application satisfies this requirement as all month ending balances are stored and utilized by the distribution batch program when processing receipts with a date which falls outside of the current month. Retroactive changes to the member's IV-A status will result in the sweeping or unsweeping of the stored month ending arrears balances for the month of the change as well as all subsequent months up through the current month. Business rules for retroactive IV-A changes in eligibility will need to be defined, documented and proved to Protech. Please refer to action item #25 under Section 4.1 – Financial Action Items.	**Functional Fit:** 40% match with baseline system. Changes will be necessary as NH has mid month certification. **Technical Fit:** 30% match with baseline system. Changes will be necessary to bring financials into sync with the other modules in the baseline application as well as incorporating the changes necessary for mid month certification.
	DISTRIBUTION - NON FUNCTIONAL REQUIREMENTS				
40	FI-DST-22	Fed Req.: N Priority: 4 Gap Rating: 5	Results of distribution should be accessible through a user interface that is easy to understand and intuitive to navigate through to follow the distribution hierarchy on a case.	The baseline application satisfies this requirement as the results of distribution can be seen on the RHIS (Receipt History) and ELOG (Financial Event Log) screen. On the RHIS screen, the worker can see the complete details of a receipt, including any portion of the receipt: on distribution hold, distributed (regular and TANF), used for recoupment, or on disbursement hold. On the ELOG screen, the worker can see the distribution and disbursement details.	**Functional Fit:** 70% match with baseline system. Significant changes are not anticipated. **Technical Fit:** 50% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application.
	DISBURSEMENT - FUNCTIONAL REQUIREMENTS				

41	FI-DSB-17	Fed Req.: N Priority: 4 Gap Rating: 5	Support Bank interfaces to allow workers to view the dispositions of checks.	The baseline application does not contain the necessary functionality for this requirement. An interface with the bank does not exist as this function is done outside the system. Currently in NH, this function is done outside the system. The information is received from the bank via a CD. The information on the CD is used by the OOF to perform research but is not currently loaded into NECSES. Discussion during the session indicated that the current process could continue for the 2014 implementation. This requirement, when addressed will automate this process and update the CHKV screen directly with the feed from the bank.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
42	FI-DSB-21	Fed Req.: N Priority: 4 Gap Rating: 5	Must be capable of processing user requested Void Holds & Void Reissues. The user must be required to enter a note when processing Void Holds and Void Reissues.	The baseline application satisfies this requirement as it does provide functionality that allows users to process Void Holds and Void Reissues. The existing process in the baseline application will need to be modified to include the mandatory notes pop-up as stated in this requirement. Additionally, the existing functionality and associated codes and values will be reviewed during the design stage of the project and any changes necessary will need to be identified. The state needs to provide a list of the codes and values for the Void Hold and Void Reissue functions in the new NECSES. Please refer to action item #33 under Section 4.1 – Financial Action Items.	**Functional Fit:** 60% match with baseline system. While significant changes are not anticipated, some customization for the codes for Void Holds and Voids Reissues specific to NH might be required. **Technical Fit:** 40% match with baseline system. Changes identified during the design phase will need to be incorporated in addition to the Note pop-up defined here and the work that is necessary to bring financials into sync with the other modules in the baseline application.
43	FI-DSB-23	Fed Req.: N Priority: 4 Gap Rating: 5	Alert the DO worker when Returned checks are recorded in the system.	The baseline system does not contain this functionality. The baseline application would need to be enhanced to include automatic notification via a worker alert, when a returned check is updated in the system.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
44	FI-DSB-24	Fed Req.: N Priority: 4 Gap Rating: 5	Provide DO worker with access to images of the Returned Check documents.	The baseline system does not contain this functionality. It was determined during the requirements session that the imaging portion of this requirement is available in On Base and therefore would not be a requirement for the new NECSES. The images of returned checks and supporting documentation must be available online in NECSES.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	DISBURSEMENT - NON FUNCTIONAL REQUIREMENTS				
	FINANCIAL ADJUSTMENTS REQUIREMENTS				

45	FI-ADJ-3	Fed Req.: N Priority: 5 Gap Rating: 4	Identify and distinguish between requests for Regular Back-outs (where the receipt needs to continue to be associated with the original member); and requests for Global Back-outs(where receipt would not be associated with the original member anymore)	The baseline application satisfies the regular back-out portion of this requirement. Global back-outs are not supported in the baseline application. The primary difference between regular back-outs and global back-outs is the existence of an audit trail. The baseline system maintains an audit trail for all transactions and therefore does not include the global back-out functionality. The review team was unclear if they wanted the global back-out functionality included in the new NECSES application. The state team needs to decide if the current global back-out functionality is something that is needed going forward. Please refer to action item #35 under Section 4.1 – Financial Action Items. 04/05/2012 Walkthrough: The decision is that global functionality is not needed.	**Functional Fit:** 65% match with baseline system for everything except the blanket order functionality. 0% - Baseline system will have to be enhanced to include this functionality **Technical Fit:** 40% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - If required, this would be new functionality and would require new development.
46	FI-ADJ-4	Fed Req.: N Priority: 5 Gap Rating: 5	Auto bulk back-out of receipts is ~~where OOF input~~ is not required.	The baseline system does not contain this functionality. Bulk back-out is currently available in NECSES so this would be a 2014 gap. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system. Protech has successfully implemented bulk back-out functionality in other development efforts and will use that knowledge to assist NH with meeting this portion of the requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
47	FI-ADJ-7	Fed Req.: N Priority: 5 Gap Rating: 5	Process receipt back-out requests - Reverse the effect of distribution of the receipt - Allow OOF to put receipt on distribution hold - Create offset - Generate Recoupment Coupons and Notification	The baseline application satisfies this requirement for reversing the effect of distribution, distribution hold functionality and creating the offset. The baseline application does not automatically generate the notices and does not generate coupons for offsets. In the case of a distributed receipt, the reversal process creates negative paid transaction amounts in the receipt month in each of the buckets where the distribution has placed positive paid transactions amounts. If the receipt month of the receipt reversed is a prior month, the effect of reversal is carried forward to later months. Additionally, pending offset balances are created against the payee for the amount disbursed from the original payment. Protech has successfully implemented the automated notification process once an offset has been created. We will use that knowledge to assist NH with meeting this portion of the requirement.	Functional Fit: 70% match with baseline system for all but the notice and coupon item of this requirement. Significant changes are not anticipated. 0% - Baseline system will have to be enhanced to include the automated notice and coupon generation portion of this requirement. Technical Fit: 50% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Baseline system will have to be enhanced to include the automated notice and coupon generation portion of this requirement.

48	FI-ADJ-10	Fed Req.: N Priority: 5 Gap Rating: 5	~~Indicate bad checks from an employer in the employer's status, the NCP's status and the case status.~~ System needs to include a bad check indicator for employer or NCP.	The baseline application satisfies this requirement for NCP indicators but not for Employers. The information is provided to the SDU but will need to be modified to meet this requirement. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system. The state needs to determine the business rules and the associated hold code to be used for both the NCP and Employer. Please refer to action item #36 under Section 4.1 – Financial Action Items.	**Functional Fit:** 40% match with baseline system. Only the NCP indicator is available. This will need to be modified to include an employer indicator. **Technical Fit:** 20% match with baseline system. Only the NCP indicator is available. This will need to be modified to include an employer indicator.
49	NEW (#2)		Information displayed in tables throughout the new NECSES must allow users to sort the data in columns.	The baseline system does not contain this functionality. This is a general system requirement. As an ease of use feature, the State is requesting that all data displayed in grids should allow for the sorting.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
50	FI-ADJ-17	Fed Req.: N Priority: 4 Gap Rating: 5	Allow OOF to process Stop Payment Requests. ~~from OOF, put the check into pending status and generate Stop Payment Notice to the bank.~~	The baseline application fully satisfies this requirement through the use of the FNOT (Financial Note) screen. The OOF staff will review the FNOT and if approved, initiate the stop payment request with the bank using the existing manual process. NOTE: A portion of this requirement was rescinded by the workgroup because it was determined that the existing NECSES process must be followed since it is dictated by the bank. The state needs to provide the written details of the existing process to the project team. This information will be used during the design stage of the project to ensure this process continues to function as designed in the new NECSES application. Please refer to action item #38 under Section 4.1 – Financial Action Items.	**Functional Fit:** 70% match with baseline system. Significant changes are not anticipated. **Technical Fit:** 50% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application.
51	FI-ADJ-18	Fed Req.: N Priority: 4 Gap Rating: 5	Process (electronic or user-entered) bank decision/action with respect to the Stop Payment request and alert worker(s) to take next action, as appropriate.	The baseline application fully satisfies this requirement through the use of the CHKV (Check View) screen which is used to update the stop payment void or void and reissue. The current process will need to be incorporated into the new NECSES application since any change in the process would require a change in the banks procedures. If notified by the bank that the check has been cashed, OOF will request a copy of the front and back of the check.	**Functional Fit:** 70% match with baseline system. Significant changes are not anticipated. **Technical Fit:** 50% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application.
52	NEW (#3)		All documents available in OnBase must be easily accessible directly from NECSES	The baseline system doesn't contain this functionality. This is a general system requirement. This requirement will need to be addressed by the new NECSES application and will need to be integrated with the existing OnBase application.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

53	FI-ADJ-23	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and validate Demand Check Requests from authorized users. Identify Demand Check Type (FTX refund, Forgery, etc.) and include business rules to mandate that the receipt number associated with the demand check is entered, where applicable. Validate input based on receipt to which the demand check is tied, if any.	The baseline application fully satisfies this requirement through the use of the FNOT (Financial Note) screen. Workers will request the demand checks on the FNOT (Financial Note) screen and forward the request to the Office of Finance (OOF). The assigned worker will receive an associated alert to notify them that the FNOT has been received. Reason codes (that do not include FTX) need to be defined and documented. Additionally, the business rules associated with this process must be documented. Please refer to action item #41 under Section 4.1 – Financial Action Items.	**Functional Fit:** 70% match with baseline system. Significant changes are not anticipated. **Technical Fit:** 50% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application.
54	FI-ADJ-24	Fed Req.: N Priority: 4 Gap Rating: 5	Process Demand Check Requests. - Produce check and check stub/letter - Create offset, where appropriate (based on business rules - e.g., no offsets are created if Demand check pertains to forgery).	The baseline application satisfies this entire requirement except the actual demand check generation. The details are included in the disbursement file and the check is produce by the check vendor. Currently in NECSES, all checks are produced by the vendor so Protech does not anticipate a gap in functionality with the 2014 implementation. Demand checks are initiated on the POFF (Payee Offset) screen. The process produces an offset by default. The user does have the option to override this functionality and to issue a demand check without creating the associated offset.	**Functional Fit:** 60% match with baseline system. Some changes are anticipated as the current vendor file will need to be incorporated. 0% - If required, the baseline system will have to be enhanced generate the demand checks. **Technical Fit:** 50% match with baseline system. Some changes are anticipated as the current vendor file will need to be incorporated along with the changes required to sync the financial screens up with the rest of the application. 0% - If required, the baseline system will have to be enhanced generate the demand checks.
55	FI-ADJ-25	Fed Req.: N Priority: 4 Gap Rating: 5	All special checks (such as demand checks, refund checks, and return receipt checks) should be accompanied with either a check stub or letter providing information about why the check is being issued. The verbiage on the stub/letter should be based on both standard language and free-form input in the system.	The baseline system does not contain this functionality and it was determined during the requirements session that this item will be deferred until after 2014. Before this requirement can be implemented in the new NECSES application, it will need to be discussed with the check vendor to ensure they can support additional information on the check stub. If supported by the vendor, the system should provide for free form and system generated text.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

FINANCIAL ACCOUNTING REQUIREMENTS

56	FI-FAC-12	Fed Req.: N Priority: 5 Gap Rating: 5	Regularly report identified financial activities (e.g., exceptions, high priority activities, etc.)	The baseline application contains several financial reports. These will be available to NH with the 2014 implementation and will cover some of this reporting requirement. Other items identified by the requirements group will be deferred until after the 2014 implementation since they are not included in the baseline application. These items will either be included in the BI Portal or addressed through additional online financial reports. The state needs to determine the financial activities that require tracking and reporting. Once defined, the workgroup will need to ensure that these are included in either the existing financial reports or the BI Portal design. Please refer to action item #45 under Section 4.1 – Financial Action Items.	**Functional Fit:** 70% match with baseline system for the existing financial reports. Significant changes are not anticipated. 0% - Baseline system will have to be enhanced to include additional reports or the BI Portal. **Technical Fit:** 50% match with baseline system for the existing financial reports. Significant changes are not anticipated. 0% - Baseline system will have to be enhanced to include additional reports or the BI Portal.
57	FI-FAC-13	Fed Req.: N Priority: 3 Gap Rating: 5	Ability to record information about checks that cannot be deposited and the reason why it cannot be deposited.	The baseline system does not contain this functionality and it was determined during the requirements session that this item will be deferred until after 2014. 04/05/2012 Walkthrough: This requirement is only for checks that are related to a case/member. This requirement would provide functionality to allow for all checks received, even those not processed, to be recorded and tracked. This would include the ability to auto generate a letter that would be included with the payment when it is returned. Business rules need to be defined and document. Should include reason code and associated letter to the payor. Please refer to action item #46 under Section 4.1 – Financial Action Items. 04/5/2012 walkthrough: It is the thinking of the group that OnBase may suffice for this requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	FINANCIAL RECOUPMENT REQUIREMENTS				
58	FI-RCP-6	Fed Req.: N Priority: 5 Gap Rating: 5	Send Recoupment Notice and Recoupment coupons to the entity from whom the recoupment is due.	The baseline system doesn't contain this functionality. This requirement is for the system to generate the letter. Protech has successfully implemented the automated notification process once an offset has been created. We will use that knowledge to assist NH with meeting this portion of the requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
59	FI-RCP-7	Fed Req.: N Priority: 5 Gap Rating: 5	Flag cases and members from whom recoupment has been initiated.	The baseline system does not contain this functionality and it was determined during the requirements session that this item will be deferred until after 2014. This requirement will provide a flag throughout NECSES showing that there are outstanding recoupment balances.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

60	FI-RCP-10	Fed Req.: N Priority: 5 Gap Rating: 3	Support recoupment to be made in installments (such as a periodic recovery that could be based on either a $ amount or a % of the check towards recovery). This will impact disbursement and may have policy implications.	The baseline application satisfies the % based recovery of recoupments portion of this requirement. The $ amount based recovery of recoupments portion of this requirement are not supported in the baseline application. Protech has successfully implemented the recovery of recoupment based on a specified dollar amount. We will use that knowledge to assist NH with meeting this portion of the requirement. We will have a receipt type of recoupment to account for those circumstances where the NCP does send in a coupon with the payment.	**Functional Fit:** 70% match with baseline system for recoupment by %. Significant changes are not anticipated. 0% - Baseline system will have to be enhanced to include recoupment by $ amount. **Technical Fit:** 50% match with baseline system in regards to the % of recoupment. Financials will require updates to mirror the look and feel of the other modules. 0% - Baseline system will have to be enhanced to include recoupment by $ amount.
64	FI-RCP-11	Fed Req.: N Priority: 5 Gap Rating: 5	Support functionality makes direct deductions for IV-A recoupment from the monthly payment being made to IV-A each month. Such deductions should be supported by a monthly statement that includes what is owed to IV-A for the current month and monies owed by IV-A (by way of adjustments) during the month. This would need changes in policies and the consensus of the IV-A agency.	The baseline application fully satisfies this requirement but substantial changes are anticipated as the existing file from NH DCSS to New Heights will need to be utilized as is or as modified. In the baseline application, the TANF monthly batch program extracts data relating to current or former IV-A recipients such as amount applied to current support, amount applied towards arrears, amount recouped towards monthly grant, amount recouped towards unreimbursed grant, and excess over grant paid to the family. Additionally, receipts from which grant money was recouped in the prior months is reversed in the reporting month, the system extracts details pertaining to those receipts. The summary displays the amount applied towards unreimbursed grant for the month, the amount to be adjusted due to reversals of receipts from prior months, and the net amount. The state team needs to provide Protech with the current IV-A interface monthly file layout which reports financial details. Please refer to action item #51 under Section 4.1 – Financial Action Items.	**Functional Fit:** 40% match with baseline system. Interface file from baseline will need to be customized to ensues it follows the layout from NH **Technical Fit:** 20% match with baseline system. Interface file from baseline will need to be customized to ensues it follows the layout from NH
	GENERAL RECOUPMENT REQUIREMENTS				
61	FI-GEN-1	Fed Req.: N Priority: 5 Gap Rating: 5	Provide comprehensive real-time Financial Profile of each case and each member. Include presentation of classified notes (that could be filtered), receipt history, disbursement history, adjustments, etc. in one view per Member/case or combination of all.	The baseline system contains the CSUM (Case Summary) screen which will provide a comprehensive overview at the IV-D Case level including all financial aspects of the case. The CSUM screen provides access to pertinent case and member information and serves as the initial point of inquiry for all case and financial information. The CSUM screen will provide authorized users with an overview of the case to aid in evaluating the current status of the case and will facilitate research for problem resolution or response to customer inquiries. During the group discussion it was determined that the classified notes mentioned in this requirement are actually the FNOT's. This requirement is asking for all associated FNOTs to be viewable at the activity level.	**Functional Fit:** 70% match with baseline system for all but the classified notes (linked FNOTS). Significant changes are not anticipated. 0% - Baseline system will have to be enhanced to include the linking of FNOTS portion of this requirement. **Technical Fit:** 50% match with baseline system. Financials will require updates to mirror the look and feel of the other modules. 0% - Baseline system will have to be enhanced to include the linking of FNOTS portion of this requirement.

62	FI-GEN-6	Fed Req.: N Priority: 5 Gap Rating: 5	Allow certain (predefined) financial activity to continue on a closed case without having to reopen the case.	The baseline application does not provide a means for ongoing case activities on closed cases. This functionality does not currently exist in NECSES, so this requirement will be deferred until after 2014. DCSS needs to determine the activities they want to be able to do on a closed case and the associated business rules. Please refer to action item #53 under Section 4.1 – Financial Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT IN ORDER AND APPLICATION PROCESSING – FUNCTIONAL REQUIREMENTS				
63	CM-ORD-1	Fed Req.: N Priority: 5 Gap Rating: 2	Track the receipt of court orders to ensure that applications are sent out (where required) within the federally-mandated 5-day timeframe.	Documents are stored in OnBase currently. The new NECSES would be required to acknowledge the order, send out the application and track for Federal timeframes. This will need to be part of the general requirement that the new NECSES and OnBase have an effective communication set-up.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
64	CM-ORD-5	Fed Req.: N Priority: 5 Gap Rating: 5	Track the date and time of occurrence of each activity to facilitate determining Average time to taken to complete each task/step and aid the Management in realistic goal setting and planning.	The baseline application supports the tracking component of this requirement through the activity chains or workflow processes that will be utilized in the new NECSES application. The project team will need to ensure that all required tracking data elements are defined during the design stage of the project. The reporting component of this requirement doesn't currently exist in the baseline application. The required reporting functionality will need to be included in the BI Portal design and will be addressed once that project is initiated.	**Functional Fit:** 95% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development. **Technical Fit:** 50% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development.
65	CM-ORD-6	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically suspend applications for 'good cause'.	The baseline application doesn't currently contain any system initiated closure processes. This requirement for new NECSES is that once the case is created and the Good Cause indicator has been entered the new NECSES system should automatically close the case. During the design stage of the project, the project team will need to ensure that Good Cause is included in the Case Closure reason codes.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
66	CM-ORD-7	Fed Req.: N Priority: 5 Gap Rating: 3	Track and report the source of applications ('where' the application originated; e.g. TANF, IV-E, etc.)	The baseline application supports the tracking component of this requirement on the CCRT (Case Create) screen. The reporting component of this requirement doesn't currently exist in the baseline application. The required reporting functionality will need to be included in the BI Portal design and will be addressed once that project is initiated.	**Functional Fit:** 80% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development. **Technical Fit:** 40% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development.

67	CM-ORD-9	Fed Req.: N Priority: 5 Gap Rating: 5	Provide ~~automatic~~ transfer functionality within the new NECSES from one office to another office, where appropriate. The system should also alert the new worker.	The baseline application contains a batch process that identifies cases eligible for transfer and completes the case transfer process automatically, but that can be over-ridden by a user. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.IIBusiness rules need to be defined and documented for transfer functionality within the new NECSES system. Please refer to action item #3 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 90% match with the baseline application. **Technical Fit:** 50% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE MANAGEMECASE MANAGEMENT DURING CASE INITIATION				
68	CM-CIN-8	Fed Req.: N Priority: 5 Gap Rating: 5	Include workflow to allow worker to complete a checklist to indicate that case setup activities have been completed.	The baseline system does not have a workflow for CI, but this has been implemented elsewhere. The basic steps for case initiation are built into the CCRT screen. Business rules need to be defined and documented for case set-up functionality within the new NECSES system. The associated business rules must include the required checklist and alerts if they are required. Please refer to action item #8 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 25% match with the baseline application. See response. **Technical Fit:** 10% an activity chain will need to be developed for NH NECSES. Need to change the database structures, screens, and interface batch programs for NH specific design.
69	CM-CIN-9	Fed Req.: N Priority: 5 Gap Rating: 5	Integrate with Document Management & Imaging so that all documents associated with case/application can be electronically filed and easily accessed when reviewing the case/ application (aim at building paperless case files).I	This is a general requirement as it must be addressed system wide. A system wide requirement addressing this is contained in the General Requirements (Gen-Gen-41)	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT DURING LOCATE				
70	CM-LOC-10	Fed Req.: N Priority: 5 Gap Rating: 5	Initiate automatic closure of cases when Federal Locate criteria/ requirements (presently, ~~1~~ 3 year if unable to locate; and ~~3~~ 1 years if SSN & Date of Birth are known) have not been met.	The baseline system does not have any automated case closure process. Also included in CI-NTF-20 and CI-RSP-11. Business rules governing case closure need to be defined and documented. Please refer to action item #14 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
71	CM-LOC-12	Fed Req.: N Priority: 5 Gap Rating: 4	Track and report on timeframes for successful actions upon confirmation.	The baseline application supports the tracking component of this requirement on the LPRO (Locate Processor) screen. The reporting component of this requirement doesn't currently exist in the baseline application. The required reporting functionality will need to be included in the BI Portal design and will be addressed once that project is initiated	**Functional Fit:** 50% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development. **Technical Fit:** 25% match for the tracking and alerting components. 0% match for the reporting component. This is new functionality and requires new development.
	CASE MANAGEMENT DURING ESTABLISHMENT				

72	CM-EST-2	Fed Req.: N Priority: 5 Gap Rating: 5	Automate workflows and assignments for the next action, once the presence of a 'serviceable' address has been detected.	Additional workflows will need to be developed as well as modification of existing workflows. In addition, establishment produces a significant amount of forms and notices, all of which will require new development.	**Functional Fit:** 40% match with the baseline application. **Technical Fit:** 25% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
73	CM-EST-4	Fed Req.: N Priority: 5 Gap Rating: 3	Record timeframes and priorities for completion of tasks to establish Paternity and Support Orders.	Currently there is a report associated with this which is in the Legal subsystem. The reporting part of this requirement will need to be addressed in the BI Portal.	**Functional Fit:** 75% match for timeframes. 0% match – for reporting **Technical Fit:** 25% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
74	CM-EST-5	Fed Req.: N Priority: 5 Gap Rating: 3	Monitor activities to assess if established timeframes are being met.	All activities in establishment are time stamped and have duration parameters built into the activity chains. There is an implied reporting component to this requirement. IIThe reporting component of this requirement doesn't currently exist in the baseline application. The required reporting functionality will need to be included in the BI Portal design and will be addressed once that project is initiated	**Functional Fit:** 75% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development. **Technical Fit:**I50% match for the tracking component. 0% match for the reporting component. This is new functionality and requires new development.
75	CM-EST-12	Fed Req.: N Priority: 5 Gap Rating: 5	Provide tools to capture interview information on a real time basis.	Any form that requires client input should be available online. These would include paternity questionnaire (735), long arm (off the shelf form), general testimony, etc. IIThe baseline system contains this type of functionality, but all forms and notices (any documents) would have to be completely developed for the New NECSES.	Functional Fit: I10% match because all forms will require a complete development from scratch.IITechnical Fit: I5% match. Need to change the database structures, screens, and interface batch programs for NH specific design.I
76	CM-EST-14	Fed Req.: N Priority: 5 Gap Rating: 5	Recognize when a case changes from TANF to non-TANF (or vice-versa) and automatically initiate next action (based on business rules). Alert the worker and Legal of the change in the TANF status of the case.	For example, system should flip from TANF petition (no signature required) to Non TANF petition (signature required). Business rules for case handling of changes in TANF status during Establishment need to be defined and documented. Please refer to action item #15 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 25% match with the baseline application. **Technical Fit:** 10% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE MANAGEMENT DURING ENFORCEMENT				

77	CM-ENF-2	Fed Req.: N Priority: 5 Gap Rating: 4	Case Maintenance activities should be automated for cases that pay regularly.	~~This requirement is a BI Portal requirement.~~ Action Item: Business rules need to be defined and documented. Examples of Case Management activities include potential arrearages, money on hold, emancipation, etc.	~~N/A~~ Partial Match
78	CM-ENF-8	Fed Req.: N Priority: 5 Gap Rating: 3	Present workers with a prioritized list of cases that need to be scheduled with the Courts.	The baseline system does not have any functionality that would both prepare a list of court cases and prioritize the list.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
79	CM-ENF-13	Fed Req.: N Priority: 5 Gap Rating: 4	Incorporate dynamic case assignment (the flexibility to move caseload assignments). Assignments should be permissible by various categories including alpha splits, activity based splits, skills-based splits, load-based splits, etc.ll	Skills-based splits = Task based splits.llThe baseline system provides the ability to redistributed case loads in multiple manners in real time. (Alpha or % splits, some activity based splits)	**Functional Fit:** 25% match with the baseline application. **Technical Fit:** 10% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE MANAGEMENT DURING CASE CLOSURE				
80	CM-CLO-3	Fed Req.: N Priority: 5 Gap Rating: 2	Capable of identifying cases eligible for case closure.	The baseline system does not contain any logic to identify cases that are eligible for closure. This would need to be incorporated into an activity chain.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
81	CM-CLO-4	Fed Req.: N Priority: 5 Gap Rating: 2	Alert workers when their respective cases meet the case closure criteria.	The alert would be part of the activity chain.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
82	CM-CLO-5	Fed Req.: Y Priority: 5 Gap Rating: 3	Provide for supervisory review of cases prior to closure and notify the caseworker of case closure actions.	Federal Requirement cite D6(c) – also a step in the case closure activity chain.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
83	CM-CLO-6	Fed Req.: N Priority: 5 Gap Rating: 5	The system should not allow the closure of a case when there are pending financial events (money on hold, bad checks, etc) associated with a case.	Part of the activity chain would be a system check for this type of condition. Once DCSS identifies the case closure checklist, they will also need to identify the ones that can be overridden if necessary. Please refer to action item #18 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

84	CM-CLO-7	Fed Req.: **N** Priority: 5 Gap Rating: 5	The system should not allow the closure of a case when there are outstanding items such as recoupment from the client.	Part of the activity chain would be a system check for this type of condition. Override capabilities need to be defined and documented. Once DCSS identifies the case closure checklist, they will also need to identify the ones that can be overridden if necessary. Please refer to action item #19 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
85	CM-CLO-9	Fed Req.: **N** Priority: 5 Gap Rating: 5	The system should place incoming receipts on hold when a ~~Disallow acceptance of money (i.e., do not process receipts against case) for~~ case meets the Case Closure Criteria.	The baseline system is designed to put receipts on hold. A new condition, case ready for closure, would need to be developed and incorporated into the distribution batch program. Alert the worker when money goes on hold due to pending case closure. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 10% match with the baseline application. See response. **Technical Fit:** 5% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
86	CM-CLO-14	Fed Req.: **N** Priority: 5 Gap Rating: 1	Automatically start pre-closure if there has been no response to an Emancipation Letter for the last child on a case with an ongoing obligation and zero arrears.	This would be part of the case closure activity chain and would require new development.	**Functional Fit:** 10% match with the baseline application. **Technical Fit:** 5% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
87	CM-CLO-16	Fed Req.: **N** Priority: 5 Gap Rating: 5	~~Seek worker approval (record User ID, time-stamp and comments regarding case closure) to~~ Automatically close cases where no further actions are needed to close the case.	The baseline system only provides for the worker to initiate case closure activities. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT DURING CASE ARCHIVAL				
	CASE MANAGEMENT AT THE WORKER LEVEL				
88	CM-WRK-4(b)	Fed Req.: **N** Priority: 5 Gap Rating: 3	Present each worker with a prioritized list of worker specific tasks for use as the primary source for managing individual caseloads effectively / efficiently. The list should include features such as: - Custom settings for workers who choose to not to use the default presentation of the Task List. Setting would include factors such as: - Number of entries per page - Content of (entries in) task list - Order in which task list entries are presented - Threshold for alerts pertaining to different exception situations - Alert Notification timeframes	The baseline system provides a list of tasks, but does not provide any of the functionality described in the bullets in this requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

89	CM-WRK-6	Fed Req.: N Priority: 5 Gap Rating: 4	Alert worker regarding related activities that may directly or indirectly impact the disposition of a task at hand.	The baseline system does this type of activity, but this would be highly NH specific so extensive modification would be required. The worker alerts need to be clearly defined and documented. This requirement addresses all worker alerts and once defined, the workgroup will need to ensure that all are included in the individual workflows as well as triggers from certain fields, if applicable. Please refer to action item #20 under Section 4.1 – Case Management Action Items.llProtech needs to provide a list of existing alerts defined in other applications. Please refer to action item #21 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 30% match with the baseline application. **Technical Fit:** 15% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
90	NEW		Need the ability to delegate alerts.	Alerts when delegated, show for the original worker but are also sent to a co-worker for a specified period of time.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
91	NEW		Need the ability to escalate alerts to a supervisor.	This requirement will need to be integrated into the individual workflows.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT AT THE FUNCTIONAL LEVEL				
	CASE MANAGEMENT AT THE DIVISIONAL OFFICE LEVEL				
92	CM-OFF-1	Fed Req.: N Priority: 5 Gap Rating: 5	All of the Case Management activities listed at the worker level should be adapted at the DO level so that supervisors have functionality including but not limited to: - Task Driven Alerts for escalated tasks and other task types for which alerts are specifically requested; - Accessibility to a consolidated view of actions needed by function; - Workflows pertaining to supervisory approvals, etc.; - Worker task list(s) that pertains to the Supervisor, the DO in general, and each of the DO workers; - Alerts regarding related activities;	This requirement is partially covered using the WRKL screen from NJ or Delaware. However, in addition to the WRKL screen additional changes will be required to for role based supervisor approval. An example, Order and Obligation entry. Seasoned workers should be able to enter and apply changes. New workers should be able to enter but the changes would not be applied until a supervisor has reviewed and approved the entries. The state needs to define the actions that will need additional roles for supervisor approval. Please refer to action item #23 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 10% match with the baseline application. **Technical Fit:** 5% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
93	CM-OFF-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include automatic assignments of cases/tasks based on business rules for each DO (including but not limited to skills-based assignment).	The baseline system does not provide any automated assignment of cases. Role based and defined within the workflows.llNeed to define and document the business rules and reassignments requirements for automatic assignments of cases and/or tasks. Please refer to action item #24 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

94	CM-OFF-3	Fed Req.: N Priority: 5 Gap Rating: 5	Include supervisor-initiated Assignment/ Reassignment (both temporary & permanent) of cases/tasks based on either a specific set ~~of criteria or on a one-off basis.~~	The baseline system provides the ability to re-distribute caseloads based upon an alphabetical or percentage split as well as some task oriented caseload distribution and real time multiple office caseload re-distribution. ACTION ITEM: Need to define the criteria. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 75% match for the cases component. 0% match for the task component. This is new functionality and requires new development. **Technical Fit:** 50% match for the cases component. 0% match for the tasks component. This is new functionality and requires new development.
	CASE MANAGEMENT AT THE MANAGEMENT/DCSS LEVEL				
	CASE MANAGEMENT PERTAINING TO AUTO REVIEW & ADJUSTMENT				
95	CM-ARA-7	Fed Req.: Y Priority: 5 Gap Rating: 3	Generate all legal documents, forms, and letters necessary to complete the review and adjustment process.	All forms in the "new" NECSES will require complete development as the forms are all different from the baseline system and the method of producing forms will like also be different than the forms of technology utilized in the baseline system. Legal staff needs the ability to modify the documents/forms. **Across the board, the list of forms that can be modified needs to be reviewed and defined.	**Functional Fit:** 25% match with the baseline application. **Technical Fit:** 10% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
	CASE MANAGEMENT PERTAINING TO INTERSTATE CASES				
	GENERAL REQUIREMENTS FOR CASE MANAGEMENT				
	ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONALITY REQUIREMENTS				
96	ES-PSO-1	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically track, monitor, and report on the status of paternity establishment and support Federal regulations and State laws and procedures for establishing paternity.	The baseline system utilizes a workflow methodology that includes each and every step that is required for paternity and support order establishment based on federal regulations and State laws and procedures. This requirement also includes a reporting capability. The baseline system utilizes a BI Portal for reporting and that portal is separate from the baseline system, so no reporting capability is present in the baseline system.	**Functional Fit:** 30% match. The baseline system has establishment workflows, but they will require significant modification, especially with regard to forms and notices. **Technical Fit:** 15% significant new development is required. Need to change the database structures, screens, and interface batch programs for NH specific design.
97	ES-PSO-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Initiate actions for the establishment of paternity, including administrative establishment of paternity, for all cases in which paternity has not yet been established.	The paternity establishment workflow exists in the baseline system but will require modification to adapt it to New Hampshire business practices, especially with regards to forms and notices.	**Functional Fit:** 40% match. The workflow exists but will require modification to meet NH business needs. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.

98	ES-PSO-9	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically generate completed administrative or judicial documents which are required to establish paternity. The date and type of documents generated must be automatically entered in the case record.	The baseline system contains the functionality to automatically generate completed administrative or judicial documents which are required to establish paternity, but it is designed to comply with that state's administrative/judicial process so significant modification will be required. The baseline system is designed to automatically enter in the case record the form produced and the date it was produced. Action Item #1: Business Rules are needed to define the process, notices to be generated, etc. This will be true for all workflow modifications as well as any new workflow development required.	**Functional Fit:** 40% match. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
99	ES-PSO-11	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and record details of worker requests for Legal Referrals. Alert Legal when such requests have been validated and accepted.	The baseline system is designed to produce a legal referral. The baseline system does not currently provide an alert when such requests are validated and accepted, therefore an alert will need to be designed into the workflow.	**Functional Fit:** 40% match. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
100	ES-PSO-19	Fed Req.: N Priority: 4 Gap Rating: 2	Capture details of Court Hearing notices and include in worker/Legal calendar.	The baseline system has similar functionality, but it was developed for administrative hearings. The baseline system does not contain a legal calendar or scheduling component, so this will require new development. Action Item #2: These will need to be defined within the workflow. Attorneys are assigned to a specific court. This could be table driven in the New NECSES. The attorneys will need access to calendars which show events that are specific to them. The court's schedules are forwarded to DCSS and are manually entered into the scheduling subsystem, which builds the attorney's calendar. Legal referrals are created in the District Office (DO) based on the court associated with the order. This requires that the DOs work with multiple attorneys since attorneys are assigned to a specific court.	**Functional Fit:** I25% match. See response. **Technical Fit:** 15% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
101	ES-PSO-31	Fed Req.: Y Priority: 2 Gap Rating: 5	If the court/ administrative authority dismiss a support order petition without prejudice, the system must set a code in the automated case record must indicating the reason for dismissal. In such cases, the IV-D agency must determine a date when it would be appropriate to re-seek an order and enter this date into the case record. Automatically re-initiate action to obtain a support order at that time.	This requirement is not present in the baseline system and will require new development	**Functional Fit:** 0% match. This would require new development. **Technical Fit:** 0% match. This would require new development.
	ESTABLISHMENT MEDICAL SUPPORT ORDER - FUNCTIONAL REQUIREMENTS				
	REGISTRATION OF FOREIGN ORDERS - BOTH PARTIES IN-STATE				
102	NEW		Both parties are in NH and the CP applies for services. The order is from another state. Workflow needs to be created to track this process.	This will be new functionality for the New NECSES as the baseline system did not have this requirement due to different business practices. IIThis workflow needs to be defined and documented.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. New development.
	ESTABLISH MAKE PAYABLE SUPPORT ORDERS - FUNCTIONAL REQUIREMENTS				

	MODIFY SUPPORT ORDERS - FUNCTIONAL REQUIREMENTS				
	NCP SERVICES - FUNCTIONAL REQUIREMENTS				
103	ES-NCP-3	Fed Req.: N Priority: 4 Gap Rating: 5	~~Automatically~~ Set up the case record, if the request pertains to establishing paternity.	The baseline system does not contain any functionality related to an NCP request for services, so this will require the development of a new activity chain/workflow.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. New development.
104	ES-NCP-4	Fed Req.: N Priority: 5 Gap Rating: 2	The worker is required to research AOP and / or Department of Vital Statistics to determine if there is a claim of paternity for the child included in the 725a. The worker must be required to enter this information in the system along with the source of this information.	The baseline system does not contain any functionality related to an NCP request for services, so this will require the development of a new activity chain/workflow.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. New development.
105	ES-NCP-9	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically notify the CP of NCP request for services that have not been denied based on preliminary findings.	The baseline system does not contain any functionality related to an NCP request for services, so this will require the development of a new activity chain/workflow.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. New development.
106	ES-NCP-10	Fed Req.: N Priority: 4 Gap Rating: 3	Provide ability to record details of CP's consent for testing or objection to proceed, as applicable.	The baseline system does not contain any functionality related to an NCP request for services, so this will require the development of a new activity chain/workflow.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. New development.
	REDIRECT PAYMENTS - FUNCTIONAL REQUIREMENTS				
	CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS				
107	ES-R&A-2	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor cases on a daily basis to identify those that are eligible for R&A.	The baseline system is designed to do this for all cases. The current business practice is to do this only for the TANF cases. If this practice is to continue, the current batch program that performs this in the baseline system monitor process will require modification.	**Functional Fit:** 40% match. See response. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
108	ES-R&A-4	Fed Req.: N Priority: 4 Gap Rating: 2	Ability to record the details of Financial Affidavit for R&A. Automatically initiate the R&A process and provide the worker with the information needed to make a determination about the new obligation amount.	The baseline system provides this ability, but will require significant modification to adapt it to New Hampshire business practices.	**Functional Fit:** 40% match. See response. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
109	ES-R&A-5	Fed Req.: N Priority: 4 Gap Rating: 2	Ability to follow business rules to automatically determine the new obligation amount based on data provided on the Financial Affidavits and notifies the worker for their review and approval.	The baseline system has an extensive review and adjustment activity chain in place. This, however, is also an activity that is highly state specific. The foundation can be re-used, but a significant portion of the activity chain will require modification to adapt it to New Hampshire business practices.	**Functional Fit:** 40% match. See response. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.

110	ES-R&A-6	Fed Req.: N Priority: 4 Gap Rating: 3	Ability to record the Obligation amount entered by the worker and any related remarks.	The baseline system provides the ability to record the obligation amount, but the 'related remarks' would require new development if the feature is required in a place other than the current NOTE screen.	**Functional Fit:** 40% match. See response. **Technical Fit:** 20% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
111	ES-R&A-7	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically determine eligibility for Order modifications based on prevailing rules (presently, the case is eligible for Order Modification if the new amount ~~exceeds~~ differs (+ / -) from the old amount by either 20% or $50).	As noted, the existing Review and Adjustment workflow in the baseline system would require modification to fit New Hampshire business practices, but the baseline system is designed to run a batch program every night that identifies cases eligible for the review process (uses a 20% differential to select). This batch program would require some modification to fit New Hampshire business practices.	**Functional Fit:** 60% match. See response. **Technical Fit:** 30% match. Need to change the database structures, screens, and interface batch programs for NH specific design.
	REVIEW & ADJUSTMENTS - FUNCTIONAL REQUIREMENTS				
	INTERSTATE INITIATING - FUNCTIONAL REQUIREMENTS				
	GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS				
112	ES-GEN-7	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically present worker with a To Do list (WRKL screen) for the day on login.	The baseline system contains a version of the state's current 'NECSES morning mail that has been updated to include various sorting functions so the user can sort alerts based upon various criteria.	**Functional Fit:** 40% match. See response. **Technical Fit:** 20% match. May need some changes to the database structures, screens, and interface batch programs for NH specific design.
	ENFORCEMENT MONITORING				
113	EN-MON-11	Fed Req.: Y Priority: 5 Gap Rating: 4	Monitor Locate information and recognize and respond to newly verified information such as employer, asset, license etc. and automatically initiate Enforcement action as required.	The baseline system automatically loads and/or initiates the applicable enforcement remedy (Income Withholding, NMSN, CSLN, FIDM, License Revocation) when the locate sources provide a confirmed good employment, asset, lien, or license information for the NCP on the case. The locate leads and any additional case conditions that should be checked to determine eligibility for each enforcement remedy will have to be fully defined during the design sessions. Please refer to action item #7 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 60% match with baseline system. New Hampshire specific enforcement processes may need design changes. **Technical Fit:** 40% match with baseline system. Need to change the database structures, screens, and interface batch programs for New Hampshire specific design.
114	EN-MON-13	Fed Req.: Y Priority: 5 Gap Rating: 3	Monitor all timeframes on Notices in accordance with business rules.	Per discussions during the session, this requirement refers to monitoring for responses and automatically generating notices from the workflow. The baseline system does not contain this functionality and will need to be modified to monitor timeframes for New Hampshire -specific notices. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #9 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system, because of the new notices and workflows involved in this. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT – INCOME ASSIGNMENTS				

115	EN-INX-2	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically calculate withholding amount (based on current obligations and arrears due). Must follow federal rules and guidelines in calculating withholding amount.	Baseline system automatically populates the withholding amounts on the Income withholding notice. However, if there is more than one employer for the NCP, the system does not automatically adjust the withholding amounts on the documents. During discussions, participants explained that in NH it is possible to seek partial amounts from secondary employers, if there is an ongoing wage withholding with the primary employer. However, current functionality in NH's NECSES application is not a simple process. The users would prefer a screen that will enable them to record the appropriate income withholding amounts and a status for each employer. The amount and the status are expected to be used by the system to initiate wage withholding against secondary employers.	**Functional Fit:** 90% match with baseline system for populating the income withholding notice. 0% match for automatically adjusting withholding amounts and maintaining status. **Technical Fit:** 70% match with baseline system for populating the income withholding notice. 0% match automatically adjusting withholding amounts and maintaining status. Need to create a new screen to record and maintain withholding amounts and status.
116	EN-INX-9	Fed Req.: Y Priority: 5 Gap Rating: 5	Monitor payments based on order cycle, ordered amount, amount received and payroll cycle to determine if full amount is being remitted. Alert the Enforcement worker when the correct amount is not being received.	As explained in response to requirements EN-MON-7 and ENF-MON-12, the baseline system does not monitor for partial remittances against a Wage Withholding action or a payment agreements. The baseline system will have to be enhanced to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
117	EN-INX-13	Fed Req.: Y Priority: 5 Gap Rating: 5	In monitoring for payments, bypass cases with indicator of Consumer Protection limits causing insufficient remittance.	This requirement is linked to requirement EN-MON-7. When monitoring for partial payments, the system should not include cases where there is a Consumer Protection limit set for the NCP's employment. As described in response to EN-MON-7 the baseline system does not have this functionality. The baseline system needs to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
118	EN-INX-14	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically generate delinquency aging reports to monitor obligor and employer compliance with withholding orders.	During the session, the participants explained that these reports are currently generated via the existing ORS reporting application. The report for obligor delinquencies provides list of cases, percentage payments, and no payments. The report may not be providing most recent information, which is why users are not relying on the report. Also, the original report is segmented into multiple District Office reports with only certain columns displaying on each DO report. The employer non-compliance report is generated for all cases where there is an open EHIS but no wage payment amounts are being posted. The baseline system does not have this functionality. The baseline system needs to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

119	NEW		Ability to generate and send a Lump Sum Wage Withholding notice for past claims. Ability to subsequently initiate Wage Withholding action for periodic payments. Exclude Social Security Disability from Wage Withholding action if NCP is receiving SSI and SSD.	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
120	NEW		System should generate an alert to the worker when wage receipts are received and no open EHiS record exists.	Resulting from 04/10/2012 walk-through session.	No
	ENFORCEMENT - UNEMPLOYMENT COMPENSATION BENEFIT (UIB) INTERCEPT				
121	EN-UCB-3	Fed Req.: Y Priority: 4 Gap Rating: 5	Automatically generate standard withholding documents for UCB coordinator's approval and submission to NHES.	Per NH State policy, garnishment can only be 20% of the unemployment benefit amount or MSO amount whichever is less – applicable across all NCP's cases. Currently, the worker receives an alert when unemployment benefit information is received for an NCP. The worker prorates the garnishment amounts manually. Once the calculations are completed, NH NECSES sends an initial notice to the NCP to a) notify of Unemployment benefit garnishment, and b) request permission to garnish more than the standard 20%. If the NCP responds in time, then the garnishment amount will be manually changed on the withholding document. This functionality is not included in the baseline system. The baseline system has a comparable unemployment benefits garnishment process. That process needs to be modified to suit the New Hampshire specific business process. The business rules governing this requirement will have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #13 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.
122	EN-UCB-4	Fed Req.: Y Priority: 4 Gap Rating: 5	Automatically generate Assignment of UCB (higher Withholding Consent form) to be sent to NCP.	As described in response to requirement EN-UCB-3, the baseline system has a comparable process, but the notice is specific to NH. Therefore, the baseline system needs to be modified to generate this notice.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.
123	EN-UCB-5	Fed Req.: Y Priority: 4 Gap Rating: 5	Record receipt of consent form and automatically calculate new withholding, and generate UCB withholding documents for UCB coordinator's approval and submission to NHES.	The NCP consent is required only for garnishing more than 20% of the unemployment benefit. Currently, NH NECSES system does not allow for the entry of the agreed-upon garnishment amount. Currently this amount is recorded via a NOTE entry. Participants expressed a preference for the ability to record the garnishment amounts on a screen and use that amount to generate withholding notices and track payments. This functionality does not exist in the baseline system. The baseline system needs to be modified to provide this functionality. 04/10/2012: This only applies to NH unemployment interception.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.

124	EN-UCB-6	Fed Req.: Y Priority: 4 Gap Rating: 5	Monitor to see if NHES submits payment and notify worker if no payment received. Notifications would include:Ia. No payments have been received through the UCB withholding.Ib. Payments from UCB withholding have ceased.	This functionality does not exist in the baseline system. The baseline system needs to be modified to provide this functionality.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.
125	EN-UCB-10	Fed Req.: Y Priority: 4 Gap Rating: 5	Recognize which cases have UCB IA in place and apply collections automatically.	Currently in NH, the Office of Finance receives one single check from NHES and applies it to NCPs who are receiving Unemployment Benefits. The payment received for the NCP is split between all of his/her eligible cases. However, this is primarily a manual process and is not being done correctly in NH NECSES. Per the information provided by the participants during the session – A State level worker called the UCB coordinator, collects and manually maintains the unemployment garnishment amounts in a separate spreadsheet outside NH's NECSES application. This information is sent to the NHES, which then sends back the payments in a single check. When the UCB payments are sent to the Office of Finance (OOF), if there is no information in the UCB coordinator's spreadsheet or incomplete information (i.e. missing case, closed case, etc) then the money cannot be distributed. They manually contact the case worker for clarification prior to posting the garnishment amounts to the case(s). Also an issue is when a case qualifies after the UCB coordinator sent the list of cases to the NHES. All of the above is New Hampshire specific business process and does not exist in the baseline system. The baseline system needs to be modified to provide this functionality. The business process needs to be clarified further, and the business rules must be provided to select cases for unemployment garnishment, the calculation of the garnishment amount, and the application of the unemployment garnishment to the case(s). The business rules governing this requirement will have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #14 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - FEDERAL TAX OFFSET - - FUNCTIONAL REQUIREMENTS				
	ENFORCEMENT - FEDERAL TAX OFFSET - NON FUNCTIONAL REQUIREMENTS				
	ENFORCEMENT - PASSPORT DENIAL				
	ENFORCEMENT - FEDERAL ADMINISTRATIVE OFFSET				
	ENFORCEMENT - CREDIT REPORTING				
	ENFORCEMENT - LICENSE REVOCATION				
	ENFORCEMENT - LIENS				

126	NEW		Initiate wage withholding and lien enforcement actions for a workman's compensation claim.	The current NH business process provides for initiating a wage withholding action and a lien enforcement action on a workman's compensation claim. Per the new requirement, when a workman's compensation lien is recorded for the NCP, two enforcement actions should be started in the new NECSES 2.0. The remedies should be loaded, but the notices should not go out immediately without worker review. The baseline system does not include this functionality because this is New Hampshire specific business process. Baseline system will need to be enhanced to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
127	NEW		System will generate lien specific forms to the NCP, Asset holder, and the secretary of state.	A separate notice is NOT sent to the Secretary of State when there is a lien placed ~~on the personal property~~/workmen's compensation claim or financial assets, only on perdonal property. A notice of release of lien is again sent to the secretary of state when the lien is paid off by the asset holder. These notices are specific to NH business processes. The baseline system does not include this functionality. The baseline system will need to be enhanced to accommodate this requirement. Text in red added during 04/10/2012 walk-through session.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
	ENFORCEMENT - BONDS				
	ENFORCEMENT - LOTTERY INTERCEPT				
	ENFORCEMENT - PRE SHOW CAUSE				
	ENFORCEMENT - SHOW CAUSE - - FUNCTIONAL REQUIREMENTS				
128	NEW		Add address verification as an optional first step in pre show-cause and show-cause workflow. This step should be used if the address has not been verified in the last 60 days,	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement. 04/10/2012: This would be one of the criteria to identify cases as stated in Req. #1	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
129	NEW		There could be a "Further show cause (review hearing)" some times in the show cause workflow. This means the show-cause process is not complete and another hearing is needed. Ability to accommodate this functionality in the workflow.	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement. 04/10/2012: This would be one of the criteria to identify cases as stated in Req. #1	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - SHOW CAUSE - NON FUNCTIONAL REQUIREMENTS				
	ENFORCEMENT - CRIMINAL NON SUPPORT				

130	EN-CRM-1	Fed Req.: Y Priority: 2 Gap Rating: 5	~~Regularly monitor to identify~~ Enable the worker to manually start the remedy on cases that may need Criminal Non-Support.	The requirement is modified to enable the worker to manually start the action. The requirement is modified but the original text is retained with strike-thru formatting for reference. The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
131	NEW		Upon worker request, generate the document(s) to CP, and alert the worker after 30 days to check for response.	lCurrently, Client Statement for Criminal Non Support form is being generated outside NECSES. The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
132	EN-CRM-2	Fed Req.: N Priority: 2 Gap Rating: 4	If the client cooperates, then Record request for Legal Referral for Criminal Non- Support and alert Legal. If the client does not cooperate or does not respond, then close the remedy.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
133	EN-CRM-3	Fed Req.: N Priority: 2 Gap Rating: 5	Record rejection of Legal Referral for Criminal Non-Support and alert worker.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
134	EN-CRM-4	Fed Req.: N Priority: 2 Gap Rating: 5	Record details of Legal's decision to pursue case for Criminal Non-Support and alert worker.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

135	EN-CRM-5	Fed Req.: N Priority: 2 Gap Rating: 5	Automatically produce all documents necessary to pursue case for Criminal Non-Support and alert worker.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
136	EN-CRM-6	Fed Req.: N Priority: 2 Gap Rating: 5	Record details of final order from the court.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
137	EN-CRM-7	Fed Req.: N Priority: 2 Gap Rating: 5	Track and record all events in processing this remedy.	The criminal non-support activity stays open, because the NCP will be under probation. The system may need to keep the activity open and monitor for compliance and alert the worker periodically. The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: As long as we have the ability to do a legal referral for this, we have the process covered. Changed the Req. for 2012 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	Enforcement – IRS Full Collection				
138	EN-IRS-1	Fed Req.: Y Priority: 1 Gap Rating: 5	Automatically identify those cases in which: (a.) A court or administrative order for support has been issued (b.) The amount to be collected under the support order is at least $750 in arrears (c.) At least six months has elapsed since the last request for referral to the Secretary of the Treasury (d.) The case has an assignment of support rights or an application for child support services (e.) Reasonable efforts to collect support through all other mechanisms have been made by the IV-D agency, client, or client's representative.	Currently, the IRS full collection remedy is not pursued by the State of NH. Federal certification requirements state that this remedy be pursued as a State option. If the State elects to pursue this remedy in the new NECSES 2.0, then the system should apply the eligibility criteria to identify cases that qualify. For each qualified case, the system then should send a one-time information alert to the worker about the case qualifying for IRS full collection. The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: Just need the ability to note this on the system. It is all done outside the system anyway. Changed the Req. for 2014 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

139	EN-IRS-2	Fed Req.: Y Priority: 1 Gap Rating: 5	Support enforcement through IRS full collection services when previous enforcement attempts have failed	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: Just need the ability to note this on the system. It is all done outside the system anyway. Changed the Req. for 2014 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
140	EN-IRS-3	Fed Req.: Y Priority: 1 Gap Rating: 5	Maintain information necessary to submit a request for IRS full collection services, including: (a.) The non-custodial parent's name, Social Security Number, address, and place of employment (b.) Amount owed under support orders (c.) Amounts previously referred to IRS for collection (d.) Dates of previous referrals to IRS for collection (e.) Previous enforcement actions taken in the case and the reasons for failure (f.) Information about the non-custodial parent's income and assets, including their nature and location if known (g.) Source of informationlh. Date information was verified	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: Just need the ability to note this on the system. It is all done outside the system anyway. Changed the Req. for 2014 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
141	EN-IRS-4	Fed Req.: Y Priority: 1 Gap Rating: 5	Support the notification of the appropriate ACF Regional Office of changes to the amount of support due, the nature or location of assets, or address of the debtor.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement. 04/10/2012: Just need the ability to note this on the system. It is all done outside the system anyway. Changed the Req. for 2014 to No and Priority to Low for this section.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - MEDICAL SUPPORT				

142	EN-MED-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Electronically interface with the State Title XIX system to automatically exchange information required to enforce the medical support provisions of an order.	This interface is currently in progress in NH. This interface needs to be a fully functional interface in the new NECSES 2.0. The baseline system includes this functionality, but it will require considerable modifications to accommodate the NH interface process. This is because the existing interface functionality will need changes in the file layouts and processing of the data. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
143	EN-MED-2	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically generate documents needed to enforce medical support provisions.	Form 723 (Medical Insurance Coverage questionnaire) is generated and sent to the NCP. The CP may receive the form as well if the CP is the ordered party. The baseline system includes this functionality, but it will require considerable modifications to accommodate NH notices. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
144	EN-MED-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Alert the caseworker when information required to fulfill a medical support order has not been received, and automatically generate required documents to secure the information.	Currently, if responses to form 712 (Employer questionnaire) or form 723 (Medical Insurance Coverage questionnaire) provide insurance policy information, then the workers load this into the MEDI screen. Documents are not generated automatically in the current system. If this information is not available, then an alert should be sent to the worker, and documents should be generated. The baseline system includes this functionality, but it will require considerable modifications to accommodate NH notices. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

145	EN-MED-4	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically monitor employer and non-custodial parent compliance with ordered medical support provisions and prompt needed caseworker action when there is a failure to comply with such orders.	NH has a vendor for processing National Medical Support Notices (NMSN). The vendor name is HMS and the State contact persons to provide more information are Paula Russell and Sarah Kourian. The baseline system includes the NMSN functionality, but it will require considerable modifications to accommodate NH interface with the vendor. This is because the existing interface functionality will need changes in the file layouts and processing of the data. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
146	EN-MED-5	Fed Req.: Y Priority: 5 Gap Rating: 5	Periodically exchange data electronically with the State Title XIX agency to determine if there have been lapses in health insurance coverage.	The baseline system includes the NMSN functionality, but it will require considerable modifications to accommodate the NH interface. This is because the existing interface functionality will need changes in the file layouts and processing of the data. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
147	EN-MED-6	Fed Req.: Y Priority: 5 Gap Rating: 5	At least once, request employers and other groups offering health insurance coverage to notify the IV-D agency of changes and/or lapses in health insurance coverage.	The baseline system includes the NMSN functionality, but it will require considerable modifications to accommodate NH notices and business rules. 04/12/2012: As long as we have the fields to enter insurance coverage, both on the order screens and on the medical insurance screen. The current screen allows the user to enter information that another source (spouse) is providing the insurance. NH gets medical insurance coverage information from the Department of Defense (FCR and DMDC) that is processed and loaded automatically loaded into the MEDI screen. We need to ascertain if this can continue.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - REGISTRATION OF ORDER				
148	EN-REG-2	Fed Req.: Y Priority: 5 Gap Rating: 5	Generate all documents necessary to Register an Order.	Documents necessary to register an order are: Interstate Transmittal, Uniform Support Petition, Certified Order, Certified Audit, and the Registration Statement. The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

149	EN-REG-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Arrears calculation must be produced in the Federally mandated format. Use both system data and user input data, as needed in carrying out calculations.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
150	EN-REG-5	Fed Req.: Y Priority: 5 Gap Rating: 5	Continue to monitor these cases for compliance.	The baseline system does not include this functionality. The baseline system will need to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - MISTAKE OF FACT				
151	EN-MOF-10	Fed Req.: Y Priority: 4 Gap Rating: 1	Accept the entry of the date, time and place of the Administrative Hearing, and a judicial hearing. Alert the worker to notify of admin/judicial hearing.	The following additional information was provided by participants about the current Administrative Review process: Administrative review is a legal referral. The administrative review is done by the Administrative Appeals Unit (AAU) initially. Once the initial review is complete, and a court action is required, then the case is referred to the Court. The legal unit records the appointment for admin and/or judicial hearings when it receives the information from AAU or the Court. The administrative review process for the Notice to make payable action involves the CP. In other administrative review hearings, the CP is not involved. The administrative hearing is scheduled by AAU, and the notices are sent by AAU. This is different from the baseline system functionality of 'Administrative Hearing'. Therefore, baseline system will need to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - CHILD EMANCIPATION				
152	**NEW**		Regenerate the letter every 6 months (September and January) if the child is still not emancipated.	Currently, Emancipated child is recognized by the obligation end date, and the letter is generated based on the date. This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - CASE CLOSURE				

153	EN-CLO-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Identify cases eligible for case closure according to business rules.	The system should automatically select cases as eligible for closure, using the criteria for federal case closure reasons. This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
154	EN-CLO-4	Fed Req.: Y Priority: 5 Gap Rating: 5	Notify worker of case closure and provide for supervisory review of cases subject to case closure.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
155	EN-CLO-6	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically close outstanding issues internally, where possible. Automatically terminate outstanding external issues such as withholding, liens, revocations and passport denial.	This functionality does not exist in the baseline system. The baseline system will need to be modified to accommodate this requirement. The business rules governing this requirement must be fully defined during the design sessions, so they can be incorporated into the design. Please refer to action item #24 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
156	EN-CLO-7	Fed Req.: Y Priority: 5 Gap Rating: 5	Provide worker with a checklist of outstanding items that need their attention prior to Case Closure	The NH NECSES currently has a check list that prints when the workers are ready to close the case. This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #25 under Section 4.1 – Enforcement Action Items. 04/10/2012: Should only alert the worker of items that need to be done for the case.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
157	EN-CLO-8	Fed Req.: Y Priority: 5 Gap Rating: 5	Capture and track the status of outstanding issues and associate a Reason Code with each issue that is closed.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #25 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

158	EN-CLO-10	Fed Req.: Y Priority: 5 Gap Rating: 5	Ability to deal with unresolved financial issues such as held monies or recoupments after case closure, without having to reopen the case.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #25 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - GENERAL REQUIREMENTS				
	OPERATIONAL REPORTS				
	PLANNING REPORTS				
	PERFORMANCE AND MEASUREMENT REPORTS				
	FEDERAL REPORTS				
	REVIEW AND ANALYSIS REPORTS				
	REPORTING GENERAL REQUIREMENTS				
159	RP-GEN-2	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate operational reports at the caseworker and unit level to facilitate their day-to-day work. As determined necessary by the IV-D agency, the on-line report/work list must provide the following types of information, at a minimum: 1. Cases needing review per prioritization or case aging (e.g., program standards and timeframes) criteria 2. Any required follow-up case reviews and/or actions triggered manually by the caseworker, unit or jurisdiction, or automatically by the system 3. Cases to be automatically acted on by the system, e.g., wage withholding cases, which may require caseworker review and/or action 4. Cases newly assigned that require caseworker review and/or action. Note: All triggered caseworker review and action requirements on the automated daily online report/work list should include some form of case aging indicator, relative to applicable Federal and State IV-D program standards and timeframes.	All alert functionality which exists in the baseline application will be made available to New Hampshire although there is no report functionality at this time. Action and informational alerts will be generated for the assigned worker as defined in the individual workflows. The reporting aspect of this requirement will need to be incorporated into the BI Portal which will be implemented after 2014.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
	SYSTEM - WIDE GENERAL REQUIREMENTS				
160	GEN-GEN-1	Fed Req.: N Priority: 5 Gap Rating: 4	Fully integrated system with single point of entry into the system to perform all activities.	New NECSES application will provide the users with a single point of entry to perform all IV-D services as required.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

161	GEN-GEN-20	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to support linking and easy lookup of an NCP with multiple cases and multiple dependents.	Linking is provided in the baseline application on the CCRT (Case Create) screen, where an existing member can be added to an existing case or a new case. Throughout the application, users can easily view the cases associated with a specific member. Associated cases and members can be seen on the CSUM (Case Summary) screen and in the pop-up available on all member based screens.	**Functional Fit:** 40% match with baseline system. The infrastructure to support an unlimited number of members is included in the baseline application. The CCRT screen is very state specific and will require a great deal of customization. **Technical Fit:** 20% match with baseline system. Need to customize solution for NH.
162	GEN-GEN-24	Fed Req.: N Priority: 5 Gap Rating: 5	Include automatic mail / email notifications to clients about follow-up actions taken.	The baseline application includes automatic mail notifications to clients and others as specified in the individual activity chains used in the Establishment and Enforcement modules. The activity chains will be customized based on New Hampshire business practices during the upcoming design sessions. The work groups will need to ensure that all required automated mail notifications required to satisfy this required are documented. The email portion of this requirement does not currently exist in the baseline application. The required email functionality will need to be included in the Customer Service / Employer Portal design and will be addressed once that project is initiated.	**Functional Fit:** 40% match for automated mail notifications. The baseline system which contains the infrastructure to support activity chains. Customization for NH business processes will be required. 0% match for email notifications. This is new functionality and requires new development. **Technical Fit:** 30% match for automated mail notifications. The baseline system which contains the infrastructure to support activity chains. Customization for NH business processes will be required. 0% match for email notifications. This is new functionality and requires new development.
163	GEN-GEN-48	Fed Req.: N Priority: 5 Gap Rating: 5	Provide automatic case audit where worker selects the criteria for the audit and the system, per business rules, performs the audit and creates the audit report.	The baseline application does not include automatic case audit functionality and this is not currently automated in NECSES, so this requirement will be deferred until after 2014.llProtech has successfully implemented an automatic case audit in other development efforts and will use that knowledge to assist NH with meeting this requirement once the initial implementation has been completed.l lDuplicate of FI-GEN-2l	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	APPLICATION SECURITY AND USER MAINTENANCE				
164	SP-ASU-10	FED REQ.: N PRIORITY: 5 GAP RATING: 3	Track Logins and generate periodic reports on application usage. The federally mandated (IRS - 90 day) reports should part of this report set.	The baseline system does not contain this functionality. Reports are generated ad hoc on an as needed basis. llProtech has successfully implemented this functionality in other development efforts and will use that knowledge to assist NH with meeting this requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	PARAMETER TABLE MAINTENANCE				
	FORMS MAINTENANCE				
	QUERY MAINTENANCE (THESE ARE APPLICATION SUPPORT REQUIREMENTS)				
	MAINTENANCE OF HELP / FAQ / GLOSSARY				

165	SP-HLP-1	FED REQ.: N PRIORITY: 5 GAP RATING: 5	Include the functionality for the Application Support Group to maintain Help text and other static text/pages such as FAQ, Policy and Glossary.	The baseline application provides the necessary functionality to satisfy the Help Text portion of this requirement. Help in the baseline application consist of tool tips, help documents which contain the screen level help and field level help. The help documents are created in Word and converted to HTML so they can be accessed directly from the application.llThe baseline application doesn't currently include access to Policy, FAQ or Glossary. Protech has successfully integrated policy and other helpful links in other development efforts and will use that knowledge to assist NH with meeting this portion of the requirement once the initial implementation has been completed.	**Functional Fit:** 40% match for online help. The baseline system contains the infrastructure for online help but all documents will need to be created for New Hampshire. 0% match for policy, FAQ and glossary. This is new functionality and requires new development. **Technical Fit:** 30% match for online helps. The baseline system contains the infrastructure for online help but all documents will need to be created for New Hampshire. 0% match for email notifications. This is new functionality and requires new development.
	HELPDESK				
	MONITORING BATCH PROCESSES				
	PERFORMANCE MONITORING, OPTIMIZATION AND TUNING				
	SCHEDULED & UNSCHEDULED MAINTENANCE				
	STATE'S INFORMATION TECHNOLOGY STRATEGY & DIRECTION				
	STATE'S SOLUTION & ARCHITECTURE PREFERENCES				
	STATE'S SECURITY PREFERENCES				
	STATE'S SELF-SERVICE PREFERENCES				
	STATE'S INTERFACES AND DATA SHARING PREFERENCES				
	STATE'S PERFORMANCE & TUNING REQUIREMENTS				
166	SP-SPT-1	FED REQ.: N PRIORITY: 5 GAP RATING:	Must provide tools to tune and optimize performance of all application components during testing.	The baseline application meets the requirements detailed in the governing contract but will need to be modified as specified by the State of New Hampshire. This requirement is covered by the RFP and was included in the performance tuning section. The Protech and the State technical resources will work together to ensure this requirement is satisfied.	**Functional Fit:** 0% - Documentation will need to be developed. **Technical Fit:** 50% - Changes will be required although they are not expected to be substantial.
	STATE'S DISASTER RECOVERY PREFERENCES				
	STATE'S DATA QUALITY REQUIREMENTS				
	LAN / WAN IMPACT CONSIDERATIONS				
167	SP-LAN-1	FED REQ.: N PRIORITY: 5 GAP RATING:	Impact on the DCSS LAN & State's WAN must be anticipated.	This requirement was added to ensure that the bandwidth considerations and response times must be part of performance tuning.	Functional Fit: 0% - Performance tuning is specific to the client's environment. Technical Fit: 0% - Performance tuning is specific to the client's environment.

168	SP-LAN-2	FED REQ.: N PRIORITY: 5 GAP RATING:	The infrastructure currently used by DCSS (for NECSES) is expected to have sufficient capacity to handle the expected traffic based current/ anticipated transaction volumes. However, if documents are imaged and would need to be shared across offices, transportation of large number of image files over the network may require the network infrastructure to be upgraded. Must perform network capacity planning analysis to determine whether the system/solution suite would require increased bandwidth to function optimally.	This requirement was added to ensure that the bandwidth considerations and response times must be part of performance tuning.	Functional Fit: 0% - Performance tuning is specific to the client's environment. Technical Fit: 0% - Performance tuning is specific to the client's environment.
	STATE'S ARCHIVE AND PURGE STRATEGY				
169	NEW		The data to be converted will need to be identified based on business rules. Data which wasn't converted but could have been will need to be available on a demand basis. Data which wasn't converted because it couldn't be converted may not be available on demand.	The conversion plan and strategy required is state specific. The conversion team will be comprised of Protech and NH state staff. The business rules will be determined and documented during the conversion meeting.	**Functional Fit:** 0% - Conversion plan and strategy is state specific. **Technical Fit:** 0% - Conversion plan and strategy is state specific.
	STATE'S KNOWLEDGE TRANSFER REQUIREMENTS				
170	SP-KTR-2	FED REQ.: N PRIORITY: 5 GAP RATING:	Preference for a contract that includes participation of State staff in implementation efforts.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. llProtech and the State will ensure that State staff is included in the project as required.	**Functional Fit:** 0% - Participation plan will need to be developed. **Technical Fit:** 0% - Participation plan will need to be developed.
171	SP-KTR-3	FED REQ.: N PRIORITY: 5 GAP RATING:	In general, the implementation model would put the vendor in charge of installation and setup of the application components in the development and testing environments, and the State in charge of installation and set up of application components in the production environment.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. Protech and the State will ensure that this requirement is addressed during the installation and setup of the environments.	**Functional Fit:** 0% - Environment plan will need to be developed. **Technical Fit:** 0% - Environment plan will need to be developed.
172	SP-KTR-4	FED REQ.: N PRIORITY: 5 GAP RATING:	State staff must participate in and sign off on design specifications and in code reviews.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. All deliverables will be detailed in the Project Plan and will include the required review and sign off period for documentation and code modules.	**Functional Fit:** 0% - Project Plan will need to be developed and must include the necessary review and sign off steps. **Technical Fit:** 0% - Project Plan will need to be developed and must include the necessary review and sign off steps.

173	SP-KTR-5	FED REQ.: N PRIORITY: 5 GAP RATING:	System/code must be well commented and well documented.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. All deliverables will be detailed in the Project Plan and will include the required review and sign off period for documentation and code modules.	**Functional Fit:** 0% - All documentation will need to be created or updated. **Technical Fit:** 40% - Updates to the code will be required as detailed throughout these documents.
174	SP-KTR-6	FED REQ.: N PRIORITY: 5 GAP RATING:	Knowledge Transfer should cover ConfigurationIManagement tools/ processes.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. Protech and the State will determine that the appropriate knowledge transfer plan includes the configuration management tools / processes.	**Functional Fit:** 0% - Documentation will need to be developed. **Technical Fit:** 0% - Documentation will need to be developed.
175	SP-KTR-7	FED REQ.: N PRIORITY: 5 GAP RATING:	Vendor must provide the State in advance with the skill sets of the personnel required to maintain and support the application in the production environment.	The baseline application doesn't contain any functionality related to this requirement. This requirement has been included in the contract between Protech and the State of NH. Protech and the State will determine that the appropriate skill sets of personnel required to maintain and support the new NECSES application and document the needs so that staff can be available prior to the knowledge transfer sessions.	**Functional Fit:** 0% - Documentation will need to be developed. **Technical Fit:** 0% - Documentation will need to be developed.
	FEDERAL REQUIREMENTS				
176	SP-FED-30	FED REQ.: Y PRIORITY: 5 GAP RATING: 1	The State must have an approved disaster recovery plan which provides detailed actions to be taken in the event of a natural disaster (fire, water damage, etc.) or a disaster resulting from negligence, sabotage, mob action, etc. The disaster recovery plan should at a minimum include: 1. Documentation of approved backup arrangements. 2. Formal agreement of all parties. 3. An established processing priority system. 4. Arrangements for use of a back-up facility. 5. Periodic testing of the backup procedures/facility.	This requirement has been included in the contract between Protech and the State of NH. The new NECSES must comply with the existing disaster recovery plan. Protech and the State will determine what is required to ensure that the new NECSES is in compliance with the disaster recovery plan for the State of New Hampshire.	**Functional Fit:** 0% - Documentation will need to be developed. **Technical Fit:** 0% - Documentation will need to be developed.
	ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONAL REQUIREMENTS				
	CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS				
	GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS				
	LEGAL REFERRALS - FUNCTIONAL REQUIREMENTS				

Record Id	RFP Ref. No	Assessment	Requirement	Response	Included in Baseline CSES
	TRACKING APPLICATIONS FOR CHILD SUPPORT SERVICES				
1	CI-APP-11	Fed Req.: Y Priority: 5 Gap Rating: 5	Provide for self-service web interface for CP and NCP to enter and submit application data. The web interface should include data validation rules, help and prompts (suggest alternatives) to aid the worker in providing high-quality data.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE INITIATION – NH NON-TANF APPLICANT				
2	CI-NTF-15	Fed Req.: Y Priority: 5 Gap Rating: 4	Monitor Federal timeframe from date application received to completion of Case Initiation.	This would be part of the reporting functions discussed in CI-APP-16. The system will monitor, per the Federal timeframes and issue alerts as deemed necessary. Part of this reporting process will be the record the time between application receipt and completion of the case create process.	**Functional Fit:** 10% - All the activities are recorded and time-stamped, but reporting on this is not present in the baseline system **Technical Fit:** 10% the needed data is collected and stored, but changes would be required to database structures and additional development would be required to provide the reporting and alerting.
	CASE INITIATION – NH TANF APPLICANT				
3	CI-TNF-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically notify IV-A agency and the CP when his/her application pertains to an existing closed case that cannot be reopened. Automatically halt the Case Initiation process in this case.	This will be built into the CI workflow. The business rules to be used by the system to make this determination need to be documented and provided to Protech. Please refer to action item #11 under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
4	CI-TNF-6	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically notify the IV-A agency about non-cooperation on the part of the CP.	The is not done by the baseline system so the system will be modified to automatically send notification to the IV-A system assuming they are capable and willing to accept electronic non-cooperation notification.	Functional Fit : 0% - Baseline system will have to be enhanced to include this functionality. Technical Fit: 0% - This is new functionality and requires new development.
5	CI-TNF-7	Fed Req.: N Priority: 5 Gap Rating: 5	Alert the worker to check New Heights 30 days after the non-cooperation notice is sent to the IV-A agency.	The system will be modified to check the IV-A system at a designated time for the IV-A sanction. This will depend upon IV-A willingness to allow electronic access for the check. If so, the system can perform the check and alert the worker. he NH users expressed a preference to have the system to check New Heights rather than notifying the worker to check. We might want to reword this requirement for full automation.	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
6	CI-TNF-9	Fed Req.: N Priority: 5 Gap Rating: 5	Provide the capability to automatically check the sanction status of the TANF CP who is not cooperating, 30 days after the non-cooperation notice is sent to the IV-A agency. ~~Automatically close the case once TANF has been sanctioned.~~	The system will be modified to check the IV-A system at a designated time for the IV-A sanction. This will depend upon IV-A willingness to allow electronic access for the check. If so, the system can perform the check and alert the worker. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

7	CI-TNF-11	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically generate request to the IV-A agency to lift the sanction, if the CP cooperates after the sanction has been imposed.	The work group will need to ensure that these business rules, once defined, are included in the CI workflow. The workflow must also include the required notification form. Business rules need to be defined and the notice to be used must be provided to Protech. Please refer to action item #14 under Section 4.1 – Case Initiation Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE INITIATION – NH AS RESPONDING STATE				
	CASE INITIATION – MEDICAID CASES				
	CASE INITIATION – FOSTER CARE CASES				
	CASE INITIATION – NCP SERVICES				
	GENERAL REQUIREMENTS FOR CASE INITIATION				
	OBTAIN MISSING INFORMATION NECESSARY FOR LOCATE				
	SUPPORT MANUAL LOCATE ACTIVITIES				
	AUTOMATED LOCATE - DMV				
	AUTOMATED LOCATE - AOC, SCR AND FCR				
	AUTOMATED LOCATE - NEW HIRE (STATE & FEDERAL MATCH)				
	AUTOMATED LOCATE - NHES QUARTERLY WAGE REPORTING				
	AUTOMATED LOCATE - FIDM STATE BANK MATCH				
	AUTOMATED LOCATE - FIDM FEDERAL BANK MATCH				
	AUTOMATED LOCATE - PROCESS LOCATE LEADS				
8	LO-PLL-15	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically mark a lead that could not be verified as a bad lead.	If there is sufficient information in the automated locate interface to determine some locate data as bad data, then the baseline system will automatically end date the record and mark it as confirmed bad using pre-defined business rules. The business rules pertaining to this requirement will have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #17 under Section 4.1 – Locate Action Items.	**Functional Fit:** 60% match with baseline system. New Hampshire specific business processes will result in changes to design. **Technical Fit:** 40% match with baseline system. Need to change the database structures, screens, and interface batch programs for NH specific design.
	GENERAL REQUIREMENTS FOR LOCATE				
9	LO-GEN-21	Fed Req.: Y Priority: 5 Gap Rating: 1	Maintain and report data on: - The number of cases submitted to each locate source - The transmittal and response timeframes associated with each submission.	Currently this report does not exist in the NECSES system, and this is a new report that needs to be implemented in the baseline system.	**Functional Fit :** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit :** 0% - This is new functionality and requires new development.
10	LO-GEN-33	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically alert Enforcement worker of NCP's release based on the release date recorded through the interface with Dept. of Corrections.	The requirement has been deferred until after 2014 implementation, based on the discussion during the requirements validation session.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	SUPPORT ORDER & OBLIGATION PROCESSING - FUNCTIONALAL REQUIREMENTS				
	SUPPORT ORDER & OBLIGATION PROCESSING - NON FUNCTIONALAL REQUIREMENTS				

11	FI-BIL-1	Fed Req.: N Priority: 5 Gap Rating: 5	With the exception of those cases with income withholding in force, the system must automatically bill cases with obligations.	This requirement is satisfied with existing functionality in the baseline system but will require changes for NH. The baseline system includes automated billing when there is an order in existence, but it is designed to bill on all cases with obligations even those on wage assignment. This satisfies the "statement of account" Federal requirement. The current layout of the NCP and Employer coupons needs to be provided to Protech. Please refer to action item #7 under Section 4.1 – Financial Action Items.	**Functional Fit:** 50% match with baseline system. A significant re-write would be required. **Technical Fit:** 25% match with baseline system. During the baseline demo, billing received the lowest ranking of all modules and will require several changes.
	RECEIPT PROCESSING				
12	FI-RCT-12	Fed Req.: N Priority: 4 Gap Rating: 5	Capture all identifying information for all receipt sources (i.e., whether NCP, Employer, Other State, etc.). If the source is an employer's payroll company, capture identifying details for both the employer and the payroll company.	The baseline application partially satisfies this requirement as the receipt source is captured and displayed throughout the application. In the baseline application, the OTHP (Other Party) screen for Type E – Employers currently stores both the physical location and payment location. During the requirement session, the SME's indicated that the OTHP ID for each employer payment is needed. Before any changes are made, two items need to be researched. 1.) Can the existing strip file be modified to include the OTHP ID and other data elements that would be necessary to determine the correct OTHP ID? 2.) If received, does the SDU application have a way to capture the OTHP ID at the receipt level and can it be added to the collection file which is passed to DSCC? Please refer to action item #13 under Section 4.1 – Financial Action Items.	**Functional Fit:** 30% match with baseline system. Significant changes might be required if the OTHP ID and related information are needed by the SDU and supplied in the collection file. **Technical Fit:** 20% match with baseline system. Changes will be required to sync the financial screens up with the rest of the application. Additionally, significant changes might be required in the collection screens.
	DISTRIBUTION - FUNCTIONAL REQUIREMENTS				
	DISTRIBUTION - NON FUNCTIONAL REQUIREMENTS				
	DISBURSEMENT - FUNCTIONAL REQUIREMENTS				
13	FI-DSB-18	Fed Req.: N Priority: 3 Gap Rating: 5	~~Workers should have access to additional detailed disbursement status information for checks that are still being processed internally.~~	This requirement was tabled during discussions. DCSS could not determine exactly what was required from a system perspective. Please refer to action item #32 under Section 4.1 – Financial Action Items. 4/5/2012 - Recinded during walkthrough session.	N/A
14	FI-DSB-20	Fed Req.: N Priority: 5 Gap Rating: 5	Must be capable of tracking monies that could not disbursed (i.e., include bucket for undisbursed monies, abandoned property, and other 'out of system' Accounts|Receivable' buckets)	The baseline system does not contain this functionality and it was determined during the requirements session that this item will be deferred until after 2014. The current NECSES application does not contain escheatment so there is not a gap for 2014.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	DISBURSEMENT - NON FUNCTIONAL REQUIREMENTS				
	FINANCIAL ADJUSTMENTS REQUIREMENTS				

15	NEW (#1)		When the Bad Check Indicator is active associated with either the Employer or NCP, a check received will be placed on hold according to defined business rules. Include auto-release after the hold expires.	The baseline system does not contain this functionality. The state needs to decide if this requirement is valid. Ideally future payments after a bad check are rejected by the SDU. With this requirement, the payments would be processed but placed on distribution hold. If it is determined that a new distribution hold is required, the state will need to determine the new hold code to be used and the business rules for this entire process. Please refer to action item #37 under Section 4.1 – Financial Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
16	FI-ADJ-20	Fed Req.: N Priority: 4 Gap Rating: 5	~~The system must have the ability to capture and pass additional information to the check printing vendor.~~ ~~The check stubs pertaining to replacement checks should include the disbursement # to which the replacement check pertains.~~	This requirement was tabled during the requirements session since DCSS could not determine exactly what was required from a system perspective. Any changes to this process will require a joint effort with the current check vendor. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system as it must be addressed by the check printing vendor. Please refer to action item #40 under Section 4.1 – Financial Action Items. 04/05/2012 walkthrough: Due to the low volume and the fact this would require changes in the contract with the SDU vendor, the group decided to rescind this requirement.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
17	FI-ADJ-30	Fed Req.: N Priority: 3 Gap Rating: 5	Based on escheatment policy guidelines provide the capability to process /release undistributed collections.	The baseline system does not contain this functionality and it was determined during the requirements session that this item will be deferred until after 2014. Currently New Hampshire law allows for escheatment but DCSS has never established policy or implemented an escheatment process in NECSES so there will be no gap. Escheatment policy guidelines will need to be established before this can be included in the new NECSES application. Please refer to action item #43 under Section 4.1 – Financial Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	FINANCIAL ACCOUNTING REQUIREMENTS				
18	FI-FAC-4	Fed Req.: Y Priority: 5 Gap Rating: 1	The system, or an auxiliary financial system, must provide documentation needed to obtain and verify claims for Federal financial participation (FFP) and to facilitate the payment, receipt, and distribution of incentive payments by: 1. Maintaining data on collections and administrative costs. 2. Maintaining information on the receipt of incentive payments. 3. Performing calculations needed to determine Title IV-D's share of administrative costs.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	FINANCIAL RECOUPMENT REQUIREMENTS				

19	FI-RCP-9	Fed Req.: N Priority: 5 Gap Rating: 5	~~Allow authorized users to link receipts with recoupment coupons/ offsets.~~	This requirement was tabled during the requirements session since DCSS could not determine exactly what was required from a system perspective. Please refer to action item #50 under Section 4.1 – Financial Action Items. 04/05/2012 walkthrough: Rescinded	N/A
	GENERAL RECOUPMENT REQUIREMENTS				
20	FI-GEN-4	Fed Req.: N Priority: 5 Gap Rating: 5	Maintain system generated notes for automated actions. Each note should be linked to the batch, receipt, case, member, employer, or other entity that it pertains to.	This requirement was tabled during discussions. DCSS could not determine exactly what was required from a system perspective. If it remains, activities and events that require a system generated note must be clearly defined and documented. Please refer to action item #52 under Section 4.1 – Financial Action Items.	N/A
21	FI-GEN-5	Fed Req.: N Priority: 5 Gap Rating: 5	~~Ability to track relevant correspondence/ communication, date of communications, etc. with NCP, CP, employers, out of state agencies, and other entities.~~ ~~The correspondence should be viewable by worker for each entity.~~	This requirement has been rescinded as it is not a system requirement for the new NECSES and will be incorporated into OnBase. NECSES will need to access documentation from OnBase (new requirement entered).	N/A
	CASE MANAGEMENT IN ORDER AND APPLICATION PROCESSING – FUNCTIONAL REQUIREMENTS				
22	CM-ORD-2	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically send out the application upon receipt of the Order, where applicable.	NECSES would need the ability to monitor for new orders in OnBase and based on business rules, generate the 725, enter the date generated and track (alerts and reporting). This will be part of the general requirement that the new NECSES and OnBase have an effective communication set-up. Business rules need to be defined and documented which detail the conditions under which the application is sent out. Please refer to action item #1 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
23	CM-ORD-3	Fed Req.: N Priority: 5 Gap Rating: 5	In situations where applications cannot be sent out automatically, alert and remind the appropriate worker/office until the application has been sent out.	This will need to be part of the new functionality to be developed as noted in CM-ORD1 & 2. This will be an alerting component to that development. Business rules need to be defined and documented for alert notification when the system cannot automatically generate and send out the applications. Please refer to action item #2 under Section 4.1 – Case Management Action Items.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
24	CM-ORD-4	Fed Req.: N Priority: 5 Gap Rating: 3	Track the number of applications per worker and per office at the following levels: - Number of applications received - Number of applications reviewed (touched) - Number of applications pending - Number of applications processed - Number of applications returned based on court order - Number of applications that pertain to "good cause" cases.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

25	CM-ORD-14	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate business rules for validating applications and identifying discrepancies in the applications. This should also be done at source (whether the source is self-service via the web or worker-entered).	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
26	CM-ORD-17	Fed Req.: N Priority: 5 Gap Rating: 5	Track trends to facilitate resource planning.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMECASE MANAGEMENT DURING CASE INITIATION				
27	CM-CIN-3	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically setup base case (shell) based on self service applications received via the web.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	N/A
	CASE MANAGEMENT DURING LOCATE				
28	CM-LOC-5	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate a web-based self-service component that allows a client, a payor or an employer the ability to enter a new address. Such input should be treated as another set of Locate sources.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	N/A
29	CM-LOC-14	Fed Req.: N Priority: 5 Gap Rating: 5	Include the ability to query cases by Address type and Location.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMENT DURING ESTABLISHMENT				
30	CM-EST-3	Fed Req.: N Priority: 5 Gap Rating: 5	Flag addresses that were not 'serviceable' and provide the ability to query and lookup cases that do not have a 'serviceable' address.	The baseline system does not provide the ability to query for cases that do not have a "serviceable address". This might be a BI Portal requirement. The Establishment activity chain will need to have a 'Residential' addresses for in hand service. If the NCP doesn't have a residential address and the case is in establishment, the locate process should still be active.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
31	CM-EST-10	Fed Req.: N Priority: 5 Gap Rating: 4	Track the number of cases by status at different levels (worker, office, etc.). Provide authorized users with access to these numbers. This tracking would include but not be limited to: - Number of cases pending assignment (to worker). - Number of assigned cases. - Number of cases awaiting completion of Blood Testing. - Number of cases that are not yet referred to Legal - Number of cases referred to Legal - Number of cases accepted by Legal - Number of cases pending action based on Legal Referral. - Breakup of the disposition of cases referred to Legal.	This requirement relates to the BI Portal. This is currently available from NECSES as a monthly report. Since the BI Portal will not be available in 2014, we need to ensure that this report can be generated from ORS.	N/A
	CASE MANAGEMENT DURING ENFORCEMENT				

32	CM-ENF-6	Fed Req.: N Priority: 5 Gap Rating: 5	Alert the worker and/or supervisor when data discrepancies are uncovered between the system's data and the data received through an interface. ~~(e.g., Non TANF vs. TANF). and automatically stop all outgoing payment for this case until approved by the worker/supervisor/Office of Finance.~~	Clarification Required: This requirement needs to be closely reviewed and specific business rules need to be defined and documented. For example, NCP goes on assistance, DP dies, etc. NOTE: A portion of this requirement was rescinded by the workgroup and is not required in the new system.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. L **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT DURING CASE CLOSURE				
33	CM-CLO-15	Fed Req.: N Priority: 5 Gap Rating: 3	Automatically initiate all case closure actions that do not need worker intervention. Present the worker with a checklist of all actions to be taken to close the case. Include status of system-initiated checklist items. For actions that need worker action, present respective timeframes.	The baseline system only provides for the worker to initiate case closure activities.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	CASE MANAGEMENT DURING CASE ARCHIVAL				
	CASE MANAGEMENT AT THE WORKER LEVEL				
34	CM-WRK-4(c)	Fed Req.: N Priority: 5 Gap Rating: 3	Present each worker with a prioritized list of worker specific tasks for use as the primary source for managing individual caseloads effectively / efficiently. The list should include features such as: - Save, Re-use & Share of frequently used queries	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
35	CM-WRK-9	Fed Req.: N Priority: 5 Gap Rating: 5	Compute and present Performance Assessment Measures of expected vs. actual performance.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
36	CM-WRK-10	Fed Req.: N Priority: 5 Gap Rating: 5	Provide performance alerts when certain performance thresholds have either been reached or not been reached at a in a predefined timeframe. Supervisors should be able to access these for each of their workers.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMENT AT THE FUNCTIONAL LEVEL				
37	CM-FNC-1	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor and track activities across each functional area to determine performance, outstanding workloads, and anticipated workloads/ resource requirements for the functional area.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A

38	CM-FNC-2	Fed Req.: N Priority: 5 Gap Rating: 5	Performance Monitors should include: Function-specific aggregates and averages such as: - Number of Supervisory Reviews; - Number of Enforcement Remedies; - Average activity times - such as length of time (on an average) to complete a good locate; - Effectiveness of a remedy; - Report on incorrect activity (based on business rules to detect potential abnormalities);	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
39	CM-FNC-3	Fed Req.: N Priority: 5 Gap Rating: 4	Workload assessments should include function-specific totals such as: - Number of outstanding paternity establishment cases. - Tasks that must be completed in the upcoming period (day /week /month /etc.).	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMENT AT THE DIVISIONAL OFFICE LEVEL				
40	CM-OFF-5	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically route data gathered through self-service modules to the appropriate DO (example, if a CP files a 725 application on the web, business rules must be incorporated to route the application to the appropriate DO for processing).	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	N/A
41	CM-OFF-7	Fed Req.: N Priority: 5 Gap Rating: 4	Allow regional administrator to accept/ deny case reallocation & transfer requests made by another DO.	This is the approval/ denial step after the routing in CM-OFF-6.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
42	CM-OFF-8	Fed Req.: N Priority: 5 Gap Rating: 4	Track Worker Performance Measures based on predefined metrics.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported. Federal Performance requirements will be incorporated into the BI Portal.	N/A
43	CM-OFF-9	Fed Req.: N Priority: 5 Gap Rating: 4	Track DO Performance Measures based on pre-defined metrics.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.llFederal Performance requirements which will be incorporated into the BI Portal.	N/A
44	CM-OFF-10	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for performance comparisons with other DOs, and among workers.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A

45	CM-OFF-11	Fed Req.: N Priority: 5 Gap Rating: 5	Include Performance Alerts to proactively notify the supervisor of the potential danger that some goals may not be met (e.g., not reached 80% of annual goal level 30 days prior to annual evaluation date).	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMENT AT THE MANAGEMENT/DCSS LEVEL				
46	CM-MGT-1	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate Performance Monitoring to track status relative to key performance indicators.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
47	CM-MGT-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include alerts to notify management when certain tolerance thresholds are reached. These could be to alert the Management that certain goals are not likely to be met, etc.	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.llThis appears to be a duplicate of CM-OFF-11	N/A
48	CM-MGT-3	Fed Req.: N Priority: 5 Gap Rating: 5	Provide capability to easily drill down to a detailed level in order to examine the cause for a particular value of a specific metrics (e.g., why were only 2 of the 10 cases sent by worker/DO to Legal received back?)	This requirement will be deferred until after 2014. This is a BI Portal requirement and will be addressed once that project is initiated. Until the BI Portal is implemented in production, the current processes will need to be supported.	N/A
	CASE MANAGEMENT PERTAINING TO AUTO REVIEW & ADJUSTMENT				
	CASE MANAGEMENT PERTAINING TO INTERSTATE CASES				
	GENERAL REQUIREMENTS FOR CASE MANAGEMENT				
49	CM-GEN-15	Fed Req.: Y Priority: 5 Gap Rating: 5	Include the capability for automated Self-Assessment (based on a random selection of cases) at all organizational levels.	Currently this is an ORS function which will need to be supported until the functionality is incorporated into the new NECSES or BI Portal.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONALITY REQUIREMENTS				
50	ES-PSO-40	Fed Req.: N Priority: 3 Gap Rating: 5	Provide the ability for CP & NCP to view status & history of order information on the web.	This is a requirement for the Customer Service Portal, which is not part of the baseline system.	N/A
	ESTABLISHMENT MEDICAL SUPPORT ORDER - FUNCTIONAL REQUIREMENTS				
	ES-MSO-7	Fed Req.: N Priority: 4 Gap Rating: 5	Provide a Web-based self-service module for NCP to complete Form 723 - Health Insurance Questionnaire online. Include business rules to validate data entered, suggest alternatives when discrepancies are identified.	This is a requirement for the Customer Service Portal, which is not part of the baseline system.	N/A
	REGISTRATION OF FOREIGN ORDERS - BOTH PARTIES IN-STATE				
	ESTABLISH MAKE PAYABLE SUPPORT ORDERS - FUNCTIONAL REQUIREMENTS				
	MODIFY SUPPORT ORDERS - FUNCTIONAL REQUIREMENTS				
	NCP SERVICES - FUNCTIONAL REQUIREMENTS				
	REDIRECT PAYMENTS - FUNCTIONAL REQUIREMENTS				
	CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS				
	REVIEW & ADJUSTMENTS - FUNCTIONAL REQUIREMENTS				
	INTERSTATE INITIATING - FUNCTIONAL REQUIREMENTS				
	GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS				

51	ES-GEN-3	Fed Req.: N Priority: 5 Gap Rating: 4	Easy access from application interface to commonly used sites (such court system, policy, federal website for looking up Action Transmittals).	This is a Web browser based application and any/all external sites can be made available through links and bookmarks as long as there is access and/or approval to do so.	**Functional Fit:** 80% match. See response. **Technical Fit:** 40% match. May need some changes to the database structures, screens, and interface batch programs for NH specific design.
52	ES-GEN-4	Fed Req.: N Priority: 4 Gap Rating: 4	Provide limited access to authorized external trusted partners such as Courts, Probation & Parole, etc.	This is easily accomplished with a Web-based system, since a Web based system can be accessed from anywhere with an Internet connection and the appropriate authorization methodology once the specific requirements are determined.	**Functional Fit:** 80% match. See response. **Technical Fit:** 40% match. May need some changes to the database structures, screens, and interface batch programs for NH specific design.
53	ES-GEN-6	Fed Req.: N Priority: 4 Gap Rating: 5	~~Ability to classify and identify each document as being safeguarded (confidential); secure (inaccessible under normal conditions); or public (accessible by all).~~ Users' access rights to all documents should be guided by the user's authorization level and the classification of the document.	This requirement has been covered by OnBase. This requirement will need to be revisited once we start working on the Customer Service/Employer Portals.	No Portal requirement
54	ES-GEN-8	Fed Req.: N Priority: 4 Gap Rating: 5	Allow user to access calendar at any time.	This capability is not present in the baseline system and will require new development.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. Requires new development.
55	ES-GEN-9	Fed Req.: N Priority: 4 Gap Rating: 5	Allow user to set default presentation of calendar (daily/weekly/etc.).	This capability is not present in the baseline system and will require new development.	**Functional Fit:** 0% matches. See response. **Technical Fit:** 0% matches. Requires new development.
	ENFORCEMENT MONITORING				

56	EN-MON-7	Fed Req.: N Priority: 5 Gap Rating: 4	Monitor case financials and automatically respond to situations that include but are not limited to the following: - Withholding issued and no initial payment received within time frame established by business rules. - Withholding in effect and less than full amount received. - Withholding in effect and payments cease In all such situations, automatically send notice to the employer and alert the worker.	A batch process in the baseline system monitors when a payment is not received in response to a wage withholding. On such cases, the baseline system generates and sends a non-compliance notice to employer. The baseline system does not monitor receipt of less than the full wage withholding amount, or when payments on an ongoing wage withholding cease. The baseline system will need to be enhanced to accommodate this functionality. In NH, it is not clear if receipts from SDU contain information about the employer who is making the payment. Currently, the Finance users do this research manually outside the application. If a payment cannot be linked to an employer, then the system cannot monitor for receipt of less than the full withholding amount. For the same reason, the system cannot determine which specific employer has stopped payments against a wage withholding. The State to provide SDU receipt details and a decision regarding this functionality. Please refer to action item #5 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 90% match with baseline system for monitoring for no payments in response to initial wage withholding. 0% match for monitoring for partial or no payment after initiating wage withholding. **Technical Fit:** 70% match with baseline system for monitoring for no payments in response to initial wage withholding. 0% match for monitoring for partial or no payment after initiating wage withholding.
57	EN-MON-8	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor case financials and automatically respond to situations where the Withholding includes arrears payment and arrears become zero. In this situation, automatically issue new withholding that does not include arrears payment.	The baseline system monitors for changes in arrears or arrears payments and sends an alert to the worker. It does not automatically generate an amended wage withholding notice to the employer. Therefore, the baseline system will need to be modified to generate the amended wage withholding notice.	**Functional Fit:** 90% match with baseline system for monitoring. 0% match for generating the amended wage withholding. **Technical Fit:** 70% match with baseline system for monitoring. 0% match for generating the amended wage withholding.
58	EN-MON-9	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor case financials and automatically respond to situations where Withholding is in effect with no arrears payment and arrears that greater than one month of obligation develop. In this situation, automatically issue new withholding including arrears payment.	Currently in NH, the arrears payment amount is set to 20% of the obligation, when the total arrears on the case are greater than or equal to one month's MSO. This is an administrative change and does not require a court action. Additionally arrears payment amounts can be added because of a court order. The baseline system monitors for changes in arrears or arrears payments, and sends an alert to the worker. The baseline system does not automatically generate the amended IW notice. This functionality will have to be added to the baseline system.	**Functional Fit:** 90% match with baseline system for monitoring. 0% match for generating the amended wage withholding. **Technical Fit:** 70% match with baseline system for monitoring. 0% match for generating the amended wage withholding.

59	EN-MON-12	Fed Req.: N Priority: 3 Gap Rating: 5	Monitor compliance with provisions of agreements reached during various Enforcement processes such as Pre Show Cause, Show Cause, Credit Reporting etc.; and report noncompliance to the worker.	The baseline system does not have functionality for recording payment agreements or for monitoring compliance with the payment agreements. llDuring the session the users explained that in NH, the payment agreements are case-specific and are not standardized. The payment agreement types and the rules for checking agreement compliance will require some level of standardization to implement automatic monitoring. llThe business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #8 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
60	EN-MON-14	Fed Req.: N Priority: 5 Gap Rating: 3	Identify all children who are one month from 18th birthday / anticipated emancipation date and generate letter for information to CP and alert the worker.	The baseline system monitors the child's emancipation date and generates letters to the CP to seek information about the child's graduation date. The baseline system does not generate an alert to the case worker. The system will need to be modified to generate the alert.	**Functional Fit:** 90% match with baseline system for monitoring. 0% match for New Hampshire specific notice. **Technical Fit:** 70% match with baseline system for monitoring. 0% match for New Hampshire specific notice.
61	EN-MON-15	Fed Req.: N Priority: 5 Gap Rating: 5	Provide query, filter and sort tools for users to access up-to-date compliance and enforcement information (including but not limited to current actions being taken on a case, status of the actions, pending actions, case worker action history, summary of case events etc.)	The baseline system does not provide this functionality. The baseline system will need to be modified to provide this information. For a specific case, the users can go to the Case Processor (CPRO) screen and review the ongoing actions or access the comprehensive case history.	**Functional Fit:** 90% match with baseline system for providing this information on a single case. 0% match for providing this report for multiple cases. **Technical Fit:** 70% match with baseline system for providing this information on a single case. 0% match for providing this report for multiple cases.
	ENFORCEMENT – INCOME ASSIGNMENTS				
62	EN-INX-10	Fed Req.: N Priority: 5 Gap Rating: 5	Send Notice to employer if less than full amount is remitted	As explained in response to requirements EN-MON-7, the baseline system does not monitor for partial remittances against a Wage Withholding action. The baseline system will have to be enhanced to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

63	EN-INX-12	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for worker input that less than full amount being remitted due to Consumer Protection limitations.	During the session, the users explained that currently in NH, a notice is sent to the NCP to notify that their full monthly support obligation is not being met by the wage withholding because of the Consumer Protection limitations. This functionality does not exist in baseline system. The baseline system does not provide for recording the Consumer Protection indicator or using it to generate a notice. The notice is NH-specific. The business rules for generating the notice should be fully defined during the design sessions. Also, the notice should be finalized, so it can be incorporated into the design. Please refer to action item #10 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
64	EN-INX-17	Fed Req.: N Priority: 5 Gap Rating: 5	Proactively recognize zero arrears (using a thresholdlvalues) and issue new wage withholding accordingly	The baseline system monitors for changes in arrears or arrears payments and sends an alert to the worker. It does not automatically generate an amended wage withholding notice to the employer. The baseline system will need to be modified to generate the amended wage withholding notice.	**Functional Fit:** 90% match with baseline system for monitoring. 0% match for generating the amended wage withholding. **Technical Fit:** 70% match with baseline system for monitoring. 0% match for generating the amended wage withholding.
65	EN-INX-18	Fed Req.: N Priority: 5 Gap Rating: 5	Record date and other details of Employer Termination Letters and automatically send out notice to NCP ~~informing~~ reminding of his/her responsibility to make payments towards Child Support obligations.	Additionally, Participants expressed a preference for sending a NCP Billing Coupon along with the letter. This functionality is not currently in NH. The baseline system does not provide this functionality either. The baseline system needs to be modified to automatically generate an Employment Termination Letter to the NCP when the employment record is end dated. The employment termination notice has to be finalized, and the process to generate NCP billing coupons has to be fully defined during the design sessions. Please refer to action item #12 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - UNEMPLOYMENT COMPENSATION BENEFIT (UIB) INTERCEPT				
66	NEW		Alert the worker whenINCP stopped receiving unemployment compensation, and INCP started receiving benefits again after stopping for some time.	Currently in NH, workers receives an alert when the NCP is matched to a member on the incoming NHES file. The worker does not receive alerts when the NCP is not receiving the benefits, or stopped receiving the money for some time but is receiving it now. Participants expressed a preference for receiving these alerts as well. This could be an interface issue, but if the interface batch process provides this information, then workers would like to use this status to start, stop, and restart the UC garnishment for the NCP. If the interface cannot provide this information – then workers would like an alert to them about an open UC, when there are no payments for a certain time, or when there is an interstate action on case. This functionality does not exist in the baseline system. The baseline system needs to be modified to provide this functionality.	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.

67	EN-UCB-7	Fed Req.: Y Priority: 4 Gap Rating: S	Recognize when NCP has no arrears and no current support due and generate Suspend Withholding Notice for UCB coordinator's approval and submission to NHES.	As described in response to requirement EN-UCB-3, the baseline system has a comparable process, but it needs to be modified to accommodate New Hampshire specific business process and generate the termination notice. 04/10/21012: added 'No current" to the requirement.(also this is not on a per case basis)	**Functional Fit:** 0% match with baseline system. **Technical Fit:** 0% match to the baseline system. Will need program changes to customize the solution for NH.
	ENFORCEMENT - FEDERAL TAX OFFSET - - FUNCTIONAL REQUIREMENTS				
	ENFORCEMENT - FEDERAL TAX OFFSET - NON FUNCTIONAL REQUIREMENTS				
	ENFORCEMENT - PASSPORT DENIAL				
	ENFORCEMENT - FEDERAL ADMINISTRATIVE OFFSET				
	ENFORCEMENT - CREDIT REPORTING				
	ENFORCEMENT - LICENSE REVOCATION				
	ENFORCEMENT - LIENS				
	ENFORCEMENT - BONDS				
68	EN-BON-1	Fed Req.: Y Priority: 1 Gap Rating: 5	Produce an advance notice that informs the NCP of: (1.) Delinquency of the support payment and the requirement of posting security, bond, or guarantee (2.) His/her rights and the methods available for contesting the impending action.	Participants explained that currently there are no notices that are generated for these processes. In the baseline system, the process is simple. The system recognizes a payment as a bond payment based on the receipt source. The bond payment is placed on hold and applied to the NCP's obligation if the NCP fails to meet the MSO for the month. The State attorney (Jamie Pond) is to check the State policy against the functionality as it exists in the baseline system and provide a determination about the workflow. Please refer to action item #18 under Section 4.1 – Enforcement Action Items. The baseline system has to be enhanced to accommodate the requirement. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
69	EN-BON-2	Fed Req.: Y Priority: 1 Gap Rating: 5	Automatically generate the required documentation and notify the caseworker to offset the bond when the current support payment is not received.	The baseline system does not provide this functionality. The baseline system has to be enhanced to accommodate the requirement. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
70	EN-BON-3	Fed Req.: Y Priority: 1 Gap Rating: S	Automatically generate the required documentation and notify the caseworker to restore the bond when the past-due support is received.	The baseline system does not provide this functionality. The baseline system has to be enhanced to accommodate the requirement. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
	ENFORCEMENT - LOTTERY INTERCEPT				

71	EN-LOT-1	Fed Req.: Y Priority: 2 Gap Rating: 5	Capable of processing a Lottery Winners file, detecting matches with delinquent obligors and initiating the lottery intercept enforcement remedy by producing the necessary documents needed to withhold child support from the lottery winnings.	Currently in NH, there is no incoming file from the Lottery Commission. Workers from lottery commission look at NECSES screens and review the case information to see if any of the lottery winners match an NCP in the child support application. The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate New Hampshire specific business rules, interfaces, and notices. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
72	EN-LOT-2	Fed Req.: Y Priority: 2 Gap Rating: 5	Track and produce the necessary documents to resolve the intercept.	The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate New Hampshire specific business rules, interfaces, and notices. Participants noted that a MOF process probably happens on the lottery intercept process as well. There may be some forms that are currently generated from the customer service unit in NH. The State to review the current process and provide a determination to Protech about including the MOF process with lottery intercept in the new NECSES. Please refer to action item #20 under Section 4.1 – Enforcement Action Items. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
73	EN-LOT-3	Fed Req.: N Priority: 2 Gap Rating: 5	Include interface for the Lottery Commission to: (a.) Query the system for the presence of an SSN (b.) Enter SSN, date/type of lottery and amount of winning for SSNs that are in the system.	The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate NH-specific business rules, interfaces, and notices. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
74	EN-LOT-4	Fed Req.: N Priority: 2 Gap Rating: 5	Automatically record details of lottery for NCP's who owe arrears.	The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate New Hampshire specific business rules, interfaces, and notices. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
75	EN-LOT-5	Fed Req.: N Priority: 2 Gap Rating: 5	Include interface for Customer Services worker to record details of lottery for NCP's who owe arrears.	The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate New Hampshire specific business rules, interfaces, and notices. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.

76	EN-LOT-6	Fed Req.: N Priority: 2 Gap Rating: 5	Produce notification to the Lottery Commission with the amount to be intercepted from an NCP.	The basic functionality that exists in the baseline system will need considerable updates and enhancements to accommodate New Hampshire specific business rules, interfaces, and notices. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
77	EN-LOT-7	Fed Req.: N Priority: 2 Gap Rating: 5	Accept the Lottery Intercept funds and automatically prorated and apply to the NCP's case(s) (based on business rules) without special handling.	The baseline system provides this functionality. 04/10/2012: group changed the priority to Low and the Req. for 2012 to No for all of the requirements in this section.	**Functional Fit:** 90% match with baseline system. **Technical Fit:** 70% match but will need program changes to customize the solution for NH.
	ENFORCEMENT - PRE SHOW CAUSE				
78	EN-PRE-1	Fed Req.: N Priority: 3 Gap Rating: 1	Schedule Pre-Show Cause Hearings and record date, time and place.	The current NH business process as explained by the participants is as follows – The hearing takes place at the district office. Workers perform the initial show cause hearing. Workers would like to schedule the hearing by selecting an available date. A Pre-Show Cause action must be completed before the case can be sent to Show Cause. Participants expressed a preference for having the flexibility to initiate a Show Cause action without a Pre-Show Cause action. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #21 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality to be designed for New Hampshire specific business process. **Technical Fit:** 0% match and will need program changes to develop the solution for NH.
79	EN-PRE-3	Fed Req.: N Priority: 3 Gap Rating: 3	Ability to record outcome of Pre-Show Cause Hearings (No Show, No Agreement, Agreement reached)	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
80	EN-PRE-4	Fed Req.: N Priority: 3 Gap Rating: 5	Initiate Show Cause hearing if No Show or No Agreement	Per participants in the session, the Pre-Show Cause action closes at this point. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

81	EN-PRE-5	Fed Req.: N Priority: 3 Gap Rating: 5	Ability to record details of Agreements reached during hearing.	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
82	EN-PRE-6	Fed Req.: N Priority: 3 Gap Rating: 5	Generate completed Agreement Form for NCP signature.	Uniform Enforcement Order is the form that is generated at this point in the business process. This is a court form. Court changes could not be reconciled in the NECSES application, so currently NECSES provides a link to these court forms. Personal Data Sheet is another form that is generated and filed with the court any time a case is submitted to a court action. Participants would like to the ability to generate this form from the new NECSES 2.0. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
83	EN-PRE-7	Fed Req.: N Priority: 3 Gap Rating: 5	Monitor Alert the worker after 30 days to check for compliance with Agreement terms and report non-compliance.	The requirement is changed to generate an alert to the worker. The requirement modified but the original text is retained with strike-thru formatting for reference.IIThis functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - SHOW CAUSE - - FUNCTIONAL REQUIREMENTS				
84	EN-SHO-1	Fed Req.: N Priority: 5 Gap Rating: 5	Identify cases that may be eligible for Show Cause Hearing according to business rules; and alert the worker.	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement. The business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #22 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
85	EN-SHO-2	Fed Req.: N Priority: 1 Gap Rating: 5	Accept Initiate Show Cause requests from the worker.	This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

86	EN-SHO-3	Fed Req.: N Priority: 5 Gap Rating: 5	Generate all necessary documents to file Show Cause action for the worker to modify and finalize online.	Currently, the NH business process requires the generation of cover letters, Personal Data Sheet, and Case Summary Notice. Form numbers are 167, 168, and 464. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
87	EN-SHO-4	Fed Req.: N Priority: 5 Gap Rating: 5	Generate all necessary final documents to be submitted to the courts to request a Show Cause Hearing.	Uniform Enforcement Order is the form that is generated at this point, along with the updated Case Summary. Participants would like to the ability to generate this form from the new NECSES 2.0. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
88	EN-SHO-5	Fed Req.: N Priority: 5 Gap Rating: 1	Provide for recording of date, place and time of court hearing.	Currently, scheduling is not available as a function in the NH NECSES. The basic scheduling functionality that exists in the baseline system needs to be enhanced to meet this requirement. 04/10/2012: Have the system send a reminder to agent to check with court after 6 (?) weeks	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
89	EN-SHO-6	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for recording dates & outcomes of attempts to serve NCP.	Currently in NH, Notice of Hearing (EN-20) along with a copy of the court hearing notice is sent to the NCP. A notice is sent to the CP (EN -21) as well. These letters are sent by certified mail. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
90	EN-SHO-7	Fed Req.: N Priority: 5 Gap Rating: 5	Generate a completed Agreement Form and provide for recording of terms of any Agreement reached prior to Hearing.	Currently in NH, Uniform Enforcement Order is updated with the disposition at the hearing and generated at this point. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
91	EN-SHO-8	Fed Req.: N Priority: 5 Gap Rating: 4	Provide for recording details of an Order that resulted from the Hearing.	Currently in NH, Uniform Enforcement Order is updated with the disposition at the hearing and generated at this point. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.

92	EN-SHO-9	Fed Req.: N Priority: 5 Gap Rating: 3	Provide for recording details of all actions requested to the Courts. Actions would include but not be limited to: - Motion to Withdraw, Motion for Continuance, Motion for Capias, Request for failure to comply.	This action takes place after the court hearing is requested and before the hearing date. The document(s) related to the request are not in NECSES currently. Participants expressed a preference for these documents to be available in the new NECSES 2.0 so that they can be generated from the workflow. Request for failure to appear is part of the Uniform Enforcement Order (UEO). Continuance could be a rescheduling of the existing show cause hearing. The State to provide the complete list of all actions requested to the Court. Please refer to action item #22 under Section 4.1 – Enforcement Action Items. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
93	EN-SHO-10	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor Alert worker after 30 days to check for compliance with agreement and report non compliance.	The requirement is modified to alert the worker. The requirement is modified but the original text is retained with strike-thru formatting for reference. This functionality does not exist in baseline system. The baseline system will need to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
94	EN-SHO-11	Fed Req.: N Priority: 5 Gap Rating: 3	Provide for recording date, time and place of all court hearings and provide alert as the dates approach.	The worker needs to be notified of an upcoming event/hearing at court. This functionality does not exist in baseline system. The baseline system will have to be modified to accommodate this requirement.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - SHOW CAUSE - NON FUNCTIONAL REQUIREMENTS				
95	New		The group expressed the desire to include the "seek work" option either included in the form that is generated in the Pre Show Cause or Show Cause hearing results (order).	04/10/2012 This is a new area not previously considered. An indicator that a Seek Work order exists?	
	ENFORCEMENT - CRIMINAL NON SUPPORT				
	Enforcement – IRS Full Collection				
	ENFORCEMENT - MEDICAL SUPPORT				
96	NEW		When employment terminates, and the MEDI record is closed then a notice should go out to the CP about termination of the coverage.	Currently, Notices are sent to the CP and to the Title XIX agency informing them of the coverage. The notice to the Title XIX agency can probably be done via interface. This needs to be determined during design. The baseline system includes the NMSN functionality, but it will require considerable modifications to accommodate NH notices and business rules.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	ENFORCEMENT - REGISTRATION OF ORDER				
	ENFORCEMENT - MISTAKE OF FACT				
	ENFORCEMENT - CHILD EMANCIPATION				
	ENFORCEMENT - CASE CLOSURE				
	ENFORCEMENT - GENERAL REQUIREMENTS				

97	EN-GEN-10	Fed Req.: N Priority: 5 Gap Rating: 5	Capable of reporting on Case history from the perspective of the effectiveness of attempted remedies on each case.	This functionality does not exist in the baseline system. The baseline system will need to be modified to accommodate this requirement. llThe business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #26 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
98	NEW		If the case is a current assistance case (TANF or Federally funded foster care), but the NCP is on SSI or any kind of cash assistance, then all enforcement remedies should automatically suspend on the case. Also, the case must stop accruing.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. llThe business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #28 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
99	NEW - GENERAL		If the case is a non-public assistance case with NCP on SSI or some kind of cash assistance, then enforcement remedies must stop but the case must continue to accrue.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. llThe business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #28 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
100	NEW		When both the NCP and DP(s) are receiving SSI or cash assistance:lNon TANF case, suspend enforcement but accruals continuelTANF or IV-E case, suspend enforcement and stop the accruals.	This functionality does not exist in the baseline system. The baseline system will have to be modified to accommodate this requirement. llThe business rules governing this requirement have to be fully defined during the design sessions, so that they can be incorporated into the design. Please refer to action item #28 under Section 4.1 – Enforcement Action Items.	**Functional Fit:** 0% match with baseline system. This is new functionality for baseline system. **Technical Fit:** 0% match with baseline system. Need to develop the database structures, screens, and batch programs for New Hampshire specific design.
	OPERATIONAL REPORTS				

101	RP-OPR-1	Fed Req.: N Priority: 5 Gap Rating: 4	*Exception Reports:* Timely reports to the worker (and supervisor, based on the extent of the exception) indicating exception situations that need immediate attention. These would also include time sensitive exception reporting to the Supervisor when certain types of alerts go out to the worker. Such reports would identify 'time sensitive' activities performed by workers, to aid supervisors in proactively ensuring that required activities are being completed on time. Examples of exceptions would be when money cannot go into a case, on receipt of bad check, when a member's address changes too frequently, etc.	All alert functionality which exists in the baseline application will be made available to New Hampshire although there is no report functionality at this time. Items that need immediate attention will generate alerts to the assigned worker and will be defined in the individual workflows. Exception reporting is a key component of the BI Portal which will be implemented after 2014.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
102	RP-OPR-2	Fed Req.: N Priority: 5 Gap Rating: 5	*Proactive Reports/ Action Reports:* Potential upcoming activities that could require action by the worker. These reports would present upcoming event specific activities such as arrears being paid off, emancipation, etc. This category of reports would also include a proactive view of financial activities to help stay ahead of phone calls (e.g. list of cases that did not distribute/ disburse money last night).	All alert functionality which exists in the baseline application will be made available to New Hampshire although there is no report functionality at this time. Upcoming activities will generate alerts to the assigned worker and will be defined in the individual workflows. Exception reporting is a key component of the BI Portal which will be implemented after 2014.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
103	RP-OPR-3	Fed Req.: N Priority: 5 Gap Rating: 4	*Financial Tracking reports:* Provide the status of financial activities at various levels: Case level, member level, account level, 'bucket' level, etc. for each District Office as well as across all District offices.	The financial tracking reports which exist in the baseline application will be made available to New Hampshire. Items not covered in the baseline application will either be incorporated into the BI Portal or in a future release of the new NECSES application. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.

104	RP-OPR-6	Fed Req.: N Priority: 5 Gap Rating: 3	*Standardized financial reporting.* This would include reports such as General Ledger. Reports under this category would include but not be limited to: - General ledger Reportsl- Bank reconciliation (for the Office of Finance) - Bank reconciliation with the DO's banks - Variance Reports with drill down capability (e.g., access to the details of the General Ledger) for analysis.	The financial reports which exist in the baseline application will be made available to New Hampshire. Items listed in this requirement which are not currently covered in the baseline application will either be incorporated into the BI Portal or in a future release of the new NECSES application. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 50% match for the online financial reports which exist in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the online financial reports which exist in the baseline application. 0% match for items currently not included in the baseline application.
	PLANNING REPORTS				
105	RP-PLA-1	Fed Req.: N Priority: 5 Gap Rating: 5	*Staff allocation reports* Present staff allocation vis-à-vis caseloads, worker skills, and job functions.	The baseline application includes functionality to allow for staff allocation for a caseload and/or job function. Staff allocation based on worker skills is not currently included in the baseline application and would need to be a post 2014 enhancement.	**Functional Fit:** 50% match for the online financial reports which exist in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the online financial reports which exist in the baseline application. 0% match for items currently not included in the baseline application.
106	RP-PLA-2	Fed Req.: N Priority: 5 Gap Rating: 5	*Trends and patterns* Comparisons (based on user-specified criteria) over specified timeframes, across functions, within functions, across District Offices or within Divisional offices.	Trends and pattern functionality is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
107	RP-PLA-3	Fed Req.: N Priority: 5 Gap Rating: 5	Capability for all Planning reports to be extracted into Excel or other such tool for further (in-depth) analysis.	All financial reports which exist in the baseline application can be extracted to excel as required, and will be made available to New Hampshire. The BI Portal which will be implemented after 2014 will also include the ability to export the data.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
	PERFORMANCE AND MEASUREMENT REPORTS				

108	RP-PER-1	Fed Req.: N Priority: 5 Gap Rating: 5	*Disposition of cases* i.e., numbers of cases at each stage of the lifecycle.	The disposition of cases functionality is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
109	RP-PER-2	Fed Req.: N Priority: 5 Gap Rating: 5	*Time spent on each court activity vs. outcome* (either using average time spent or time range).	The tracking of case lifecycles and time spent in each activity is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
110	RP-PER-3	Fed Req.: N Priority: 5 Gap Rating: 5	*Outcomes of activities by worker* i.e., count of each activity type performed by each worker and breakup of outcome for each activity type.	The reporting of activities by worker is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
111	RP-PER-4	Fed Req.: N Priority: 5 Gap Rating: 5	*Worker activity Tracking* Report tracking worker activities over time. For example, track worker activities from month-to-month along with an indication of the type/volume of his/her caseload assignments during the period of activity tracking.	The tracking of worker activity is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
112	RP-PER-5	Fed Req.: N Priority: 5 Gap Rating: 5	*Time measurements* Time Measurement by activity at the worker level and District Office level.	The tracking of case lifecycles and time spent in each activity is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
113	RP-PER-6	Fed Req.: N Priority: 5 Gap Rating: 5	*Threshold Reports* Reports that indicate that a pre-set threshold value of a performance measure has/has not been reached at a given point in time.	The tracking of case lifecycles and eligibility for specific remedies is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	FEDERAL REPORTS				
114	RP-FED-1	Fed Req.: Y Priority: 5 Gap Rating: 3	The system must maintain information required to prepare Federal reports.	Federal reports in New Hampshire are currently produced outside of the NECSES system. Due to time constraints with the 2014 implementation, the project team will probably decide to support the current process to ensure all federal reports can be produced. The federal reports will be incorporated into the new NECSES application after the initial implementation.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

115	RP-FED-2	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information required to complete the OCSE-157 report.	Federal reports in New Hampshire are currently produced outside of the NECSES system. Due to time constraints with the 2014 implementation, the project team will probably decide to support the current process to ensure all federal reports can be produced. The federal reports will be incorporated into the new NECSES application after the initial implementation.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
116	RP-FED-3	Fed Req.: Y Priority: 5 Gap Rating: 3	The system must maintain all information required to complete the OCSE- 34A report.	Federal reports in New Hampshire are currently produced outside of the NECSES system. Due to time constraints with the 2014 implementation, the project team will probably decide to support the current process to ensure all federal reports can be produced. The federal reports will be incorporated into the new NECSES application after the initial implementation.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
117	RP-FED-4	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information required to complete the OCSE-396A report.	Federal reports in New Hampshire are currently produced outside of the NECSES system. Due to time constraints with the 2014 implementation, the project team will probably decide to support the current process to ensure all federal reports can be produced. The federal reports will be incorporated into the new NECSES application after the initial implementation.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
118	RP-FED-5	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information necessary to complete other reports defined as necessary, and for which instructions have been issued, by OCSE to complete its Annual Report to Congress	Federal reports in New Hampshire are currently produced outside of the NECSES system. Due to time constraints with the 2014 implementation, the project team will probably decide to support the current process to ensure all federal reports can be produced. The federal reports will be incorporated into the new NECSES application after the initial implementation.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	REVIEW AND ANALYSIS REPORTS				
119	RP-REV-1	Fed Req.: Y Priority: 5 Gap Rating: 3	Support the expeditious review and analysis of all data that is maintained, generated, and reported by the system.	Review and analysis of data is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	REPORTING GENERAL REQUIREMENTS				

120	RP-GEN-3	Fed Req.: Y Priority: 5 Gap Rating: 3	Generate reports required to ensure and maintain the accuracy of data and to summarize accounting activities.	The financial reports which exist in the baseline application will be made available to New Hampshire. Any changes to the existing reports or items not included in the existing reports will either be incorporated into the BI Portal or in a future release of the new NECSES application. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
121	RP-GEN-5	Fed Req.: Y Priority: 5 Gap Rating: 1	Capability to: (1.) Maintain the requisite data on State performance with respect to paternity establishment and child support enforcement in the State to calculate the paternity establishment percentage for the State for each fiscal year. (2.) Have in place system controls to ensure the completeness and reliability of, and ready access to, the paternity establishment data and calculations of paternity establishment percentage.	Performance reporting is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
122	RP-GEN-6I	Fed Req.: Y Priority: 5 Gap Rating: 1	At a minimum, automatically generate reports pertainingIto the following financial activities (as applicable): (1.) Collections; (2.) Escrowed collectibles; (3.) Adjustments; (4.) Fees collected; (5.) Future and arrearage payments; (6.) Interstate collections; (7.) Checks and check registers; (8.) Summary of distribution of child support; (9.) Summary of receipts by collecting agency; (10.) Interest collected	The financial reports which exist in the baseline application will be made available to New Hampshire. For the items listed in this requirement which are not currently covered in the baseline application, these will be incorporated into the BI Portal, once that phase of the project is initiated. The escrowed collectibles portion of this requirement will be shelved until escrow policy is established. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
123	RP-GEN-7	Fed Req.: Y Priority: 5 Gap Rating: 1	Provide management reports for monitoring and evaluating employee, office/unit and program performance.	Management reporting is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
124	RP-GEN-8	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate workload management reports that provide information to an employee, office/unit, and program level on: (1.) Backlog identification; (2.) Workload allocation; (3.) Caseload tracking and aging	Workload management is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

125	RP-GEN-9	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate employee and office/unit performance reports that provide information on: (1.) Caseload statistics (e.g., age of cases, breakdown by category including interstate, and status); (2.) Collections; (3.) Obligations; (4.) Cases for which orders could not be established or enforced (indicating the numbers and reasons for failures); (5.) Employee activity and accomplishments;	Office / Unit performance reports are a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
126	RP-GEN-10	Fed Req.: Y Priority: 5 Gap Rating: 3	Offer a reporting capability to provide management the flexibility to obtain information on an as-needed basis and to satisfy new information needs.	As needed or ad hoc reporting is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
127	RP-GEN-11	Fed Req.: N Priority: 5 Gap Rating: 5	Provide all users the ability to easily access case, member, worker and activity information in various predefined formats.	The BI Portal can be used to establish redefined reports that can be made available to all authorized workers. The reports to be made available will be addressed once the BI Portal project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
128	RP-GEN-12	Fed Req.: N Priority: 5 Gap Rating: 5	Generate periodically a set of reports that are identified as standard reports that all users of a specific user group would use regularly and be made available electronically for the user to access, when needed.	The BI Portal can be set to produce periodic standard reports as required. The reports to be made available will be addressed once the BI Portal project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
129	RP-GEN-13	Fed Req.: N Priority: 5 Gap Rating: 5	Provide a 'Query' screen that would allow the user to define selection criteria to filter the contents of reports and sort criteria to request the order in which data should be presented.	Querying data from defined selection criteria is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
130	RP-GEN-14	Fed Req.: N Priority: 5 Gap Rating: 5	Provide the ability for users to a save report (contents after the filter and sort have been applied) and publish them in an area where it can be accessed by other users.	The ability to produce and save existing queries is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
131	RP-GEN-15	Fed Req.: N Priority: 5 Gap Rating: 5	Users should have the capability to request that certain reports (with a set filter and sort) be promoted as standard reports that will be presented to identified user groups.	The ability to produce, save and share existing queries/reports is a key component of the BI Portal and will be addressed once that project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.

132	RP-GEN-17	Fed Req.: N Priority: 5 Gap Rating: 5	Provide a degree of drill down capability for the financial reports and the performance measurement reports. This could be achieved by providing the capability to export reports into Excel (or other tools) so that further detailed analysis can be performed, and graphs and charts created, where appropriate.	The financial reports which exist in the baseline application will be made available to New Hampshire. The baseline application covers performance measurement reporting outside the application and plan on incorporating this into the BI Portal. These will be incorporated into the BI Portal, once that phase of the project is initiated. Until the BI Portal is initiated, the existing ORS will be supported to ensure the current reports can be produced.	**Functional Fit:** 50% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application. **Technical Fit:** 30% match for the alert functionality which exists in the baseline application. 0% match for items currently not included in the baseline application.
133	RP-GEN-18	Fed Req.: N Priority: 5 Gap Rating: 5	Include self-service web interface and IVR interface to present external users such as CPs, NCPs, employers, etc. with status updates and other relevant information.	This is a Customer Service/Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	SYSTEM - WIDE GENERAL REQUIREMENTS				
134	GEN-GEN-40	Fed Req.: N Priority: 5 Gap Rating: 5	Ability for external users to manage their PIN, and security profiles; and reset passwords in and through the use of fully secure processes and technologies.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
125	GEN-GEN-52	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to interface with the Courts to: - Receive electronic orders; - File motions electronically;	This requirement is dependent on the courts ability to interface with the new NECSES. Since the information is not currently available, this requirement will be deferred until after 2014.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	APPLICATION SECURITY AND USER MAINTENANCE				
136	SP-ASU-9	FED REQ.: N PRIORITY: 5 GAP RATING: 5	Be capable of authorizing/ restricting user access at the data element level. Confidential case access restrictions are also a desired functionality.	The baseline application does not contain the functionality to restrict access at the data element level. This requirement will be deferred until after 2014. However, the baseline application does provide controls to protect the access of system resources and data from unauthorized access at the screen and screen function level. Controls are implemented to ensure that confidential and private information is not accessible by unauthorized users.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	PARAMETER TABLE MAINTENANCE				
	FORMS MAINTENANCE				
	QUERY MAINTENANCE (THESE ARE APPLICATION SUPPORT REQUIREMENTS)				
	MAINTENANCE OF HELP / FAQ / GLOSSARY				
	HELPDESK				
	MONITORING BATCH PROCESSES				
	PERFORMANCE MONITORING, OPTIMIZATION AND TUNING				
	SCHEDULED & UNSCHEDULED MAINTENANCE				
	STATE'S INFORMATION TECHNOLOGY STRATEGY & DIRECTION				
	STATE'S SOLUTION & ARCHITECTURE PREFERENCES				
	STATE'S SECURITY PREFERENCES				

137	SP-SEC-19	FED REQ.: N PRIORITY: 5 GAP RATING:	Support industry-standard secure email standards (both in terms of secure transmission and process to ensure that the email is directed at the intended audience).	The baseline application does not contain this functionality. This requirement will be deferred until after 2014. The required functionality will need to be included in the Customer Service / Employer Portal design as well as other places that will use email notification.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	STATE'S SELF-SERVICE PREFERENCES				
138	SP-SLF-1	FED REQ.: N PRIORITY: S GAP RATING:	Self-service components would need to be made available to external user communities comprising of payors, payees, courts, attorneys, etc.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
139	SP-SLF-2	FED REQ.: N PRIORITY: 5 GAP RATING:	Self service could be provided either via the web and / or through IVR.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
140	SP-SLF-3	FED REQ.: N PRIORITY: S GAP RATING:	Must address electronic signature requirements.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
141	SP-SLF-4	FED REQ.: N PRIORITY: S GAP RATING:	Web Self-service support requirements could include 24x7 support and may need to be supported by online chat lines, etc.	This requirement will be deferred until after 2014. This is a Customer Service / Employer Portal requirement and will be addressed once that project is initiated.	**Functional Fit:** 0% - Baseline system will have to be enhanced to include this functionality. **Technical Fit:** 0% - This is new functionality and requires new development.
	STATE'S INTERFACES AND DATA SHARING PREFERENCES				
	STATE'S PERFORMANCE & TUNING REQUIREMENTS				
	STATE'S DISASTER RECOVERY PREFERENCES				
	STATE'S DATA QUALITY REQUIREMENTS				
	LAN / WAN IMPACT CONSIDERATIONS				
	STATE'S ARCHIVE AND PURGE STRATEGY				
	STATE'S KNOWLEDGE TRANSFER REQUIREMENTS				
	FEDERAL REQUIREMENTS				
	ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONAL REQUIREMENTS				
142	ES-PSO-12	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and record details of Legal requests to close Legal Referrals.llAlert worker when such requests have been validated and accepted.	The baseline system includes this functionality. The alert will need to be defined within the workflow as to when the alert is generated and to whom the alert is directed.	**Functional Fit:** Partial match. See response. **Technical Fit:** Need to change the database structures, screens, and interface batch programs for NH specific design.

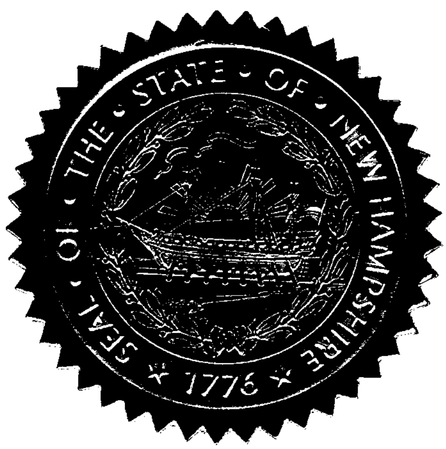
143	ES-PSO-19	Fed Req.: N Priority: 4 Gap Rating: 2	Capture details of Court Hearing notices and include in worker/Legal calendar.	The baseline system has similar functionality, but it was developed for administrative hearings. The baseline system does not contain a legal calendar or scheduling component, so this will require new development. Action Item #2: These will need to be defined within the workflow. Attorneys are assigned to a specific court or courts. This could be table driven in the New NECSES. The attorneys will need access to calendars which show events that are specific to them. The court's schedules are forwarded to DCSS and are manually entered into the scheduling subsystem, which builds the attorney's calendar. Legal referrals are created in the District Office (DO) based on the court associated with the order. This requires that the DOs work with multiple attorneys since attorneys are assigned to a specific court.	**Functional Fit:** Partial match. See response. **Technical Fit:** Need to change the database structures, screens, and interface batch programs for NH specific design.
	CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS				
144	ES-CRF-8	Fed Req.: N Priority: 4 Gap Rating: 5	Initiate a Legal referral if the NCP objects to the court's 20-day letter.	This would be included as a step in the workflow referenced in ES-CRF-7.	**Functional Fit:** Partial match. See response. **Technical Fit:** May need some changes to the database structures, screens, and interface batch programs for NH specific design.
	GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS				
145	ES-GEN-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include flexibility to incorporate business rules that specify when a Legal referral is needed. For example, should include the ability to not require that legal referrals be required for petitions.	The baseline system makes extensive use of activity chains which set forth the business process. Within the chain, this flexibility is accomplished.	**Functional Fit:** Partial match. See response. **Technical Fit:** May need some changes to the database structures, screens, and interface batch programs for NH specific design.
	LEGAL REFERRALS - FUNCTIONAL REQUIREMENTS				
146	NEW		System must allow for more than one referral per category type on a case.	Baseline system has a comparable functionality via the activity chains on the Case Processor screen. However these need to be modified to accommodate the New Hampshire specific business processes. .	**Functional Fit:** Partial match. See response. **Technical Fit:** May need significant changes to the database structures, screens, and interface batch programs for NH specific design.

147	NEW		On legal referrals, the system must: - Maintain the referrals types as a selectable list and automatically record petition type based on the selected workflow and the business rules. - Must enable the user to record additional notes based on the referral type. - Must automatically record date the case is referred to legal unit based on the workflow and business rules. - Must automatically record the name of the worker who referred the case to legal. - Enable associating a court with the referral based on business rules, and record the associated court on the referral. - Enable associating an attorney with the referral based on business rules, and record associated attorney on the referral.	Baseline system has a comparable functionality via the activity chains on the Case Processor screen. However these need to be modified to accommodate the New Hampshire specific business processes. .	**Functional Fit:** Partial match. See response. **Technical Fit:** May need significant changes to the database structures, screens, and interface batch programs for NH specific design.

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 PROTECH SOLUTIONS, INC. a(n) Arkansas corporation, is authorized to transact business in New Hampshire and qualified on January 16, 2004. 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 1st day of May, A.D. 2014

William M. Gardner
Secretary of State

CERTIFICATE OF VOTE

(Corporate Seal)

I, Nagaraj Garimalla, a Director of Protech Solutions, Inc., do hereby certify that:

(1) I am a duly elected and acting Director of Protech Solutions, Inc., an Arkansas corporation;

(2) I oversee and have trusteeship and am familiar with the minute books of the Corporation;

(3) I am duly authorized to issue certificates with respect to the contents of such books;

(4) The following are true, accurate and complete copies of the resolutions adopted by the Board of Directors of the Corporation at a meeting of the said Board of Directors held on the 18th day of March, 2014, which meeting was duly held in accordance with Arkansas (State of incorporation) law and the by-laws of the Corporation:

> Resolved, that Protech Solutions, Inc., will enter into a Contract Amendment with the State of New Hampshire, acting by and through the Division of Child Support of the Department of Health and Human Services, providing for the performance of certain Consulting Services, and that Nagaraj Garimalla as Director is hereby authorized and directed for and on behalf of Protech Solutions, Inc., to enter into the said Contract with the State and to take any and all actions and to execute, acknowledge and deliver for and on behalf of this Corporation any and all documents, agreements and other instruments (and any amendments, revisions or modifications thereto) as he may deem necessary, desirable or appropriate to accomplish the same;
>
> Resolved, that the signature of any officer of Protech Solutions, Inc., affixed to any instrument or document in or contemplated by these resolutions shall be conclusive evidence of the authority of said officer to bind Protech Solutions, Inc., thereby;

(5) the foregoing resolutions have not been revoked, annulled, or amended in any manner whatsoever and remain in full force and effect as of the date hereof;

(6) the following person(s) (has) (have) been duly elected to and now occupy the office(s) indicated below:

Satish Garimalla		President
Satish Garimalla		Treasurer
Satish Garimalla		Secretary
Nagaraj Garimalla		Director

IN WITNESS WHEREOF, I have hereunto set my hand as a Director of Protech Solutions, Inc., this 18th day of March, 2014.

Director

STATE OF Arkansas

County of Pulaski

On this the 29TH day of April, 2014 before me, Debra Jackson, the undersigned Officer, personally appeared Nagaraj Garimalla, who acknowledged her/himself to be the Director, of Protech Solutions, Inc., a corporation, and that she/he, as such Director being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by her/himself as Director.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Notary Public

My Commission Expires: 9-9-15

STATE OF NOTARY PUBLIC ARKANSAS
DEBRA C. JACKSON
Pulaski County
My Commission Expires
September 9, 2015

MINUTES OF A
SPECIAL MEETING OF THE
BOARD OF DIRECTORS OF
PROTECH SOLUTIONS, INC.

A Meeting of the Board of Directors of Protech Solutions, Inc., (the "Corporation"), convened on the 18th day of March, 2014, pursuant to waiver of notice and consent to the holding thereof, executed by each Director of the Corporation. Present were all Directors.

Upon motion duly made, seconded and carried, the following resolution was unanimously adopted:

> Resolved, that Protech Solutions, Inc., will enter into a Contract Amendment with the State of New Hampshire, acting by and through the Division of Child Support of the Department of Health and Human Services, providing for the performance of certain Consulting Services, and that Nagaraj Garimalla as Director is hereby authorized and directed for and on behalf of Protech Solutions, Inc., to enter into the said Contract Amendment with the State and to take any and all actions and to execute, acknowledge and deliver for and on behalf of this Corporation any and all documents, agreements and other instruments (and any amendments, revisions or modifications thereto) as he may deem necessary, desirable or appropriate to accomplish the same;
>
> Resolved, that the signature of any officer of Protech Solutions, Inc., affixed to any instrument or document in or contemplated by these resolutions shall be conclusive evidence of the authority of said officer to bind Protech Solutions, Inc., thereby.

There being no other business to be transacted, the meeting was, upon motion duly made, seconded and carried, adjourned.

Satish Garimalla, Secretary

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/31/2013

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 Stephens Insurance, LLC 111 Center St Suite 1410 Little Rock AR 72201	CONTACT NAME: Debbie Howorka PHONE (A/C, No, Ext): (501)377-2300 FAX (A/C, No): (501)377-2470 E-MAIL ADDRESS: debbie.howorka@stephens.com
INSURED Protech Solutions, Inc. 303 West Capitol Ave. Suite 330 Little Rock AR 72201	

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Continental Insurance Company	35289
INSURER B: American Casualty Company of	20427
INSURER C: Continental Casualty Company	20443
INSURER D: Travelers Casualty And Surety	19038
INSURER E: Indian Harbor Insurance Co	
INSURER F:	

COVERAGES CERTIFICATE NUMBER: CL13103103294 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 X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC			5099042372	11/1/2013	11/1/2014	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$ 15,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS / SCHEDULED AUTOS HIRED AUTOS / NON-OWNED AUTOS			5099042355	11/1/2013	11/1/2014	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	X UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			5099042341	11/1/2013	11/1/2014	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		5099042369	11/1/2013	11/1/2014	X WC STATU-TORY LIMITS / OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D	Employee Theft			105518770	11/1/2013	11/1/2014	Limit of Insurance	1,000,000
E	Technology E&O Liability			MTP0039093	11/1/2013	11/1/2014	2,000/000/Claim	Agg 3,000,000

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

CERTIFICATE HOLDER	CANCELLATION
State of New Hampshire Division of Child Support Services, SOPS/ANNEX Building 129 Pleasant Street Concord, NH 03301	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE William Cobb/HODE

Additional Named Insureds

Other Named Insureds	
Protech Solutions SC LLC	Limited Liability Company, Additional Named Insured
ProtechSoft, Inc.	Limited Liability Company, Additional Named Insured
Rytecom, Inc.	Corporation, Additional Named Insured

ADDITIONAL COVERAGES

Ref #	Description	Coverage Code	Form No.	Edition Date
	Employee Benefits Liability			

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
1,000,000	3,000,000				

Ref #	Description	Coverage Code	Form No.	Edition Date
	Uninsured motorist BI-single limit	UMISG		

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
1,000,000					

Ref #	Description	Coverage Code	Form No.	Edition Date
	Uninsured motorist property damage	UMPD		

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
100,000			500		

Ref #	Description	Coverage Code	Form No.	Edition Date
	PIP-Basic	PIP		

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium
5,000					

Ref #	Description	Coverage Code	Form No.	Edition Date
	Experience Mod Factor 1	EXP01		

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

Ref #	Description	Coverage Code	Form No.	Edition Date

Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4745 1-800-852-3345 Ext. 4745
FAX: 603-271-4787 TDD Access: 1-800-735-2964
Automated Voice Response 1-800-371-8844

Nicholas A. Toumpas
Commissioner

Mary S. Weatherill
Director

#96 9/28/11 Gx C

September 7, 2011

His Excellency, Governor John H. Lynch
And the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Child Support Services, to enter into an agreement with Protech Solutions, Inc., 303 W. Capitol Ave., Suite 330, Littlerock AR 72201 (Vendor Number 172328), for the purpose of enhancing and upgrading the Division's New England Child Support Enforcement System (NECSES) in an amount not to exceed $7,500,000.00, effective October 1, 2011 or date of Governor and Council approval, whichever is later, through September 30, 2015. Funds are available in the following account for State Fiscal Years 2012 and 2013 and are anticipated to be available in State Fiscal Years 2014, 2015 and 2016, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust amounts, if needed and justified, between State Fiscal Years.

05-95-95-957010-6139 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, DIV OF CHILD SUPPORT SERVICES, NECSES REQUIRMENTS

Fiscal Year	Class/Object	Class Title	Amount
SFY 2012	102-500731	Contracts for Program Services	$700,000.00
SFY2013	102-500731	Contracts for Program Services	$750,000.00
SFY 2014	102-500731	Contracts for Program Services	$2,550,000.00
SFY 2015	102-500731	Contracts for Program Services	$3,000,000.00
SFY 2016	102-500731	Contracts for Program Services	$500,000.00
		Total Contract Value:	$7,500,000.00

EXPLANATION

The Division of Child Support Services, in compliance with State statute and Federal Regulations, assists families with children by offering services that help families avoid or minimize dependence on public assistance. These services include: establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing child support. During the last federal fiscal year ending September 30, 2010, the State collected and disbursed over $84 million in child support on behalf of approximately 43,800 children. In addition to making payments to families, the Division also

FILE COPY

disburses a portion of its collections to the State as reimbursement for payments made to families under the Temporary Assistance for Needy Families Program.

The technology tools available to the Division are obsolete. NECSES was implemented in 1990. An Interactive Voice Response capability was added, but it has been only modestly modified over the years. Since the late 1990s, the Division has supplemented NECSES with a custom data mart called the Operational Reporting System to serve its managerial, statistical and federal reporting needs. In the intervening decades NECSES funding did not allow NECSES to keep pace with changes in the Child Support Program or with technology. In 2007 a requirements gap analysis found that NECSES failed to satisfy eighty-two percent (82%) of the business and technical requirements forcing workers to undertake hundreds of "workarounds" and otherwise manually perform tasks that newer applications in other states handle automatically. NECSES accounting is overly complicated and problematic making financial reporting more complex than it should be. The current NECSES is inadequate to support efficient business operations. Similarly, NECSES fails from a technology perspective in that it lacks a relational database and relies on the obsolete COBOL language. It is increasingly difficult to find personnel conversant with these outdated technologies and this fact in conjunction with retirements and State budget constraints have reduced the programming staff maintaining NECSES from thirteen to two. Thus the Division currently relies on automation that fails to support its business needs and is technologically unsustainable.

The Division of Child Support Services had four (4) options for providing Information Technology support for its business operations. They were:

1. Maintain the existing application but avoid major new expenditures. This course would result in:
    a. Relying on a middleware product called Core that is so out of date that it is very difficult to find and expensive to obtain resources to support.
    b. Paying retroactive Core licensing fees from 2005 to date as well as paying for future licensing fees at whatever rate the software owner requires. This stems from the State having stopped paying these in 2005. The current NECSES needs this product and the current license expires in 2014.
    c. Continuing to rely on COBOL developers that are increasingly rare and expensive.
    d. Continuing to have business operations and performance deteriorate because NECSES fails to support the daily business.
    e. Continuing to fail to keep pace with federal Child Support initiatives.
    f. Continuing to be constrained as to modifications to the existing code because of the complexity of NECSES and the lack of resources to work on it.
    g. Facing federal financial penalties against the Department of Health and Human Services as a result of failing to run an effective and efficient Child Support Program.
    h. Receiving reduced federal incentive funds because of diminishing performance compared to other states.

2. Undertake a total replacement of NECSES. The known steps in this process are:
    a. Per federal requirements hire a contractor to update the Replacement Feasibility Study conducted some years ago and submit it for federal review and approval.
    b. Conduct months of reviews and negotiations with the federal authorities to obtain approval of the Feasibility Study.
    c. Upon obtaining federal approval, draft and submit to the federal government an Implementation Advance Planning Document. Again conduct months and possibly years, of reviews and negotiations with the federal authorities to obtain approval to proceed to the next step.

d. Upon obtaining approval of the Implementation Advance Planning Document, draft and seek federal approval of multiple requests for proposals.
e. Upon obtaining federal approval of the implementation of a request for proposals, publish it and conduct the procurement of a primary contractor to replace NECSES.
f. Upon obtaining federal approval of the independent verification and validation request for proposals, publish it and conduct the procurement of the resource that will oversee the project and report to the federal authorities on the progress of the project.
g. Having conducted the twin procurements draft the respective contracts and submit them to the federal authorities for approval.
h. Perform State contract approval and engagement preparation.
i. Initiate the development project.
j. At frequent intervals during the engagement prepare for and perform major federal oversight reviews.

These steps usually require five to ten years and range in price from approximately fifty million dollars ($50,000,000) to in excess of one hundred million dollars ($100,000,000). The Division initiated a replacement process in 2005 but abandoned it when it became clear that the cost could not be supported.

3. Pursue separate planning and development engagements resulting in more delay because:
   a. Such an approach would require multiple procurements with successive approvals at both the federal and State levels.
   b. Federal procurement rules preclude the vendor performing a planning initiative from participating in a follow-on development engagement that is based on the results of the planning initiative. This means that none of the most experienced child support development companies will compete for a separate planning engagement because doing so will prevent them from participation in the development effort.
   c. When planning and development are separated the first thing that happens in the development effort is to revise the plan. Such successive procurements add a minimum of eighteen (18) months to the overall effort. They require a lot of time and money and do not return value to the State.

4. Perform an incremental renewal of the existing NECSES by:
   a. Obtaining both State and federal approval of a modular upgrade approach that combines planning and development into one engagement. This has been completed.
   b. Obtaining federal approval of a request for proposals, publish it and conduct the procurement. This has been completed.
   c. Completing drafts of contract documents, obtaining contractor signature and submitting for both formal federal and State approval. The federal Office of Child Support Enforcement has via email informed the Division that it approves the enclosed contract and the formal letter is in process. This Governor and Council request seeks State approval.
   d. Upon obtaining State and federal approval the Division of Child Support Services supported by the Department of Information Technology will begin work with the selected contractor.

Option one (1) fails to meet the State statutory mandate to provide child support services to families and to recover State public assistance expenditures. Option two (2), while the best approach from an engineering standpoint, cannot be funded at this time. Option three (3) is unacceptable because it elongates the time lines and inflates the cost of performing the overdue NECSES upgrade while offering no redeeming benefit. Option four

(4) is the only viable approach to enhancing and upgrading the Division's New England Child Support Enforcement System.

The approach described in option four (4) will take several years to complete with total costs over the period anticipated to be in the neighborhood of fifteen million dollars ($15,000,000). This option offers the opportunity to avoid some of the lengthy process and even greater expense of the total replacement described in number two (2) and provides the State with the flexibility to buy only what it can afford each year. Importantly, the State will also have the ability to complete as much of the work as it can utilizing its own resources should they be available.

The Division, with the assistance of the Department of Information Technology, developed Request For Proposals 2011-032, obtained federal approval and published the Request For Proposals on December 14, 2010 seeking a NECSES systems maintenance enhancement solution that combined both planning and plan execution into a single contract. Final proposals were originally due on February 3, 2011, but a vendor lodged a challenge with the Federal Office of Child Support Enforcement claiming that SymbioSys Solutions, Inc. had an unfair advantage because of previous work with the Division. The Federal Office of Child Support Enforcement has not identified the challenging vendor. The State defended its position allowing all to bid and prevailed, but this lengthened the process and the proposal due date was moved to March 31, 2011. The Request For Proposals called for four (4) categories of deliverables:

1) Assist in maintaining, and when necessary, developing new functionality in the existing NECSES.
2) Craft a plan that will in modular steps upgrade NECSES functionality and technology providing capability that the State can rely on for years to come.
3) Assist the State in carrying out the upgrade plan after State approval.
4) Maintain the enhanced NECSES as well as the enhanced reporting and contact center vehicles after completion of the modular upgrade plan.

Three (3) vendors submitted proposals in response to the procurement. They were:

Deloitte Consulting LLP
2601 Market Place, 2nd Floor
Harrisburg, PA 17110

Informatix, Inc.
1740 Creekside Oaks Dr., Ste 175
Sacramento, CA 95833

Protech Solutions, Inc.
303 W. Capitol Ave., Ste 330
Little Rock, AR 72201

The proposals were scored by an Evaluation Committee comprised of staff from the Commissioner's Office of the Department of Health and Human Services, the Division of Child Support Services and the Department of Information Technology:

Proposal Evaluation Committee		
Evaluation Committee Members	Title	Organization
William Baggeroer	CIO	Department of Health and Human Services

Steven Kelleher	IT Manager	Department of Information Technology
David Maggioncalda	IT Manager	Division of Child Support Services
Richard Ward	Business Systems Analyst II	Division of Child Support Services

The evaluation criteria established in the Request for Proposals were: quality of the proposed solution, vendor management ability, vendor experience in delivering similar implementations, vendor staff experience and qualifications and cost. The cost component remained sealed until after all other factors were examined and scored. The scores in the table below reflected the Committee's evaluation of the overall proposed solution before consideration of costs.

Proposal Scores After Initial Phase of Evaluation				
Evaluation Category	Available Points	Deloitte	Informatix	Protech
Proposed Solution	25	20	10	25
Vendor's Project Management Ability	15	15	10	12
Vendor's Experience Providing Similar Services	20	19	10	20
Vendor's Staff Experience and Qualification	15	15	12	13
Total Pre-Price Evaluation Scores	75	69	42	70

At the conclusion of the initial proposal evaluation phase, all proposals were carried forward for further consideration.

The fixed price component of the Proposals were scored using the methodology published in the Request For Proposals with the lowest cost vendor receiving twenty-five (25) points as stipulated in the Request For Proposals. The scores for the three (3) vendors were as follows:

Bidder	Initial Offer	Score
1. Protech Solutions, Inc.	$190,000.00	25
2. Deloitte Consulting, LLP	$300,000.00	16.5
3. Informatix, Inc.	$484,600.00	10.2

After combining the preliminary evaluation and pricing scores, the total scores for the three (3) vendors were as follows:

Bidder	Total Score
1. Protech Solutions Inc.	95
2. Deloitte Consulting LLP	85.5
3. Informatix, Inc.	52.2

The proposal submitted by Protech Solutions, Inc. earned the highest score because it was found to provide the best value to the State.

In all phases of the proposal evaluation Protech Solutions, Inc. consistently demonstrated a thorough understanding of the Division's needs and requirements. It also offered a project plan in which the State could have confidence because Protech Solutions, Inc., and its staff have performed similar services for other states and received glowing recommendations from customers.

In short, the State was looking for a vendor that provided the best combination of:

- Demonstration that it understood the project and the nature and level of work required;
- A solution and project plan that satisfied the State's needs;
- Well qualified staff with a proven track record in other states to carry out the work; and;
- Offered all of the above at the best price.

After evaluating all of the material submitted by the vendors and conducting oral interviews, the Evaluation Committee selected Protech Solutions, Inc. of Little Rock, AR, as offering the best combination of solution capability, experience and price.

This procurement is the result of several years of preparation. In 2006 and 2007 the Division attempted to follow the federally prescribed process for replacing NECSES. At that time, based on the experience of the other states and the required process, the estimate projected seven to nine years for development and deployment and a total cost in excess of $50 million. The Division did not have the money nor did it believe it should cost so much. By studying the actions of other states and negotiating with the federal authorities, the Division was able to craft a plan, offer it to the Federal Office of Child Support Enforcement and obtain federal approval for it. The principle elements of the plan are to combine planning and plan execution in to one initiative while structuring a project that allows the State to purchase what it could afford each year. That is why this contract was purposely crafted as a "Not to Exceed" rather than a "Firm Fixed Price" contract. Bidders were required to propose a firm fixed price for the planning effort while also stipulating labor rates for future tasks. These rates are incorporated into the contract to ensure that a low fixed price plan would not commit the Division to high future hourly rates. In operation, the Division will be able to consider the contractors plan, accept or reject it, and only authorize such development tasks as it wants and can afford. Once the plan is completed, the vendor will offer it for Division approval. Subsequent work will be assigned, or not, as the Division chooses to do so. It will assign tasks to the vendor and receive from the vendor a firm price for completing the chosen task based upon the size of the task and the labor rates stipulated in the contract. Only upon Division acceptance of the vendor's commitment as to time, resources and price, will the vendor be authorized to perform future assignments. This explanation is offered to describe why the plan deliverable will cost only $198,000.00, but the overall contract value is set to $7,500,000.00.

This contract provides the State, at its option, with the opportunity for extending the engagement for up to three two-year periods. These are deemed necessary because the work of upgrading NECSES to a modern standard will require more than four years. If at the end of the contract term the State is satisfied with the work performed, the Division of Child Support Services can initiate an amendment of the existing agreement and seek the approval of the Governor and Honorable Council to continue the services of the contractor.

The consequences of not moving forward with this initiative are substantial. The daily operation of the Child Support Program is currently jeopardized by the inability of NECSES to support the business. Similarly, the lack of a relational database, the reliance on the very old COBOL language, and the dependency on an unsupported version of the Core file retrieval middleware all threaten the State's capacity to support the outdated NECSES technology infrastructure. All of these compromise the ability of the Division of Child Support Services to fulfill its statutory mandate. Further, the failure to operate an efficient and effective Child Support Program can result in Federal financial penalties against the Department of Health and Human Services. An ineffective Child Support Program will result in increased State expenditures for the Temporary Assistance to Needy Families, Medicaid and Food Stamp Programs, further stressing State budgets. After years of research, preparation and negotiation with federal authorities there is no viable alternative but to vigorously pursue this initiative. Merging the planning and execution phases into one initiative is important because separating them will cause the Federal

Office of Child Support Enforcement to prohibit the planning vendor from bidding on a separate execution contract thereby depriving New Hampshire the opportunity to select the vendor best equipped to carry out the development plan.

Area Served: Statewide.

Source of Funds:
State Fiscal Years 2012 and 2013 – 0.0% General Funds, 100% Other Funds (Agency Income Child Support Incentives), and 0.0% Federal Funds.

State Fiscal Years 2014, 2015 and 2016 – 25.5% General Funds, 25.0% Other Funds (Agency Income Child Support Incentives), and 49.5% Federal Funds.

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

Respectfully submitted,

Mary S. Weatherill
Director

Approved by:
Nicholas A. Toumpas
Commissioner

STATE OF NEW HAMPSHIRE DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AGREEMENT- PART 1

Subject: 2011-032 CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Division of Child Support Services		1.2 State Agency Address SOPS/Annex Building 129 Pleasant Street, Concord, NH 03301	
1.3 Contractor Name Protech Solutions, Inc.		1.4 Contractor Address 303 W. Capitol Ave. Suite 330 Little Rock, AR 72201	
1.5 Contractor Phone Number 501-687-2311	1.5 Account Number	1.7 Completion Date September 30, 2015	1.8 Price Limitation $7,500,000
1.9 Contracting Officer for State Agency Dave Maggioncalda		1.10 State Agency Telephone Number 603-223-4810	
1.11 Contractor Signature [signature]		1.12 Name and Title of Contractor Signatory Nagaraj Garimalla, Director	
1.13 Acknowledgement: State of Arkansas, County of Pulaski On July 29, 2011, 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 Linda Bouillon [Seal] LINDA BOUILLON PULASKI COUNTY NOTARY PUBLIC - ARKANSAS My Commission Expires May 28, 2018 Commission No. 12366082			
1.13.2 Name and Title of Notary or Justice of the Peace Notary Public			
1.14 State Agency Signature Mary S. Weatherill		1.15 Name and Title of State Agency Signatory Mary S. Weatherhill, Director DCSS	
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: Jeanne P. Herrick Jeanne P. Herrick Attorney		On: 16 Aug. 2011	
1.18 Approval by the Governor and Executive Council By: [signature]		DEPUTY SECRETARY OF STATE SEP 28 2011	

JN

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AGREEMENT –PART 2

TABLE OF CONTENTS

TERMS AND DEFINITIONS

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

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System
Access Control	Supports the management of permissions for logging onto a computer or network
Agreement	A contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or System
Best and Final Offer (BAFO)	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
CCP	Change Control Procedures
CR	Change Request
COTS	Commercial Off-The-Shelf Software
CM	Configuration Management
Certification	The Vendor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Control	Formal process for initiating changes to the proposed solution or process once development has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure *under the Contract*
Contract	This Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.

Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract (See Contract Agreement, Section 1.1)
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. (See Section 4: *Contract Management)*
Contracted Vendor	The vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	
COTS	Commercial off the Shelf
Cure Period	The thirty (30) day period following written notification of a default within which a contracted vendor must cure the default identified.
Custom Code	Code developed by the Vendor specifically for this Project for the State of New Hampshire
Custom Software	Software developed by the Vendor specifically for this Project for the State of New Hampshire
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term
DBA	Database Administrator
Deficiencies/Defects	A failure, Deficiency or Defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications. **Class A Deficiency** – *Software* - Critical, does not allow System to operate, no work around, demands immediate action; *Written Documentation* - missing significant portions of information or unintelligible to State; *Non Software* - Services were inadequate and require re-performance of the Service. **Class B Deficiency** – *Software* - important, does not stop operation and/or there is a work around and user can perform tasks; *Written Documentation* - portions of information are missing but not enough to make the document unintelligible; *Non Software* - Services were deficient, require reworking, but do not require re-performance of the Service.

	Class C Deficiency – *Software* - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; *Written Documentation* - minimal changes required and of minor editing nature; *Non Software* - Services require only minor reworking and do not require re-performance of the Service.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to the State or under the terms of a Contract requirement.
Division	Division of Child Support Services within the Department of health on Human Services.
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Digital Signature	Guarantees the unaltered state of a file
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract
Encryption	Supports the encoding of data for security purposes
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses
GAAP	Generally Accepted Accounting Principles
Governor and Executive Council	The New Hampshire Governor and Executive Council.
Harvest	An application to archive and/or control versions of Software
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a System or application for security purposes and the validation of those users
Implementation	The process for making the System fully operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and

	video technologies.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
Key Project Staff	Personnel identified by the State and by the contracted vendor as essential to work on the Project.
Licensee	The State of New Hampshire
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, Services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed (NTP)	The State Contract Manager's written direction to the Vendor to begin work on the Contract on a given date and time
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality
Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful Project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of

	Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Vendor on the Project
Proposal	The submission from a Vendor in response to the Request for a proposal or statement of work
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to Defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the review period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Vendor on the Project as described in the Contract.
Software	All custom Software and COTS Software provided by the Vendor under the Contract
Software Deliverables	Plans, Requirements, and specifications for Software Development and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor in response to this RFP.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State	STATE is defined as: State of New Hampshire DIVISION OF CHILD SUPPORT SERVICES

	129 Pleasant St. Concord, NH 03301 Reference to the term "State" shall include applicable agencies
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The Contract Agreement SOW defines the results that the Vendor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1st through June 30th of the following calendar year
State Project Leader	State's representative with regard to Project oversight
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: **(1)** consistent with Statement of Work within statement of Services; **(2)** not constitute a new assignment; and **(3)** not change the terms, documents of specifications of the Contract Agreement
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through November 30, 2015.
Transition Services	Services and support provided when the contracted vendor is supporting System changes.
UAT	User Acceptance Test

Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/Contractor	The contracted individual, firm, or company that will perform the duties and Specifications of the contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
Walk Through	A step-by-step review of a specification, usability features or design before it is handed off to the technical team for development
Warranty Period	A period of coverage during which the contracted vendor is responsible for providing a guarantee for products and Services delivered as defined in the contract.
Warranty Releases	Code releases that are done during the warranty period.
Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Work Hours	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager. However, the State requires an unpaid lunch break of *at least* thirty (30) minutes be taken after five (5) consecutive hours of work.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written Deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032
CONTRACT AGREEMENT –PART 2

INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through Division of Child Support Services ("State"), and Protech Solutions, Inc. an Arkansas Corporation, having its principal place of business at 303 W. Capitol Ave., Suite 330, Little Rock, AR 72201.

The State desires to have Protech Solutions, Inc. provide professional Services to assist it in perform the following activities:

RECITALS

a. Assist in maintaining, and when necessary, developing new functionality in the existing NECSES,
b. Craft a plan that will in modular steps upgrade NECSES, the reporting capability, plus integrating modern IVR and contact center functionalities and technologies providing capability that the State can rely on for years to come,
c. Assist the State in carrying out the upgrade plan after State approval, and
d. Maintain the enhanced NECSES as well as the enhanced reporting and contact center vehicles after completion of the modular upgrade plan.

The parties therefore agree as follows:

1. CONTRACT DOCUMENTS

1.1 Contract Documents

This Contract is comprised of the following documents (Contract Documents):

A. Part 1 – State Terms and Conditions contained in the Form P-37
B. Part 2 – The Contract Agreement
C. Part 3 – Consolidated Exhibits
Exhibit A- Contract Deliverables
Exhibit B- Price and Payment Schedule
Exhibit C- Special Provisions
Exhibit D- Administrative Services
Exhibit E- Implementation Services
Exhibit F- Testing Services
Exhibit G- Maintenance and Support Services
Exhibit H- Requirements- Contractor Responses
Exhibit I- Work Plan
Exhibit J- Software License and related Terms
Exhibit K- Warranty and Warranty Services
Exhibit L- Training Services
Exhibit M- Agency RFP with Addendums, by reference
Exhibit N- Contractor Proposal, by reference
Exhibit O- Certificates and Attachments

2.2 Non-Exclusive, Not To Exceed Contract

This is a Non-Exclusive, Not to Exceed ("NTE") Contract with price and term limitations as set forth in the Contract.

The State reserves the right, at its discretion, to retain other contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal. Protech Solutions, Inc. shall not be responsible for any delay, act, or omission of such other contractors, except that Protech Solutions, Inc. shall be responsible for any delay, act, or omission of the other contractors if such delay, act, or omission is caused by or due to the fault of Protech Solutions, Inc..

Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed $7,500,000.

3. CONTRACT MANAGEMENT

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

3.1 Protech Solutions, Inc. Contract Manager

Protech Solutions, Inc. shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. Protech Solutions, Inc.'s Contract Manager is:

Shiva Duvvuru
Chief Financial Officer
303 W. Capitol Ave., Suite 330
Little Rock, AR 72201
Tel: 501-687-2302
Fax: 501-687-2307
Email: shiva.duvvuru@protechsolutions.com

3.2 Protech Solutions, Inc. Project Manager

3.2.1 Contract Project Manager

Protech Solutions, Inc. shall assign a Project Manager who meets the requirements of the Contract, including but not limited to, the requirements set forth in the RFP. Protech Solutions, Inc.'s selection of the Protech Solutions, Inc. Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Protech Solutions, Inc. Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of Protech Solutions, Inc.'s Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

1.2 Order of Precedence

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

a. *The State of New Hampshire Terms and Conditions*, Form P-37-Contract Agreement Part 1
b. *General Contract Requirements* in Section 6 of the RFP document.
c. State of New Hampshire, Division of Child Support Services Contract 2011-032. RFP 2011-032, Child Support Systems Maintenance & Enhancement Project dated 12/14/2010, then
d. The Contractor Proposal, dated 3/31/2011.

1.3 Contract Term

The Contract and all obligations of the parties hereunder shall become effective after full execution by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval October 1, 2011.

The Contract shall begin on the Effective Date and extend through September 30, 2015. The Term may be extended up to 2 years, three times at the sole option of the State, subject to the parties prior written agreement on applicable fees for each extended term, up to but not beyond September 30, 2021.

Protech Solutions, Inc. shall commence work upon issuance of a Notice to Proceed by the State.

The State does not require Protech Solutions, Inc. to commence work prior to the Effective Date; however, if Protech Solutions, Inc. commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of Protech Solutions, Inc... In the event that the Contract does not become effective, the State shall be under no obligation to pay Protech Solutions, Inc. for any costs incurred or Services performed; however, if the Contract becomes effective, all costs incurred prior to the Effective Date shall be paid under the terms of the Contract.

Time is of the essence in the performance of Protech Solutions, Inc.'s obligations under the Contract.

2. COMPENSATION

2.1 Contract Price

The Contract price, method of payment, and terms of payment are identified and more particularly described in Contract Exhibit B: *Price and Payment Schedule*.

3.2.2 Protech Solutions, Inc. Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Protech Solutions, Inc.'s representative for all administrative and management matters. Protech Solutions, Inc.'s Project Manager shall perform the duties required under the Contract, including, but not limited to, those set forth in Contract Exhibit I, Section 2. Protech Solutions, Inc.'s Project Manager must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State, and be at the site as needed. Protech Solutions, Inc.'s Project Manager must work diligently and use his/ her best efforts on the Project.

3.2.3 Protech Solutions, Inc. shall not change its assignment of Protech Solutions, Inc. Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Protech Solutions, Inc.'s Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than Protech Solutions, Inc. Project Manager being replaced; meet the requirements of the Contract, (including but not limited to, the requirements set forth in RFP); and be subject to reference and background checks described above in Contract Agreement Part 2, Section 3.2.1: *Contract Project Manager,* and in Contract Agreement Part 2, Section 3.6: *Reference and Background Checks*, below. Protech Solutions, Inc. shall assign a replacement Protech Solutions, Inc. Project Manager within ten (10) business days of the departure of the prior Protech Solutions, Inc. Project Manager, and Protech Solutions, Inc. shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim Protech Solutions, Inc. Project Manager.

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

3.2.5 The Protech Solutions, Inc. Project Manager is:

Lee Ann Wood
Project Manager
303 W. Capitol Ave, Suite 330
Little Rock, AR 72201
Tel: 405-326-0577
Fax: 501-687-2307
Email: leeann.wood@protechsolutions.com

3.3 Protech Solutions, Inc. Key Project Staff

3.3.1 Protech Solutions, Inc. shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in RFP Appendix C: *System Requirements and Deliverables*, Table C.1: *System Requirements and Deliverables-Vendor Response Checklist*. The State may conduct reference and background checks on Protech Solutions, Inc. Key Project Staff. The State reserves the right to require removal or reassignment of Protech Solutions, Inc.'s Key Project Staff who are found unacceptable to the State. Any background checks shall be performed in accordance with the Contract Agreement Section 4.10: *Background Checks*.

3.3.2 Protech Solutions, Inc. shall not change any Protech Solutions, Inc. Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Protech Solutions, Inc. Key Project Staff will not be unreasonably withheld. The replacement Protech Solutions, Inc. Key Project Staff shall have comparable or greater skills than Protech Solutions, Inc. Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in RFP Appendix C: *System Requirements and Deliverables* and be subject to reference and background checks described in Contract Agreement-Part 2, Section 3.6: *Reference and Background Checks*,

3.3.3 Notwithstanding any other provision of the Contract to the contrary, the State shall have the option to terminate the Contract, declare Protech Solutions, Inc. in default and to pursue its remedies at law and in equity, if Protech Solutions, Inc. fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with Protech Solutions, Inc.'s replacement Project staff.

3.3.3.1 Protech Solutions, Inc. Key Project Staff shall consist of the following individuals in the roles identified below:

Protech Solutions, Inc.'s Key Project Staff	
Key Members	**Title**
Thomas Kelliher	Project Director
Lee Ann Wood	Project Manager
Nagaraj Garimalla	Chief Architect
Manikandan Kumar	Sr. Architect
Lee Ann Wood	Functional Design Manager

Sharon Christman	QA Manager
TBD	Training Manager
Vijaya Divi	Technical Manager
Krishna Kumar	Development Manager

3.4 State Contract Manager

The State shall assign a Contract Manager who shall function as the State's representative with regard to Contract administration. The State Contract Manager is:

David F. Maggioncalda
Division of Child Support Services
Annex Building
129 Pleasant Street Concord, NH 03301
Tel: (603) 223-4810
Fax: (603) 223-4787
Email: dmaggioncalda@dhhs.state.nh.us

3.5 State Project Manager

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

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

The State Project Manager is:

Richard Ward
Division of Child Support Services
Annex Building
129 Pleasant Street, Concord, NH 03301
Tel: (603) 223-4809
Fax: (603) 223-4787
Email: Richard.B.Ward@dhhs.state.nh.us

3.6 Reference and Background Checks

The State may, at its sole expense, conduct reference and background screening of the Protech Solutions, Inc. Project Manager and Protech Solutions, Inc. Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Contract Agreement, Part 2-Section 11: *Use of State's Information, Confidentiality.*

4. DELIVERABLES

4.1 Vendor Responsibilities

Protech Solutions, Inc. shall be solely responsible for meeting all requirements, and terms and conditions specified in this Contract, regardless of whether or not a Subcontractor is used.

Protech Solutions, Inc. may subcontract Services subject to the provisions of the Contract, including but not limited to, the terms and conditions in Section 6: *General Contract Requirements* herein and the *Contract Agreement Part 1: State of New Hampshire Terms and Conditions-P-37.* Protech Solutions, Inc. must submit all information and documentation relating to the Subcontractor, including terms and conditions consistent with this Contract. The State will consider Protech Solutions, Inc. to be wholly responsible for the performance of the Contract and the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

4.2 Deliverables and Services

Protech Solutions, Inc. shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan for this Contract, and as more particularly described in Contract Exhibit A: *Contract Deliverables.*

Upon its submission of a Deliverable or Service, Protech Solutions, Inc. represents that it has performed its obligations under the Contract associated with the Deliverable or Service.

4.3 Non-Software and Written Deliverables Review and Acceptance

After receiving written Certification from Protech Solutions, Inc. that a Non-Software or Written Deliverable is final, complete, and ready for review, the State will review the Deliverable to determine whether it meets the Requirements outlined in Contract Exhibit A: *Contract Deliverables*. The State will notify Protech Solutions, Inc. in writing of its acceptance or rejection of the Deliverable within 10 business days of the State's receipt of Protech Solutions, Inc.'s written Certification. If the State rejects the Deliverable, the State shall notify Protech Solutions, Inc. of the nature and class of the Deficiency and Protech Solutions, Inc. shall correct the Deficiency within the period identified in the Work Plan. If no period for Protech Solutions, Inc.'s correction of the Deliverable is identified, Protech Solutions, Inc. shall correct the Deficiency in the Deliverable within five (5) business days. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify Protech Solutions, Inc. of its Acceptance or rejection thereof, with the option to extend the Review Period up to five (5) additional business days. If Protech Solutions, Inc. fails to correct the Deficiency within the allotted period of time, the State may, at its option, continue reviewing the Deliverable and require Protech Solutions, Inc. to continue until the Deficiency is corrected, or immediately terminate the Contract, declare Protech Solutions, Inc. in default, and pursue its remedies at law and in equity.

4.4 System/Software Testing and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Exhibit F: *Testing Services*.

4.5 Security

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, Systems and Data.

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets. See *Contract Agreement –Part 3 – Exhibit F: Testing* for detailed information on requirements for Security testing.

5. SOFTWARE

5.1 Software and Documentation

Protech Solutions, Inc. shall provide the State with Software and Documentation set forth in the Contract.

5.2 Software Support and Maintenance

Protech Solutions, Inc. shall provide the State with Software support and Maintenance Services set forth in the Contract.

5.3 Restrictions

N/A

5.4 Title

In accordance with 45 CFR 95.617, the State will have all ownership rights in software or modifications thereof and associated documentation designed, developed or installed with Federal financial participation. The United States Department of Health and Human Services reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation.

6. WARRANTY

Protech Solutions, Inc. shall provide the Warranty and Warranty Services set forth in the Contract, and particularly described in Exhibit K: *Warranty and Warranty Services*.

7. SERVICES

Protech Solutions, Inc. shall provide the Services required under the Contract Documents. All Services shall meet, and be performed, in accordance with the Specifications.

7.1 Administrative Services

Protech Solutions, Inc. shall provide the State with the administrative Services set forth in the Contract, and particularly described in Exhibit D: *Administrative Services*.

7.2 Implementation Services

Protech Solutions, Inc. shall provide the State with the Implementation Services set forth in the Contract, and particularly described in Exhibit E: *Implementation Services*.

7.3 Testing Services

Protech Solutions, Inc. shall perform testing Services for the State set forth in the Contract, and particularly described in Exhibit F: *Testing Services*.

7.4 Training Services

Protech Solutions, Inc. shall provide the State with training Services set forth in the Contract, and particularly described in Exhibit L: *Training Services.*

7.5 Maintenance and Support Services

Protech Solutions, Inc. shall provide the State with Maintenance and support Services for the Software set forth in the Contract, and particularly described in Exhibit G: *System Maintenance and Support*.

8. WORK PLAN DELIVERABLE

Protech Solutions, Inc. shall provide the State with a Work Plan that shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule.

The initial Work Plan shall be a separate Deliverable and is set forth in Contract Exhibit I: *Work Plan*. Protech Solutions, Inc. shall update the Work Plan as necessary, but no less than every two weeks and as otherwise required by the State, to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. Any such updates to the Work Plan must be approved by the State, in writing, prior to final incorporation into the official Contract *Work Plan*.

Unless otherwise agreed in writing by the State, changes to the *Work Plan* shall not relieve Protech Solutions, Inc. from liability to the State for damages resulting from Protech Solutions, Inc.'s failure to perform its obligations under the Contract, including, without limitation, performance in accordance with the Schedule.

In the event of any delay in the Schedule, Protech Solutions, Inc. must immediately notify the State in writing, identifying the nature of the delay, i.e., specific actions or inactions of Protech Solutions, Inc. or the State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event additional time is required by Protech Solutions, Inc. to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from Protech Solutions, Inc.'s failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Work Plan or elements within the Work Plan.

9. CHANGE ORDERS

The State may make changes or revisions at any time by written Change Order. Within five (5) business days of Protech Solutions, Inc.'s receipt of a Change Order, Protech Solutions, Inc. shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

Protech Solutions, Inc. may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. The State shall attempt to respond to Protech Solutions, Inc.'s requested Change Order within five (5) business days. Such requests for Change Orders remain pending unless and until approved in writing by the State Project Manager. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from Protech Solutions, Inc. to the State and the State acceptance of Protech Solutions, Inc.'s estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing.

10. INTELLECTUAL PROPERTY

In accordance with 45 CFR 95.617, the State will have all ownership rights in software or modifications thereof and associated documentation designed, developed or installed with Federal financial participation. The United States Department of Health and Human Services reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation.

10.1 State's Business

All rights, title and interest in State Deliverables, Data, Software, Documentation and other products of this contract shall remain with the State.

10.2 Protech Solutions, Inc.'s Materials

Subject to the provisions of this Contract, Protech Solutions, Inc. may develop for itself, or for others, materials that are competitive with, or similar to, the Deliverables. In accordance with the confidentiality provision of this Contract, Protech Solutions, Inc. shall not distribute any products containing or disclose any State Confidential Information. Protech Solutions, Inc. shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this Contract, provided that such is not obtained as the result of the deliberate memorization of the State Confidential Information by Protech Solutions, Inc. employees or third party consultants engaged by Protech Solutions, Inc..

Without limiting the foregoing, the parties agree that the general knowledge referred to herein cannot include information or records not subject to public disclosure under New Hampshire RSA Chapter 91-A, which includes but is not limited to the following: records of grand juries and petit juries; records of parole and pardon boards; personal school records of pupils; records pertaining to internal personnel practices, financial information, test questions, scoring keys and other examination data use to administer a licensing examination, examination for employment, or academic examination and personnel, medical, welfare, library use, video tape sale or rental, and other files containing personally identifiable information that is private in nature.

10.3 State Website Copyright

WWW Copyright and Intellectual Property Rights

All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State. The State shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State's copyright.

10.4 Survival

This Contract Agreement Section 10: *Intellectual Property* shall survive the termination of the Contract.

11. USE OF STATE'S INFORMATION, CONFIDENTIALITY

11.1 Use of State's Information

In performing its obligations under the Contract, Protech Solutions, Inc. may gain access to information of the State, including State Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings (*see e.g. RSA Chapter 91-A: 5 *Exemptions).* Protech Solutions, Inc. shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as directly connected to and necessary for Protech Solutions, Inc.'s performance under the Contract.

11.2 State Confidential Information

Protech Solutions, Inc. shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information that becomes available to Protech Solutions, Inc. in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State Confidential Information shall require the prior written approval of the State. Protech Solutions, Inc. shall immediately notify the State if any request, subpoena or other legal process is served upon Protech Solutions, Inc. regarding the State Confidential Information, and Protech Solutions, Inc. shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

In the event of the unauthorized release of State Confidential Information, Protech Solutions, Inc. shall immediately notify the State, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

11.3 Protech Solutions, Inc. Confidential Information

Insofar as Protech Solutions, Inc. seeks to maintain the confidentiality of its confidential or proprietary information, Protech Solutions, Inc. must clearly identify in writing all information it claims to be confidential or proprietary. Protech Solutions, Inc. acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. The State shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State and federal laws or regulations, including but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by Protech Solutions, Inc. as confidential, the State shall notify Protech Solutions, Inc. and specify the date the State will be releasing the requested information. At the request of the State, Protech Solutions, Inc. shall cooperate and assist the State with the collection and review of Protech Solutions, Inc.'s information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be

Protech Solutions, Inc.'s sole responsibility and at Protech Solutions, Inc.'s sole expense. If Protech Solutions, Inc. fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to Protech Solutions, Inc., without any liability to Protech Solutions, Inc.

11.4 Survival

This Contract Agreement Section 11, *Use of State's Information, Confidentiality*, shall survive termination or conclusion of the Contract.

12. LIMITATION OF LIABILITY

12.1 State

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to Protech Solutions, Inc. shall not exceed the total Contract price set forth in Contract Agreement, Section 1.8 of the *Contract Agreement –Part 1-General Provisions.*

Notwithstanding the foregoing and any provision of this Contract to the contrary, in no event does the State waive its sovereign immunity or any applicable defenses or immunities.

12.2 Protech Solutions, Inc.

Subject to applicable laws and regulations, in no event shall Protech Solutions, Inc. be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and Protech Solutions, Inc.'s liability to the State shall not exceed two times (2X) the total Contract price set forth in Contract Agreement, Section 1.8 of the *Contract Agreement –Part 1-General Provisions.*

Notwithstanding the foregoing, the limitation of liability in this SOW Section 12.2 shall not apply to Protech Solutions, Inc.'s indemnification obligations set forth in the *Contract Agreement* Part 1-Section 13: *Indemnification* and confidentiality obligations in Contract Agreement-Part 2- Section 11: *Use of State's Information*, *Confidentiality*, which shall be unlimited.

12.3 State's Immunity

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract conclusion.

12.4 Survival

This *Contract Agreement-* Part 2-Section 12: *Limitation of Liability* shall survive termination or Contract conclusion.

13. TERMINATION

This Section 13 shall survive the termination or Contract Conclusion.

13.1 Termination for Default

Any one or more of the following acts or omissions of Protech Solutions, Inc. shall constitute an event of default hereunder ("Event of Default")

a. Failure to perform the Services satisfactorily or on schedule;
b. Failure to submit any report required; and/or
c. Failure to perform any other covenant, term or condition of the Contract

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

a. Unless otherwise provided in the Contract, the State shall provide Protech Solutions, Inc. written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If Protech Solutions, Inc. fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving Protech Solutions, Inc. notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.

b. Give Protech Solutions, Inc. a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to Protech Solutions, Inc. during the period from the date of such notice until such time as the State determines that Protech Solutions, Inc. has cured the Event of Default shall never be paid to Protech Solutions, Inc..

c. Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;

d. Treat the Contract as breeched and pursue any of its remedies at law or in equity, or both.

e. Procure Services that are the subject of the Contract from another source and Protech Solutions, Inc. shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

13.1.2 The Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

13.1.3 Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is herby reserved to the State. This covenant shall survive termination or Contract Conclusion.

13.2 Termination for Convenience

13.2.1 The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to Protech Solutions, Inc. In the event of a termination for convenience, the State shall pay Protech Solutions, Inc. the agreed upon price, if separately stated in this Contract, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated under the Contract shall be paid, in whole or in part, generally in accordance with Contract Exhibit B, *Price and Payment Schedule*, of the Contract.

13.2.2 During the thirty (30) day period, Protech Solutions, Inc. shall wind down and cease Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

13.3 Termination for Conflict of Interest

13.3.1 The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current development, support, and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if Protech Solutions, Inc. did not know, or reasonably did not know, of the conflict of interest.

13.3.2 In the event the Contract is terminated as provided above pursuant to a violation by Protech Solutions, Inc., the State shall be entitled to pursue the same remedies against Protech Solutions, Inc. as it could pursue in the event of a default of the Contract by Protech Solutions, Inc.

13.4 Termination Procedure

13.4.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require Protech Solutions, Inc. to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

13.4.2 After receipt of a notice of termination, and except as otherwise directed by the State, Protech Solutions, Inc. shall:

a. Stop work under the Contract on the date, and to the extent specified, in the notice;

b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;

c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Protech Solutions, Inc. and in which the State has an interest;

d. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State; and

e. Provide written Certification to the State that Protech Solutions, Inc. has surrendered to the State all said property.

f. Assist in Transition Services, as reasonably requested by the State at no additional cost.

14. CHANGE OF OWNERSHIP

In the event that Protech Solutions, Inc. should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with Protech Solutions, Inc., its successors or assigns for the full remaining term of the Contract; continuing under the Contract with Protech Solutions, Inc., its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to Protech Solutions, Inc., its successors or assigns.

15. ASSIGNMENT, DELEGATION AND SUBCONTRACTS

15.1 Protech Solutions, Inc. shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent shall not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void, and may constitute an event of default at the sole discretion of the State.

15.2 Protech Solutions, Inc. shall remain wholly responsible for performance of the entire Contract even if assignees, delegates, Subcontractors, or other transferees ("Assigns") are used, unless otherwise agreed to in writing by the State, and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract, or other transfer shall neither relieve Protech Solutions, Inc. of any of its obligations under the Contract nor affect any remedies available to the State against Protech Solutions, Inc. that may arise from any event of default of the provisions of the contract. The State shall consider Protech Solutions, Inc. to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

15.3 Notwithstanding the foregoing, nothing herein shall prohibit Protech Solutions, Inc. from assigning the Contract to the successor of all or substantially all of the assets or business of Protech Solutions, Inc. provided that the successor fully assumes in writing all obligations and responsibilities under the Contract. In the event that Protech Solutions, Inc. should change ownership, as permitted under this Contract Agreement Part 2, Section 14: *Change of Ownership*, the State shall have the option to continue under the Contract with Protech Solutions, Inc., its successors or assigns for the full remaining term of the Contract; continue under the Contract with Protech Solutions, Inc., its successors or assigns for such period of time as determined necessary by the State; or immediately terminating the Contract without liability to Protech Solutions, Inc., its successors or assigns.

16. DISPUTE RESOLUTION

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted under the Contract.

The parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table

LEVEL	CONTRACTOR	STATE	CUMULATIVE ALLOTTED TIME
Primary	Lee Ann Wood, Project Manager	Richard Ward State Project Manager (PM)	5 Business Days
First	Thomas Kelliher, Project Director	David Maggioncalda Contract Manager	10 Business Days
Second	Satish Garamalla, Chief Executive Officer	Mary Weatherill, Director, DCSS	15 Business Days

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other party.

17. ESCROW OF CODE

N/A

18. GENERAL PROVISIONS

18.1 Travel Expenses

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

18.2 Shipping and Delivery Fee Exemption

The State will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

18.3 Project Workspace and Office Equipment

The State will provide the following workspace and office equipment for the Project:

The State agency will work with Protech Solutions, Inc. to determine the requirements for providing all necessary workspace and office equipment, including desktop computers for Protech Solutions, Inc.'s staff.

18.4 Access/Cooperation

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon the State, the State shall provide Protech Solutions, Inc. with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete contracted Services.

The State shall use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow Protech Solutions, Inc. to perform its obligations under the Contract.

18.5 Required Work Procedures

All work done must conform to standards and procedures established by the State.

18.6 Computer Use

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Protech Solutions, Inc. understands and agrees to the following rules:

a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.

b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Protech Solutions, Inc. access or attempt to access any information without having the express authority to do so.

c. That at no time shall Protech Solutions, Inc. access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to System entry/access.

d. That all Software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Protech Solutions, Inc. must use utmost care to protect and keep such Software strictly confidential in accordance with the license or any other Agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by Protech Solutions, Inc... Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.

e. That if Protech Solutions, Inc. is found to be in violation of any of the above-stated rules, the User may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

18.7 Email Use

Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal Email systems" or "State-funded Email systems". Protech Solutions, Inc. understand and agree that use of email shall follow State standard policy (available upon request).

18.8 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

18.9 Regulatory Government Approvals

Protech Solutions, Inc. shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

18.10 Force Majeure

Neither Protech Solutions, Inc. nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such party and without fault or negligence of such party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

Except in the event of the foregoing, Force Majeure events shall not include Protech Solutions, Inc.'s inability to hire or provide personnel needed for Protech Solutions, Inc.'s performance under the Contract.

18.11 Insurance

18.11.1 Protech Solutions, Inc. Insurance Requirement
See Contract Agreement Part 1-Form P-37 Section 14.

18.11.2 The ACORD Insurance Certificate should note the Certificate Holder in the lower left hand block including State of New Hampshire, Department Name, and name of the individual responsible for the funding of the contracts and his/her address.

State of New Hampshire
Director, Division of Child Support Services
129 Pleasant Street
Concord, NH 03301

18.12 Exhibits

The Exhibits referred to, in and attached to the Contract are incorporated by reference as if fully included in the text.

18.13 Venue and Jurisdiction

Any action on the Contract may only be brought in the State of New Hampshire Merrimack County Superior Court.

18.14 Survival

The terms, conditions and warranties contained in the Contract that by their context are intended to survive the completion of the performance, cancellation or termination of the Contract shall so survive, including, but not limited to, the terms of the *Contract Agreement Exhibit D Section 3*: *Records Retention and Access Requirements*, *Contract Agreement Exhibit D Section 4*: *Accounting Requirements*, and Contract Agreement Part 2-Section 11:

Use of State's Information, Confidentiality and Contract Agreement Part 1- Section 13: *Indemnification* which shall all survive the termination of the Contract.

18.15 Work for Hire

The State shall own all right, title and interest in and to any Software, printed materials or other works, products or Deliverables which result from Services rendered by Vendor to the State under this Contract ("work(s)"). The works shall be deemed works made for hire of the State for all purposes of copyright law, and copyright shall belong solely to the State. In the event that any such work is adjudged to be not a work made for hire, Vendor agrees to assign, and hereby assigns, all copyright and other rights in such work to the State. Vendor shall, at the expense of the State, assist the State or its nominees to obtain copyrights, trademarks, or patents for all such works in the United the States and any other countries. Vendor agrees to execute all papers and to give all facts known to it necessary to secure United the States or foreign country copyrights and patents, and to transfer or cause to transfer to the State all the right, title and interest in and to such works. Vendor represents and warrants that the works will be free of any rightful claim of any third person or entity based on patent or copyright infringement, trade secret misappropriation, or otherwise.

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & EHNHANCEMENT PROJECT
CONTRACT 2011-032- PART 3
EXHIBIT A
CONTRACT DELIVERABLES

1. DELIVERABLES, MILESTONES AND ACTIVITIES

Protech Solutions, Inc. shall provide the State with products and services which will meet the Specifications and Deliverables contained in *Section 2: Deliverables, Milestones, And Activities Schedule.*

Prior to the commencement of work on Non-Software and Written Deliverables, Protech Solutions, Inc. shall provide to the State a template, table of contents, or agenda for review and prior approval.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

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

2. DELIVERABLES, MILESTONES, AND ACTIVITIES SCHEDULE

2.1 Implementation Schedule – Activities / Deliverables / Milestones

PHASE I NECSES Maintenance		
Deliverables	**Deliverable Type**	**Projected Delivery Date**
Qualified programming resources to perform on-going maintenance of NECSES	Technical Resources	No later than thirty (30) days after the State instructs the Vendor to supply qualified resources
Consultant Time Sheets	Written	Weekly
PHASE II NECSES Enhancement Planning		

FILE COPY

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & EHNHANCEMENT PROJECT
CONTRACT 2011-032- PART 3
EXHIBIT A
CONTRACT DELIVERABLES

Deliverables	**Deliverable Type**	**Projected Delivery Date**
A modular development and deployment plan containing: a. Conduct requirements validation sessions using existing requirements documents b. An initial recommendation for the sequence and timeline for developing and deploying each modular component; c. An estimate of the Vendor resources to be used for the development and deployment of each module; d. A delineation of State resource, human and other, to be used for the development and deployment of each module; e. An analysis and delineation of the dependencies between and amongst modules; and f. A description of where the development will take place.	Written	N/A
Draft and submit a Modular Development and deployment Plan presenting the results of a. through f. above.	Written	No later than one hundred and twenty (120) days after the start of work on the Project.
PHASE III NECSES Enhancement Execution		
Deliverables	**Deliverable Type**	**Projected Delivery Date**
Developing and deploying an assigned module.	N/A	N/A
a. A detailed statement of the scope, effort, resources and cost required to complete the designated module compiled in a Detailed Workplan. This will include evaluating each successive module using the Constructive Cost Model II (COCOMO II) tool.	Written	Ten (10) days after assignment by the State Project Manager
b. A comprehensive Requirements Document describing the business processes and the business rules of DCSS as well as the IT elements required to support them.	Written	Thirty (30) days after assignment by the State Project Manager

c. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Written	Thirty (30) days after State Acceptance of the Requirements Document
d. A Test Plan that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11 of RFP 2011-032.	Written	Thirty (30) days after State Acceptance of the Requirements Document
e. A Training Plan and training materials.	Written	No less than thirty (30) days prior to the beginning of user training
f. Obtain State approval for deployment after completion of User Acceptance Testing.	Written	As occurring
g. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	Software	As occurring
h. Successful completion of 100 day Warranty Period	N/A	100 days after deployment
Phase IV Post deployment Maintenance		
Deliverables	**Deliverable Type**	**Projected Delivery Date**
Employ System Development Life Cycle as used above in Enhancement Execution Phase	Written & Software	As determined

3. TRAINING DELIVERABLES

Training will be in accordance with the requirements set forth in Contract Exhibit L: *Training Services* and the Schedule established by the *Work Plan*, Contract Exhibit I. All pricing has been established in Contract Exhibit B: *Price and Payment Schedule*.

1. DELIVERABLE PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) Contract totaling $7,500,000 for the period between the Effective Date through November 30, 2015. Protech Solutions, Inc. shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Protech Solutions, Inc. to invoice the State for the following Activities, Deliverables, or Milestones appearing in the price and payment tables below.

PHASE I NECSES Maintenance		
Deliverables	**Due Date (Business Days)**	**Payment Schedule**
Qualified programming resources to perform on-going maintenance of NECSES	No later than thirty (30) days after the State instructs the Vendor to supply qualified resources	N/A
Consultant Time Sheets	Weekly	Monthly employing a time and materials model
PHASE II NECSES Enhancement Planning		
Deliverables	**Due Date (Business Days)**	**Payment Schedule**
A modular development and deployment plan containing: a. Conduct requirements validation sessions using existing requirements documents b. An initial recommendation for the sequence and timeline for developing and deploying each modular component; c. An estimate of the Vendor resources to be used for the development and deployment of each module; d. A delineation of State resource, human and other, to be used for the development and deployment of each module; e. An analysis and delineation of the dependencies between and amongst modules; and f. A description of where the development will take place.	N/A	N/A

Draft and submit a Modular Development and deployment Plan presenting the results of a. through f. above.	No later than one hundred and twenty (120) days after the start of work on the Project	Upon State Acceptance of this Firm Fixed Price Deliverable
PHASE III NECSES Enhancement Execution		
Deliverables	**Due Date (Business Days)**	**Payment Schedule**
Developing and deploying an assigned module.	N/A	N/A
a. A detailed statement of the scope, effort, resources and cost required to complete the designated module compiled in a Detailed Workplan. This will include evaluating each successive module using the Constructive Cost Model II (COCOMO II) tool.	Ten (10) days after assignment by the State Project Manager	N/A
b. A comprehensive Requirements Document describing the business processes and the business rules of DCSS as well as the IT elements required to support them.	Thirty (30) days after assignment by the State Project Manager	10% of State accepted cost
c. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Thirty (30) days after State Acceptance of the Requirements Document	20% of State accepted cost
d. A Test Plan that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11 of RFP 2011-032..	Thirty (30) days after State Acceptance of the Requirements Document	20% of State accepted cost
e. A Training Plan and training materials.	No less than thirty (30) days prior to the beginning of user training	10% of State accepted cost
f. Obtain State approval for deployment after completion of User Acceptance Testing.	As occurring	10% of State accepted cost
g. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	As occurring	30% of State accepted cost
h. Successful completion of 100 day Warranty Period	100 days after deployment	Release of holdback amount
Phase IV Post Deployment Maintenance		
Deliverables	**Due Date (Business Days)**	**Payment Schedule**
Employ System Development Life Cycle as used above in Enhancement Execution Phase	As established by State Project Manager	As established by State Project Manager

Table 2A - Protech Solutions, Inc. Rates Pricing Worksheet (Hourly Rates)

Position Title	SFY 2012 7/1/2011-6/30/12	SFY 2013 7/1/2012-6/30/2013	SFY 2014 7/1/2013-6/30/2014	SFY 2015 7/1/2014-6/30/2015	SFY 2016 7/1/2015-6/30/2016
Protech Project Director	$155.00	$158.88	$162.75	$166.63	$170.50
Protech Functional Manager	$90.00	$92.25	$94.50	$96.75	$99.00
Protech Conversion Manager	$90.00	$92.25	$94.50	$96.75	$99.00
Protech System Architect	$110.00	$112.75	$115.50	$118.25	$121.00
Protech Infrastructure Manager	$90.00	$92.25	$94.50	$96.75	$99.00
Protech DBA	$95.00	$97.38	$99.75	$102.13	$104.50
Protech CSE Specialist	$79.00	$80.98	$82.95	$84.93	$86.90

Table 2B - Protech Solutions, Inc. Rates Pricing Worksheet (Hourly Rates)

Position Title	SFY 2017 7/1/2016-6/30/17	SFY 2018 7/1/2017-6/30/2018	SFY 2019 7/1/2018-6/30/2019	SFY 2020 7/1/2019-6/30/2020	SFY 2021 7/1/2020-6/30/2021
Protech Project Director	$174.38	$178.25	$182.13	$186.00	$189.88
Protech Functional Manager	$101.25	$103.50	$105.75	$108.00	$110.25
Protech Conversion Manager	$101.25	$103.50	$105.75	$108.00	$110.25

Protech System Architect	$123.75	$126.50	$129.25	$132.00	$134.75
Protech Infrastructure Manager	$101.25	$103.50	$105.75	$108.00	$110.25
Protech DBA	$106.88	$109.25	$111.63	$114.00	$116.38
Protech CSE Specialist	$88.88	$90.85	$92.83	$94.80	$96.78

2. TOTAL CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $7,500,000 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Protech Solutions, Inc. for all fees and expenses, of whatever nature, incurred by Protech Solutions, Inc. in the performance hereof.

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

3. INVOICING

Protech Solutions, Inc. shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. Protech Solutions, Inc. shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

Invoices shall be sent to:

David F. Maggioncalda
Division of Child Support Services
SOPS/Annex Building
129 Pleasant Street Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Protech Solutions, Inc.
303 W. Capitol Ave., Suite 330
Little Rock, AR 72201

5. OVERPAYMENTS TO PROTECH SOLUTIONS, INC.

Protech Solutions, Inc. shall promptly, but no later than fifteen (15) business days, return to the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

6. CREDITS

The State may apply credits due to the State arising out of this Contract, against Protech Solutions, Inc.'s invoices with appropriate information attached.

7. PROJECT HOLDBACK

The State shall withhold ten percent (10%) of the price for each successive Phase II, III, & IV Deliverable, as set forth in the Payment Table above, until successful demonstration that all modules interact acceptably or until Contract termination.

EXHIBIT C
SPECIAL PROVISIONS

1. Special Provisions

There are no special provisions.

1. STATE MEETINGS AND REPORTS

The State believes that effective communication and reporting are essential to Project success.

Protech Solutions, Inc. Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

a. **Introductory Meeting:** Participants will include Protech Solutions, Inc. Key Project Staff and State Project leaders from both the Division of Child Support Services and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.

b. **Kickoff Meeting**: Participants will include the State and Protech Solutions, Inc. Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.

c. **Status Meetings**: Participants will include, at the minimum, the Protech Solutions, Inc. Project Manager and the State Project Manager. These meetings will be conducted at an interval of two week or at other intervals as required by the State Project Manager and address overall Project status and any additional topics needed to remain on Schedule and within budget. Protech Solutions, Inc. shall present a status report which shall serve as the basis for discussion.

d. **The Work Plan**: must be reviewed at each Status Meeting and updated, at minimum, on a bi-weekly basis or at other intervals as required by the State Project Manager, in accordance with the Contract.

e. **Special Meetings**: Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.

f. **Exit Meeting:** Participants will include Project leaders from Protech Solutions, Inc. and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

The State expects Protech Solutions, Inc. to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be Protech Solutions, Inc.'s responsibility.

The Protech Solutions, Inc. Project Manager shall prepare and submit weekly status reports in accordance with the Schedule and terms of this Contract. All status reports and such other reports as the State Project Manager may require shall be prepared in formats approved by the State. Protech Solutions, Inc. shall produce Project status reports, which contain, at a minimum, the following:

1. Project status related to the Work Plan;
2. Deliverable status;
3. Accomplishments during weeks being reported;
4. Planned activities for the upcoming two (2) week period;
5. Future activities; and

6. Issues and concerns requiring resolution.
7. Report and remedies in case of falling behind Schedule

As reasonably requested by the State, Protech Solutions, Inc. shall provide the State with information or reports regarding the Project. Protech Solutions, Inc. shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

2. STATE-OWNED DOCUMENTS AND DATA

Protech Solutions, Inc. shall provide the State access to all documents, State Data, materials, reports, and other work in progress relating to the Contract ("State Owned Documents"). Upon expiration or termination of the Contract with the State, Protech Solutions, Inc. shall turn over all State-owned documents, material, reports, and work in progress relating to the Contract to the State at no additional cost to the State. State-owned Documents must be provided in both printed and electronic format.

3. RECORDS RETENTION AND ACCESS REQUIREMENTS

Protech Solutions, Inc. shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by reference, regarding retention and access requirements, including without limitation, retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 *Contractor Records Retention.*

Protech Solutions, Inc. and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. Protech Solutions, Inc. and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. Protech Solutions, Inc. shall include the record retention and review requirements of this section in any of its subcontracts.

The State agrees that books, records, documents, and other evidence of accounting procedures and practices related to Protech Solutions, Inc.'s cost structure and profit factors shall be excluded from the State's review unless the cost of any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

4. ACCOUNTING REQUIREMENTS

Protech Solutions, Inc. shall maintain an accounting system in accordance with generally accepted accounting principles. The costs applicable to the Contract shall be ascertainable from the accounting system and Protech Solutions, Inc. shall maintain records pertaining to the Services and all other costs and expenditures.

5.WORK HOURS

Protech Solutions, Inc. personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this Schedule may be made upon obtaining the approval of the State Project Manager.

Protech Solutions, Inc. shall provide the State with the following services set forth in Contract Exhibit A.

1. IMPLEMENTATION STRATEGY

1.1 Key Components

A. Protech Solutions, Inc. shall employ an Implementation strategy with a timeline set forth in accordance with the Work Plan:

B. Protech Solutions, Inc. shall adopt a change management approach subject to the approval of the State Project Manager. The change management tool shall identify tasks, activities and milestones.

C. The Protech Solutions, Inc. team will provide training templates as defined in the Training Plan, which will be customized to address the State's specific requirements.

D. Decisions regarding format, content, style, and presentation shall be made early on in the process, by the State, providing sufficient time for development of material as functionality is defined and configured.

E. Protech Solutions, Inc. shall utilize an approach that fosters and requires the participation of State resources, uses their business expertise to assist with the design, construction, testing and deployment of the application modules, and prepares the State to assume responsibility for and ownership of the new System.

F. Protech Solutions, Inc. shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and Schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and report status.

1.2 Timeline

The timeline is set forth in *Exhibit B - Table 1 Delivery And Payment Schedule*

1.2.1 Planning

During the initial planning period Project task and resource plans will be established for:

- NECSES System Maintenance
- Enhancement Planning
- Enhancement Execution

1.2.2 Infrastructure

The State will provide the PCs, printers and servers as well as the telecommunications network.

1.2.3 Implementation

Timing will be structured to recognize interdependencies between applications and structure a cost effective and timely execution.

Processes will be documented, training designed and delivered, and the application will be ready for Implementation in accordance with the State's Schedule.

Implementation shall be piloted in one or more area/office to refine the training and Implementation approach, or the State shall choose a one-time statewide Implementation.

1.2.4 Change Management and Training

Protech Solutions, Inc.'s change management and training services shall be focused on developing change management and training strategies and plans. Its approach relies on State resources for the execution of the change management and end user training.

2. IMPLEMENTATION METHODOLOGY

The Protech Solutions, Inc. team shall provide the consulting services for the Contract.

2.1 Methodology

The State's standard System Development Methodology is available on the DoIT website. At project initiation Protech Solutions, Inc. may choose to offer an alternative methodology or to adopt the State's standard methodology. The State will make the final decision as to the methodology to be employed for the project.

3. SECURITY

Protech Solutions, Inc. shall ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services provided based on the security requirements defined in Appendix A-3.3 of the Request for Proposal. Protech Solutions, Inc. shall provide the State resources, information, and services on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and to safeguard the confidentiality and integrity of State networks, Systems and data.

Protech Solutions, Inc. shall provide the following Products and Services described in this Exhibit F, including but not limited to:

1. TESTING AND ACCEPTANCE

Protech Solutions, Inc. shall bear all responsibilities for the full suite of test planning and preparation throughout the Project. Protech Solutions, Inc. will also provide training as necessary to the State staff responsible for test activities. Protech Solutions, Inc. shall be responsible for all aspects of testing contained in the Acceptance Test Plan including support, at no additional cost, during User Acceptance Test conducted by the State and the testing of the training materials.

The Test Plan methodology shall reflect the needs of the Project and be included in the finalized Work Plan. A separate Test Plan and set of test materials will be prepared for each Software function or module.

All Testing and Acceptance (both business and technically oriented testing) shall apply to testing the System as a whole, (e.g., Software modules or functions, and Implementation(s)). This shall include planning, test scenario and script development, Data and System preparation for testing, and execution of Unit Tests, System Integration Tests, Conversion Tests, Installation tests, Regression tests, Performance Tuning and Stress tests, Security Review and tests, and support of the State during User Acceptance Test and Implementation.

In addition, Protech Solutions, Inc. shall provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. Protech Solutions, Inc. shall also correct Deficiencies and support required re-testing. This mechanism shall record, track, and display status of test elements through out all phases of testing.

Protech Solutions, Inc. shall certify that all testing has been completed in accordance with State requirements.

1.1 Test Planning and Preparation

Protech Solutions, Inc. shall provide the State with an overall Test Plan that will include, identification, preparation, and documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

As identified in the Acceptance Test Plan, and documented in accordance with the Work Plan and the Contract, State testing will commence upon Protech Solutions, Inc.'s Project Manager's Certification, in writing, that Protech Solutions, Inc.'s own staff has successfully executed all prerequisite Protech Solutions, Inc. testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff. Protech Solutions, Inc. shall turn over to the State all test scripts and test results. The State will be presented with a State approved Acceptance Test Plan, test scenarios, test cases, test scripts, test data, and expected results.

1.2 Unit Testing

In Unit Testing, Protech Solutions, Inc. shall test the application components on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit testing is performed in either the development environment or a testing environment.

The goal is to find errors in the smallest unit of Software before logically linking it into larger units. If successful, subsequent testing should only reveal errors related to the integration between application modules.

The Protech Solutions, Inc. developer, who is responsible for a specific unit of work, will be responsible for conducting the unit testing of their modules.

Activity Description	Develop the scripts needed to unit test individual application modules, interface(s) and conversion components.
Protech Solutions, Inc. Team Responsibilities	For application modules, conversions and interfaces the Protech Solutions, Inc. team will identify applicable test scripts and installation instructions, adapt them to the Project specifics, test the process, and compare with the documented expected results.
Work Product Description	Unit-Tested Modules that have been tested to verify that the inputs, outputs, and processing logic of each application module functions without errors. Individual detailed test scripts and installation guides list all the required actions and data to conduct the test, the process for test execution, and the expected results.

1.3 System Integration Testing

The new System is tested in integration with other application Systems (legacy and service providers) in a production-like environment. System Integration Testing validates the integration between the individual unit application modules and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The System Integration Test is performed in a test environment.

Thorough end-to-end testing shall be performed by the Protech Solutions, Inc. to confirm that the Application integrates with any interfaces. The test emphasizes end-to-end business processes and the flow of information across applications. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.

Activity Description	Systems Integration Testing validates the integration between the target application modules and other Systems, and verifies that the new System meets defined interface requirements and supports execution of business processes. This test emphasizes end-to-end business processes and the flow of information across the application. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the

	transmission or printing of all electronic and paper documents.
Protech Solutions, Inc. Team Responsibilities	• Take the lead in developing the Systems Integration Test Specifications. • Work jointly with the State to develop and load the data profiles to support the test Specifications. • Work jointly with the State to validate components of the test scripts.
State Responsibilities	• Work jointly with Protech Solutions, Inc. to develop the Systems Integration Test Specifications. • Work jointly with Protech Solutions, Inc. to develop and load the data profiles to support the test Specifications. • Work jointly with Protech Solutions, Inc. to validate components of the test scripts, modifications, fixes and other System interactions with the Protech Solutions, Inc. supplied Software Solution.
Work Product Description	• The Integration-Tested System indicates that all interfaces between the application and the legacy and third-party Systems, interfaces, and applications are functioning properly.

1.4 Conversion Validation Testing

In Conversion Validation Testing, target application functions are validated.

Activity Description	The conversion validation test should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications/interfaces, testing verifies that the resulting flow of the converted data through these interface points performs correctly.
Protech Solutions, Inc. Team Responsibilities	For conversions and interfaces, the Protech Solutions, Inc. team will execute the applicable validation tests and compare execution results with the documented expected results.
State Responsibilities	Extract and cleanse, if necessary, the legacy data to be converted in the data conversions.
Work Product Description	Validation-Tested Conversion Programs. These programs include conversion programs that have been tested to verify that the resulting converted legacy data performs correctly in the entire suite of the Application.

1.5 Installation Testing

In Installation Testing the application components are installed in the System Test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production System. Protech Solutions, Inc. shall direct and assist the State's System Administrators and Database Administrators in configuring and tuning the infrastructure to support the Software throughout the Project.

1.6 User Acceptance Testing (UAT)

UAT begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State.

The State shall be presented with all testing results, as well as written Certification that Protech Solutions, Inc. has successfully completed the prerequisite tests, meeting the defined Acceptance Criteria, and performance standards. The State shall commence testing within five (5) business days of receiving Certification, in writing, from Protech Solutions, Inc. that the System is installed, configured, complete and ready for State testing.

User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes. The State shall conduct the UAT utilizing scripts developed as identified in the Acceptance Test Plan to validate the functionality of the System and the interfaces, and verify Implementation readiness. UAT is performed in a copy of the production environment and can serve as a performance and stress test of the System. The User Acceptance Test may cover any aspect of the new System, including administrative procedures (such as backup and recovery).

The results of the User Acceptance Test provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

Activity Description	The System User Acceptance Tests verify System functionality against predefined Acceptance criteria that support the successful execution of approved processes.
Protech Solutions, Inc. Team Responsibilities	• Provide the State an Acceptance test plan and selection of test scripts for the Acceptance test. • Monitor the execution of the test scripts and assist as needed during the User Acceptance Test activities. • Work jointly with the State in determining the required actions for problem resolution.
[illegible]	• Approve the development of the User Acceptance Test Plan and the set of data for use during the User Acceptance Test. • Validate the Acceptance test environment. • Execute the test scripts and conduct User Acceptance Test activities. • Document and summarize Acceptance test results. • Work jointly with Protech Solutions, Inc. in determining the required actions for problem resolution. • Provide Acceptance of the validated Systems.
Work Product Description	The Deliverable for User Acceptance Tests is the User Acceptance Test Results. These results provide evidence that the new System meets the User Acceptance criteria defined in the Work Plan.

1.7 Regression Testing

Protech Solutions, Inc. shall be responsible for developing the test plans and all test materials, and for executing all tests and certifying their completion prior to user testing. As a result of the user testing activities, problems will be identified that require correction. Protech Solutions, Inc. shall perform additional testing activities in response to State and/or user problems identified from the testing results.

During this problem correction process, the State requires that appropriate regression testing occur. By regression testing, the State means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements.

When a programming change is made in response to a problem identified during user testing, a Regression Test Plan must be developed by Protech Solutions, Inc. based on the understanding of the program and the change being made to the program. The Regression Test Plan has two objectives: first, to validate that the change/update is incorporated into the program; and second, to validate that there are no unintended changes to the other portions of the program.

Protech Solutions, Inc. shall:

1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly;
2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and
3. Manage the entire cyclic process.

Protech Solutions, Inc. shall execute the Regression Test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.

In designing and conducting such regression testing, Protech Solutions, Inc. shall assess the risks inherent in the modification being implemented, identify and assess any unintended consequences, and weigh those risks against the time and effort required for conducting the regression tests.

1.8 Performance Tuning and Stress Testing

1.8.1 Scope

The scope of performance testing shall be to measure the System level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum System performance is achieved.

The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object performance increases as changes are made.

Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in the identifying performance gaps to improve the most critical parts of the applications.

1.8.2 Test Types

Performance testing shall use two different types of testing to determine the stability of the application. They are baseline tests and load tests

Baseline Tests: Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline which is used in future testing and tuning efforts. Any changes introduced into the environment after performance testing has started can compromise the accuracy of the results and will force a decision to be made whether baseline results need to be recreated.

Load Tests: Load testing will determine if the behavior of a System can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the application environment under different load conditions based on work load distribution. System response time and utilization is measured and recorded.

1.8.3 Tuning

Tuning will occur during both the development of the application and load testing. Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.

For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing effort. This should include a list of the variables, their definitions, the default settings, range of acceptable settings, and the settings as testing begins. This will permit the team to identify the areas of most potential gain and a starting point. Tuning is a process which is repeated until the team feels that the Systems are running at or near optimum performance.

1.8.4 Implementing Performance and Stress Test

Performance and Stress test tools used by the State of New Hampshire are Tivoli ITM and ITCAM and CA Spectrum. Protech Solutions, Inc. is open to use any open source product with the approval of State Team. Consideration must be give to licensing with respect to continued use for regression testing if tools, other than those which we are licensed for, are being recommended for this part of the Project.

1.8.5 Scheduling Performance and Stress Testing

Protech Solutions, Inc. shall perform test planning. The steps for planning include identification of application functionality as well as what percentage of normal daily use is represented by each function. This information will become the foundation for scripting so that tests closely represent what loads in production will look like.

Protech Solutions, Inc. shall provide definition and expectations from testing. This definition should include who is in charge of testing and coordinating results, anticipated run times, logs required for tracking, their locations and which technician is responsible to track and provide them following each test to the team.

Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the System performing in production.

Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two of them have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets (with the exception of restores after each test) can be done to the test environment once tuning has begun so as to not damage the comparison to baseline results. The Systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when System and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure so as to eliminate the public network from our environment.

Post test reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.

If Defects are identified in the application during testing they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a change to the application is required new baselines will be established (and possibly the execution of prior tests to validate changes with the new application) before testing can continue.

When performing capacity testing against a GUI the focus will be on the ability of the interface to respond to user input.

During stress/load testing the tester will attempt to stress or load an aspect of the System to the point of failure. The goal being to determine weak points in the System architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.

During Performance testing the tester will design test case scenarios to determine if the System meets the stated performance criteria (i.e. A Login request shall be responded to in 1 second or less under a typical daily load of 1000 requests per minute.). In both cases the tester will determine the capacity of the System under a known set of conditions.

1.9 Successful UAT Completion

Upon successful completion of UAT, the State will issue a Letter of UAT Acceptance. Upon production Implementation, the respective Implementation Warranty period shall commence as set forth in Contract Exhibit K: *Warranty and Warranty Services*.

1.10 System Acceptance

Upon completion of the Warranty Period for each successive modular Implementation, the State shall issue a Letter of Acceptance.

1.11 Security Review and Testing

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested by Protech Solutions, Inc. to ensure they protect the State's hardware and software and its related Data assets.

Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures may include Penetration Tests (pen test) or code analysis and review.

Service Component	Defines the set of capabilities that:

Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users
Access Control	Supports the management of permissions for logging onto a computer or network
Encryption	Supports the encoding of data for security purposes
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Verification	Supports the confirmation of authority to enter a computer system, application or network
Digital Signature	Guarantees the unaltered state of a file
User Management	Supports the administration of computer, application and network accounts within an organization.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.

Prior to the System being moved into production, Protech Solutions, Inc. shall provide results of all security testing to the Department of Information Technology for review and acceptance. All Software and hardware shall be free of malicious code (malware).

EXHIBIT G

MAINTENANCE AND SUPPORT SERVICES

Not Applicable

EXHIBIT H
PRIORITY RESPONSES

Protech Solutions, Inc. shall deliver the application components and other services as specified in the Contract Documents.

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032-PART 3
EXHIBIT I
WORK PLAN

Protech Solutions, Inc.'s Project Manager and the State Project Manager shall finalize the preliminary Work Plan within five (5) days of the Effective Date and further refine the tasks required to implement the Project. The elements of the preliminary Work Plan are documented in accordance with Protech Solutions, Inc.'s plan to develop and implement the Application Software. Continued development and management of the Work Plan is a joint effort on the part of Protech Solutions, Inc. and State Project Managers.

The proposed Work Plan created by Protech Solutions, Inc. and the State is set forth at the end of this Exhibit.

This plan shall identify the tasks, Deliverables, major milestones, task dependencies, and a payment Schedule required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and Protech Solutions, Inc. team members), refine the Project's scope, and establish the Project's Schedule. The Plan is documented in accordance with Protech Solutions, Inc.'s Work Plan and shall utilize MS Project to support the ongoing management of the Project. Development and management of this plan is a joint effort on the part of the Protech Solutions, Inc. and the State Project Managers.

1. ASSUMPTIONS

A. General

- All State tasks must be performed in accordance with the revised Work Plan.
- The State shall not unreasonably withhold or delay delivery of decisions and information needed for Vendor tasks and deliverables.
- All key decisions will be resolved within five (5) business days. Issues not resolved within this initial period will be escalated to the State Project Manager for resolution.
- Any activities, decisions or issues taken on by the State that affect the mutually agreed upon Work Plan timeline, scope, resources, and costs shall be subject to the identified Change Control process.
- Protech Solutions, Inc. shall maintain an accounting System in accordance with Generally Accepted Accounting Principles (GAAP).

B. Logistics

- The Protech Solutions, Inc. Team shall perform this Project at State facilities at no cost to Protech Solutions, Inc.
- The Protech Solutions, Inc. Team, when authorized by the State Project Manager to do so, may perform that work at a facility other than that furnished by the State, when practical, at their expense.
- The Protech Solutions, Inc. Team shall honor all holidays observed by Protech Solutions, Inc. or the State, although with permission, may choose to work on holidays and weekends.
- The State shall provide adequate facilities for the Protech Solutions, Inc. Team, including PCs, phones, Virtual Private Network (VPN) access, and access to any necessary internal State networks and/or Software (within State standards). A physical workspace for each consultant, including a desk and chair, with the items mentioned above, shall be provided. Convenient

access to a high-speed printer, a high-speed copier, and a fax machine shall be provided to the Project Team, as well as access to conference rooms for meetings. This space, equipment, and printer/fax supplies shall be provided at no cost to the Protech Solutions, Inc. Team and shall be available when the Project begins.

C. Project Management

- The State shall approve the Project Management Methodology used for the Project.
- The State shall provide the Project Team with reasonable access to the State personnel as needed to complete Project tasks.
- A Project folder created within the State system shall be used for centralized storage and retrieval of Project documents, work products, and other material and information relevant to the success of the Project and required by Project Team members. This central repository is secured by determining which team members have access to the Project folder and granting either view or read/write privileges. Protech Solutions, Inc.'s Project Manager will establish and maintain this folder. The State Project Manager shall approve access for the State team. Documentation can be stored locally for Protech Solutions, Inc. and State team on a "shared" network drive to facilitate ease and speed of access. Final versions of all documentation shall be loaded to the State system.
- Protech Solutions, Inc. assumes that an Alternate Project Manager may be appointed from time to time to handle reasonable and ordinary absences of the Project Manager.

D. Technical Environment and Management

- The State is responsible for providing the hardware, network, and communication facilities needed to support the Project.
- The State shall provide the hardware and operating system to host the Project's development and production instances. Hardware and operating system environments must be sized to support a minimum of six (6) instances of the applications (instances include: configuration, development, System/integration testing, Acceptance Testing, training, and production). All instances shall be installed on similar hardware configurations and operating System.
- The State's hardware operating environment and supporting Software shall meet Protech Solutions, Inc. certification requirements for the applications deployment being installed.
- The State is responsible for providing the Internet access.
- Protech Solutions, Inc. will lead an effort, including the State of New Hampshire Operations team, to identify the hardware requirements for the development, test and production environments. The State of New Hampshire shall satisfy those hardware requirements prior to Protech Solutions, Inc. and State of New Hampshire teams building of the environment.
- Designated State Systems personnel shall be available during normal working hours and for adjustments to operating systems configurations and tuning.

E. Conversions

Protech Solutions, Inc. will ensure that the converted data supports the functional requirements of the new System. In this step, the Conversion Team works closely with the State to develop an overall strategy for the data conversion effort. This strategy defines the high-level approach to migrating data from the legacy system to each target functional area.

The Protech Solutions, Inc. Team will review each functional area, focusing on the business transformation from legacy to target System, and the impacts to data conversion. The Team identifies the differences between the legacy system functionality and target System functionality and defines an overall business strategy for migrating each functional area.

The Protech Solutions, Inc Team also identifies sources of overlapping entities between systems and defines a strategy for merging like entities into the new System.

At the end of this phase, the Conversion Team creates and delivers a conversion architecture document. This document is submitted to the State for review and approval.

The Conversion Architecture Document includes:
- An overall data flow document showing the flow of all legacy data in to the target System
- Data flow documents showing the legacy data sources used to populate each target System functional area
- Specific selection criteria used to limit the legacy data transferred to the new System
- The strategy for migrating legacy data to each functional area
- The strategy for merging or otherwise handling duplicates for each functional area

F. Project Schedule

- The requirements, Implementation and post Implementation support dates are defined in Exhibit E, Implementation Services.

G. Reporting

- Protech Solutions, Inc. shall conduct bi-weekly status meetings, and provide reports that include, but are not limited to, minutes, action items, test results and Documentation.

H. User Training and Change Management

- The Protech Solutions, Inc. Team shall lead the development of the end-user, application administrator and server administrator training plan as described in *Exhibit L, Training Services.*

I. Performance Testing

- The Protech Solutions, Inc. Team shall provide a performance test workshop to identify the key scenarios to be tested, the approach and tools required, and best practices information on performance testing.
- The State shall work with Protech Solutions, Inc. on Performance Testing as set forth in Contract Exhibit F – *Testing Services*.

2. ROLES AND RESPONSIBILITIES

A. Protech Solutions, Inc. Team Roles and Responsibilities

1) Protech Solutions, Inc. Team Project Executive

The Protech Solutions, Inc. Team's Project Executives (Protech Solutions, Inc. and Subcontractor Project Executives) shall be responsible for advising on and monitoring the quality of the Implementation throughout the Project life cycle. The Project Executive shall advise the Protech Solutions, Inc. Team Project Manager and the State's Project leadership on the best practices for implementing the Protech Solutions, Inc. Software Solution within the State. The Project Executive shall participate in the definition of the Project plan and provide guidance to the State's Team.

2) Protech Solutions, Inc. Team Project Manager

The Protech Solutions, Inc. Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Protech Solutions, Inc. Implementation Team. The Protech Solutions, Inc. Team Project Manager will have the following responsibilities:

- Maintain communications with the State's Project Manager;
- Work with the State in planning and conducting a kick-off meeting;
- Create and maintain the Work Plan;
- Assign Protech Solutions, Inc. Team consultants to tasks in the Implementation Project according to the scheduled staffing requirements;
- Define roles and responsibilities of all Protech Solutions, Inc. Team members;
- Provide WEEKLY and month update progress reports to the State Project Manager;
- Notify the State Project Manager of requirements for State resources in order to provide sufficient lead time for resources to be made available;
- Review task progress for time, quality, and accuracy in order to achieve progress;
- Review requirements and scheduling changes and identify the impact on the Project in order to identify whether the changes may require a change of scope;
- Implement scope and Schedule changes as authorized by the State Project Manager and with appropriate Change Control approvals as identified in the Implementation Plan;

- Inform the State Project Manager and staff of any urgent issues if and when they arise;
- Provide the State completed Project Deliverables and obtain sign-off from the State's Project Manager.

3) **Protech Solutions, Inc. Team**

The Protech Solutions, Inc. Team shall conduct analysis of requirements, validate the Protech Solutions, Inc. Team's understanding of the State business requirements by application, and perform business requirements mapping:

- Construct and confirm application test case scenarios;
- Produce application configuration definitions and configure the applications;
- Conduct testing of the configured application;
- Produce functional Specifications for extensions, conversions, and interfaces;
- Assist the State in the testing of extensions, conversions, and interfaces;
- Assist the State in execution of the State's Acceptance test;
- Conduct performance tuning and stress testing
- Conduct security testing
- Conduct follow-up meetings to obtain feedback, results, and concurrence/approval from the State;
- Assist with the correction of configuration problems identified during System, integration and Acceptance Testing; and
- Assist with the transition to production.

4) **Protech Solutions, Inc. Team**

The Protech Solutions, Inc. team shall assume the following tasks:

- Development and review of functional and technical Specification to determine that they are at an appropriate level of detail and quality;
- Development and Documentation of conversion and interface programs in accordance with functional and technical Specifications;
- Development and Documentation of installation procedures; and
- Development and execution of unit test scripts;
- Unit testing of conversions and interfaces developed; and
- System Integration Testing.
- Performance Tuning and Stress Testing
- Security Testing

B. State Roles and Responsibilities

The following State resources have been identified for the Project. The time demands on the individual State team members will vary depending on the phase and specific tasks of the Implementation. The demands on the Subject Matter Experts' time will vary based on the need determined by the State Leads and the phase of the Implementation.

1) State Project Manager

The State Project Manager shall work side-by-side with the Protech Solutions, Inc. Project Manager. The role of the State Project Manager is to manage State resources, facilitate completion of all tasks assigned to State staff, and communicate Project status on a regular basis. The State Project Manager represents the State in all decisions on Implementation Project matters, provides all necessary support in the conduct of the Implementation Project, and provides necessary State resources, as defined by the Work Plan and as otherwise identified throughout the course of the Project. The State Project Manager has the following responsibilities:

- Plan and conduct a kick-off meeting with assistance from the Protech Solutions, Inc. team;
- Assist the Protech Solutions, Inc. Project Manager in the development of a detailed Work Plan;
- Identify and secure the State Project Team members in accordance with the Work Plan;
- Define roles and responsibilities of all State Project Team members assigned to the Project;
- Identify and secure access to additional State end-user staff as needed to support specific areas of knowledge if and when required to perform certain Implementation tasks;
- Communicate issues to State management as necessary to secure resolution of any matter that cannot be addressed at the Project level;
- Inform the Protech Solutions, Inc. Project Manager of any urgent issues if and when they arise; and
- Assist the Protech Solutions, Inc. team staff to obtain requested information if and when required to perform certain Project tasks.

2) State Subject Matter Expert(s) (SME)

The role of the State SME is to assist application teams with an understanding of the State's current business practices and processes, provide agency knowledge, and participate in the Implementation. Responsibilities of the SME include the following:

- Be the key user and contact for their Agency or Department;
- Attend Project Team training and acquire in-depth functional knowledge of the relevant applications;
- Assist in validating and documenting user requirements, as needed;
- Assist in mapping business requirements;
- Assist in constructing test scripts and data;
- Assist in System, integration, and Acceptance Testing;
- Assist in performing conversion and integration testing and data verification;

- Attend Project meetings when requested;
- Assist in training end users in the use of the Protech Solutions, Inc. Software Solution and the business processes the Application supports.

3) **State Technical Lead and Architect**
The State's Technical Lead and Architect support the State's Project Manager and are responsible for leading and managing the State's technical tasks. Responsibilities include:

   - Attend technical training as necessary to support the Project;
   - Assist the State and Protech Solutions, Inc. Team Project Managers to establish the detailed Work Plan;
   - Manage the day-to-day activities of the State's technical resources assigned to the Project;
   - Work with State IT management to obtain State technical resources in accordance with the Work Plan;
   - Work with the Protech Solutions, Inc. Technical Lead and the State's selected hardware vendor to architect and establish an appropriate hardware platform for the State's Project development and production environments;
   - Work in partnership with the Protech Solutions, Inc. and lead the State technical staff's efforts in documenting the technical operational procedures and processes for the Project. This is a Contractor Deliverables and it will be expected that Protech Solutions, Inc. will lead the overall effort with support and assistance from the State; and
   - Represent the technical efforts of the State at bi-weekly Project meetings.

4) **State Application DBA (DoIT)**
The role of the State Application DBA(s) is to work closely with the Protech Solutions, Inc. Team to install and maintain the Application environments throughout the duration of the Project. It is important that the State Application DBA(s) assumes responsibility for the support of these environments as soon as possible and conducts the following responsibilities throughout the Implementation Project:
   - Attend Application DBA training and acquire in-depth technical knowledge of application DBA responsibilities, if the DBA has not already done so;
   - Work with the Protech Solutions, Inc. to finalize machine, site, and production configuration;
   - Work with the Protech Solutions, Inc. to finalize logical and physical database configuration;
   - Work with the Protech Solutions, Inc. to install the Protech Solutions, Inc. tools, and Protech Solutions, Inc. Applications for the development and training environment;
   - Work with the Protech Solutions, Inc. to clone additional application instances as needed by the application teams;

- Work with the Protech Solutions, Inc. upgrades to the Application instances as required by the Teams. Maintain a consistent and constant parity with all instances as required by the Application teams;
- Work with the Protech Solutions, Inc. and the Application teams to establish and manage an instance management plan throughout the Project;
- Work with the Protech Solutions, Inc. to establish and execute backup and recovery procedures throughout the Project;
- Manage Operating System adjustments and System Maintenance to maintain System configurations and Specifications;
- Work with the Application Teams to manage the availability of Application instances throughout the Project;
- Perform routine Protech Solutions, Inc. Application monitoring and tuning;
- Work with the Protech Solutions, Inc. to define and test Application security, backup and recovery procedures; and
- Assume responsibility for the database administration functions, upon transfer of the Application to the State's hardware platform.
- Develop and maintain role-based security as defined by the Application Teams;
- Establish new Protech Solutions, Inc. Application user Ids; and
- Configure menus, request groups, security rules, and custom responsibilities.

5) State Network Administrator (DoIT)

The State Network Administrator will provide technical support regarding networking requirements administration. The responsibilities will include:

- Assess the ability of the State's overall network architecture and capacity to adequately support implemented applications;
- Establish connections among the database and application servers; and
- Establish connections among the desktop devices and the Application and database servers.

6) State Testing Administrator

The State's Testing Administrator will coordinate the State's testing efforts. Responsibilities include:

- Coordinating the development of System, integration, performance, and Acceptance test plans;
- Coordinating System, integration, performance, and Acceptance tests;
- Chairing test review meetings;
- Coordinating the State's team and external third parties involvement in testing;
- Ensuring that proposed process changes are considered by process owners;
- Establish priorities of Deficiencies requiring resolution; and

- Tracking Deficiencies through resolution.

3. SOFTWARE APPLICATION

Protech Solutions, Inc. will supply the Software products identified in this Contract.

4. CONVERSIONS

The Sate and Protech Solutions, Inc. shall work collaboratively to plan and execute all conversion activities.

5. INTERFACES

Interfaces shall be implemented in cooperation with the State. The following Table 5.1 identifies the interfaces within the scope of this Contract and their relative assignment.

Table 5.1: In-Scope Interfaces

Interface	Responsible Party	Description
New Hire	Protech Solutions, Inc.	Federal OCSE
Federal Parent Locate System (FPLS)	Protech Solutions, Inc.	Federal OCSE
Quarterly Wage (QW) & Quarterly Unemployment (QC)	Protech Solutions, Inc.	Federal OCSE
Interstate Case Reconciliation File	Protech Solutions, Inc.	Federal OCSE
State Case Registry	Protech Solutions, Inc.	Administrator Order of the Courts (AOC)
Federal Bank Match	Protech Solutions, Inc.	Bank Match
State Bank Match	Protech Solutions, Inc.	Bank Match
BRIDGES	Protech Solutions, Inc.	IV-E
Check Disbursement	Protech Solutions, Inc.	Citizens Bank
Bank Recon File	Protech Solutions, Inc.	Citizens Bank
Credit Bureau	Protech Solutions, Inc.	Credit Bureau
Insurance Data Match	Protech Solutions, Inc.	FOP
Child Support Enforcement Network	Protech Solutions, Inc.	CSENet
Department of Motor Vehicle	Protech Solutions, Inc.	DMV
Operational Reporting System	Protech Solutions, Inc.	Operational Reporting System (ORS)
Federal Case Registry	Protech Solutions, Inc.	FCR

Interface	Responsible Party	Description
FTX Submittal Run	Protech Solutions, Inc.	Federal Tax Offset
FTX Payment File	Protech Solutions, Inc.	Federal Tax Offset
FTX Error File	Protech Solutions, Inc.	Federal Tax Offset
SDU Receipt File	Protech Solutions, Inc.	State Disbursement Unit
SDU Wage Transmittals File	Protech Solutions, Inc.	State Disbursement Unit
SDU EFT of Child Support Payments	Protech Solutions, Inc.	State Disbursement Unit
SDU Billing Payment Coupons	Protech Solutions, Inc.	State Disbursement Unit
SDU Strip File	Protech Solutions, Inc.	State Disbursement Unit
SDU Strip File Recovery	Protech Solutions, Inc.	State Disbursement Unit
Eligibility Update	Protech Solutions, Inc.	New HEIGHTS
Case Data Update	Protech Solutions, Inc.	New HEIGHTS
Benefit Issuance File	Protech Solutions, Inc.	New HEIGHTS
First Receipt & Medicaid Files	Protech Solutions, Inc.	New HEIGHTS
New Hire	Protech Solutions, Inc.	NH Department of Employment Security
Locate Match	Protech Solutions, Inc.	NH Department of Employment Security
[illegible]	Protech Solutions, Inc.	NH Department of Employment Security

Interface	Responsible Party	Description
State Verification and Exchange System	Protech Solutions, Inc.	SVES
Utilities - Locate	Protech Solutions, Inc.	Utility Data Match
Voice Response	Protech Solutions, Inc.	IVR

A. Interface Responsibilities

- The Protech Solutions, Inc. Team shall provide the State Protech Solutions, Inc. Application Data requirements and examples, of data mappings and interfaces implemented on other Projects. The Protech Solutions, Inc. Team shall identify the APIs the State should use in the design and development of the interface.
- The Protech Solutions, Inc. Team shall lead the State with the mapping of legacy data to the Protech Solutions, Inc. Applications.
- The Protech Solutions, Inc. Team shall lead the review of functional and technical interface Specifications.
- The Protech Solutions, Inc. Team shall assist the State with the resolution of problems and issues associated with the development and Implementation of the interfaces.
- The Protech Solutions, Inc. Team shall document the functional and technical Specifications for the interfaces.
- The Protech Solutions, Inc. Team shall create the initial test plan and related scripts to Unit Test the interface. The State shall validate and accept.
- The Protech Solutions, Inc. Team shall develop and Unit Test the interface.
- The State and the Protech Solutions, Inc. Team shall jointly verify and validate the accuracy and completeness of the interface.
- The State shall document the technical changes needed to legacy systems to accommodate the interface.
- The State shall develop and test all legacy application changes needed to accommodate the interface.
- The State and the Protech Solutions, Inc. Teams shall jointly construct test scripts and create any data needed to support testing the interfaces.

- The State is responsible for all data extracts and related formatting needed from legacy systems to support the interfaces.
- The State is responsible for documenting the procedures required to run the interfaces in production.
- The State is responsible for the scheduling of interface operation in production.

6. PROPOSED WORK PLAN

The following Table 6.1 provides the preliminary agreed upon Work Plan for the Contract.

Table 6.1: Proposed Work Plan

WBS	Task Name	Duration	Start Date
1	Phase II-Enhancement Planning	90d	9/1/11
1.1	Establish Governance Model and Processes	19d	9/1/11
1.1.1	Establish Project Governance Teams	1d	9/1/11
1.1.2	Define team charters	1d	9/2/11
1.1.3	Provide CobiT training to key management	3d	9/5/11
1.1.4	Provide ITiL training	2d	9/8/11
1.1.5	Finalize team management templates	1d	9/12/11
1.1.6	NH001-Governance Model and Management Process Document	2d	9/13/11
1.1.7	MS-001-1 Submit to State for Approval	0d	9/14/11
1.1.8	Review NH001 Document with State	1d	9/15/11
1.1.9	State Review	5d	9/15/11
1.1.10	Respond to State Review Comments	2d	9/22/11
1.1.11	State Review of IMP Team Updates	2d	9/26/11
1.1.12	MS-001-2 State Approval	0d	9/27/11
1.2	Application Architecture Requirements Validation	16d	9/1/11
1.2.1	Workflow Processes and Services	0.5d	9/1/11
1.2.2	Application Modules	0.5d	9/1/11
1.2.3	External Services	0.5d	9/2/11
1.2.4	Application Infrastructure	0.5d	9/2/11
1.2.5	RDBMS	0.5d	9/5/11
1.2.6	Data Exchange processes with External Agencies	0.5d	9/5/11
1.2.7	NH002-Application Architecture Requirements Validation Document	3d	9/6/11
1.2.8	MS-002-1 Submit to State for Approval	0d	9/8/11
1.2.9	Review NH002 Document with State	1d	9/9/11
1.2.10	State Review	5d	9/9/11
1.2.11	Respond to State Review Comments	3d	9/16/11
1.2.12	State Review of IMP Team Updates	2d	9/21/11
1.2.13	MS-002-2 State Approval	0d	9/22/11

1.3	Infrastructural/Architectural Prototypes: Requirements Validation	17.5d	9/1/11
1.3.1	Customer Portal Access to Oracle DBMS	0.5d	9/23/11
1.3.2	Access Oracle Application through NECSES (Integrate with ORS)	0.5d	9/23/11
1.3.3	Exchange mechanisms with major interfaces	0.5d	9/26/11
1.3.4	Integrate existing single signon process	0.5d	9/1/11
1.3.5	Exchange Oracle Data with Cognos	0.5d	9/1/11
1.3.6	Performance Prototype Tests for select transactions	0.5d	9/2/11
1.3.7	NH003-Infrastructure and Architectural Prototypes Requirements Validation	3d	9/2/11
1.3.8	MS-003-1 Submit to State for Approval	0d	9/7/11
1.3.9	Review NH003 Document with State	1d	9/7/11
1.3.10	State Review	5d	9/7/11
1.3.11	Respond to State Review Comments	3d	9/14/11
1.3.12	State Review of IMP Team Updates	2d	9/19/11
1.3.13	MS-003-2 State Approval	0d	9/21/11
1.4	Capacity Planning: Requirements Validation	13.5d	9/23/11
1.4.1	Network Bandwidth and Topology Assessment	0.5d	9/23/11
1.4.2	"Database sizing, Backup and Recovery"	0.5	9/23/11
1.4.3	Batch Window and parallelization	0.5d	9/26/11
1.4.4	Bulk Document Generation	0.5d	9/26/11
1.4.5	Disaster Recovery	0.5d	9/27/11
1.4.6	NH004-Capacity Planning Requirements Validation Document	2d	9/27/11
1.4.7	MS-004-1 Submit to State for Approval	0d	9/29/11
1.4.8	Review NH004 Document with State	1d	9/29/11
1.4.9	State Review	5d	9/29/11
1.4.10	Respond to State Review Comments	2d	10/6/11
1.4.11	State Review of IMP Team Updates	2d	10/10/11
1.4.12	MS-004-2 State Approval	0d	10/12/11
1.5	Case Initiation and Locate	34d	9/1/11
1.5.1	Detailed Requirements Validation Session	2d	9/28/11
1.5.2	NH005-Case Initiation and Locate Requirements Validation Document	3d	9/30/11
1.5.3	MS-005-1 Submit to State for Approval	0d	10/4/11
1.5.4	Review NH005 Document with State	1d	10/5/11
1.5.5	State Review	5d	10/5/11
1.5.6	Respond to State Review Comments	3d	10/12/11
1.5.7	State Review of IMP Team Updates	2d	10/17/11
1.5.8	MS-005-2 State Approval	0d	9/1/11
1.6	Establishment	15d	9/30/11
1.6.1	Detailed Requirements Validation Session	2d	9/30/11
1.6.2	NH006-Establishment Requirements Validation Document	3d	10/4/11
1.6.3	MS-006-1 Submit to State for Approval	0d	10/6/11
1.6.4	Review NH006 Document with State	1d	10/7/11

1.6.5	State Review	5d	10/7/11
1.6.6	Respond to State Review Comments	3d	10/14/11
1.6.7	State Review of IMP Team Updates	2d	10/19/11
1.6.8	MS-006-2 State Approval	0d	10/20/11
1.7	Case Management and Interstate1	5d	10/21/11
1.7.1	Detailed Requirements Validation Session	2d	10/21/11
1.7.2	NH007-Case Management and Interstate Requirements Validation Document	3d	10/25/11
1.7.3	MS-007-1 Submit to State for Approval	0d	10/27/11
1.7.4	Review NH007 Document with State	1d	10/28/11
1.7.5	State Review	5d	10/28/11
1.7.6	Respond to State Review Comments	3d	11/4/11
1.7.7	State Review of IMP Team Updates	2d	11/9/11
1.7.8	MS-007-2 State Approval	0d	11/10/11
1.8	Enforcement	15d	10/25/11
1.8.1	Detailed Requirements Validation Session	2d	10/25/11
1.8.2	NH008-Enforcement Validation Document	3d	10/27/11
1.8.3	MS-008-1 Submit to State for Approval	0d	10/31/11
1.8.4	Review NH008 Document with State	1d	11/1/11
1.8.5	State Review	5d	11/1/11
1.8.6	Respond to State Review Comments	3d	11/8/11
1.8.7	State Review of IMP Team Updates	2d	11/11/11
1.8.8	MS-008-2 State Approval	0d	11/14/11
1.9	Financials	15d	11/15/11
1.9.1	Detailed Requirements Validation Session	2d	11/15/11
1.9.2	NH009-Financials Validation Document	3d	11/17/11
1.9.3	MS-009-1 Submit to State for Approval	0d	11/21/11
1.9.4	Review NH009 Document with State	1d	11/22/11
1.9.5	State Review	5d	11/22/11
1.9.6	Respond to State Review Comments	3d	11/29/11
1.9.7	State Review of IMP Team Updates	2d	12/2/11
1.9.8	MS-009-2 State Approval	0d	12/5/11
1.10	DCSS Contact Center	15d	1/17/11
1.10.1	Detailed Requirements Validation Session	2d	1/17/11
1.10.2	NH010-DCSS Contact Center Validation Document	3d	1/21/11
1.10.3	MS-010-1 Submit to State for Approval	0d	1/23/11
1.10.4	Review NH010 Document with State	1d	11/24/11
1.10.5	State Review	5d	11/24/11
1.10.6	Respond to State Review Comments	3d	12/1/11
1.10.7	State Review of IMP Team Updates	2d	12/6/11
1.10.8	MS-010-2 State Approval	0d	12/7/11
1.11	Reporting & Forms Generation/ECM Services	15d	12/8/11

1.11.1	Detailed Requirements Validation Session	2d	12/8/11
1.11.2	NH011-Reporting Services Validation Document	3d	12/12/11
1.11.3	MS-011-1 Submit to State for Approval	0d	12/14/11
1.11.4	Review NH011 Document with State	1d	12/15/11
1.11.5	State Review	5d	12/15/11
1.11.6	Respond to State Review Comments	3d	12/22/11
1.11.7	State Review of IMP Team Updates	2d	12/27/11
1.11.8	MS-011-2 State Approval	0d	12/28/11
1.12	"System Admin, Security, Data Conversion and Sync. Validation"	19d	9/26/11
1.12.1	Detailed Requirements Validation Session	4d	9/26/11
1.12.2	"NH012- System Admin, Data Conversion and Sync. Validation Document"	4d	9/30/11
1.12.3	MS-012-1 Submit to State for Approval	0d	10/6/11
1.12.4	Review NH012 Document with State	1d	10/6/11
1.12.5	State Review	5d	10/6/11
1.12.6	Respond to State Review Comments	3d	10/13/11
1.12.7	State Review of IMP Team Updates	3d	10/18/11
1.12.8	MS-012-2 State Approval	0d	10/21/11
1.13	General Systems Requirements	19d	10/6/11
1.13.1	Detailed Requirements Validation Session	4d	10/6/11
1.13.2	NH013- General Systems Requirements Validation Document	4d	10/12/11
1.13.3	MS-013-1 Submit to State for Approval	0d	10/18/11
1.13.4	Review NH013 Document with State	1d	10/18/11
1.13.5	State Review	5d	10/18/11
1.13.6	Respond to State Review Comments	3d	10/25/11
1.13.7	State Review of IMP Team Updates	3d	10/28/11
1.13.8	MS-013-2 State Approval	0d	11/2/11
1.14	Modular Upgrade Plan Submission	5d	12/28/11
1.14.1	"NH-014: Combined, Updated Modular Plan Submission"	0d	12/28/11
1.14.2	State Review of IMP Team Updates	2d	12/29/11
1.14.3	Respond to State Review Comments	3d	1/2/12
1.14.4	MS-014 State Approval	0d	12/30/11

EXHIBIT J
SOFTWARE LICENSE

Not Applicable

1. WARRANTIES

1.1 Services

Protech Solutions, Inc. warrants that the application and application components will operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

Protech Solutions, Inc. warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the application, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and Terms of the Contract.

1.3 Non-Infringement

Not Applicable

1.4 Viruses; Destructive Programming

Protech Solutions, Inc. warrants that the Software shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

1.5 Compatibility

Protech Solutions, Inc. warrants that all application components, including but not limited to the components provided, including any replacement or upgraded System Software components provided by Protech Solutions, Inc. to correct Deficiencies or as an Enhancement, shall operate with the rest of the application without loss of any functionality.

1.6 Services

Protech Solutions, Inc. warrants that all Services to be provided under the Contract will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

1.7 Personnel

Protech Solutions, Inc. 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.

2. WARRANTY SERVICES

Not Applicable

3. WARRANTY PERIOD

The Warranty Period shall commence upon successful deployment in production and extend for (100) days.

For subsequent modules or functions, the Warranty period will extend for (100) after each of the remaining major functions or modules, deployed and integrated successfully with the entire System.

If within the last thirty (30) calendar days of the Warranty Period, the Deliverables fails to operate in accordance with its Specifications, the Warranty Period will cease, Protech Solutions, Inc. shall correct the Deficiency, and a new (30) Warranty Period will begin after the successful deployment of corrected functionality. Any further Deficiencies with the Software must be corrected and run fault free for (30) consecutive calendar days.

EXHIBIT L
TRAINING SERVICES

Protech Solutions, Inc. shall provide the following Training Services.

A. TRAINING

The Protech Solutions, Inc. Team shall act as the training lead and shall provide guidance, coaching, materials, and tools to assist the State Team to structure and implement a Training Plan—including a strategy for outlining the scope, roles, audiences, and deployment timeline throughout the Project lifecycle. The Plan is intended to 1) reinforce knowledge comprehension across the State by employing a train-the-trainer approach, 2 train employees on what they need to know and do to perform their jobs effectively, 3) establish an ongoing skills development process, 4) offer training solutions that address the immediate and ongoing needs of the State to train new hires and transfers, and 5) implement a blended training delivery solution that utilizes instructor-led (ILT) and On-line training to support learner interaction, and promotes effective, timely, and cost-efficient learning.

All courses are to be offered on-site in New Hampshire and shall be available for up to (15) students. Following the provision of classes, access to on-line course materials shall be provided for thirty (30) days through the online training library to the extent that it is available

All training and communication plans will be presented to the State for review and approval.

Protech Solutions, Inc. shall develop the training programs and communications for each of the following three phases of the NECSES Enhanced Solution Project:

- NECSES System Maintenance
- Enhancement Planning
- Enhancement Execution

Training will be provided on the following list of modules as they are deployed in each phase:

- Case Initiation
- Locate
- Establishment
- Enforcement
- Case Management
- Financial Management
- Reporting
- System Administration and Security
- Enhanced reporting capability
- DCSS Contact Center

Protech Solutions, Inc. will collaborate with the State's Project Team to design and train users and DCSS staff on transitional or temporary business processes that accurately reflect the interim state for each phase.

Protech Solutions, Inc. will ensure that all Project training and communication goals are met and will provide the following

- Develop a high quality training program and support materials that meet the specific needs of the NECSES Enhanced Solution users and support staff
- Ensure effective knowledge transfer over the course of the entire Project
- Provide a written plan that collates and organizes all of the training and communication development and Implementation plans
- Generate powerful change communications that inform while promoting Project support and commitment

Components of the Training Plan are:

- Analysis results
- Curricula
- Course objectives
- Training methodology
- Training session dates, locations, instructors, and intended audience
- Training materials – instructor guides, participant guides, presentations, quick reference guides, job aids, performance checklists
- Communications plan related to introducing each module release to all stakeholders

Delivery Method - Instructor-Led Class Training

This method helps build the in-depth knowledge and hands-on experience the State's employees will need to succeed in their job role with Protech Solutions, Inc. From in-class demonstrations led by experienced Protech Solutions, Inc. instructors, to realistic hands-on labs, Instructor-Led in class courses provide a dynamic learning environment.

This instruction is targeted to train the group of Users defined as Project Team, Users from Departments and selected Subject Matter Experts (SMEs).

Project Team Developed Training

Protech Solutions, Inc. and the State agree to an end user training approach to meet training objectives, including:

1) Developing "in house" experts and end-user support channels that involve and leverage internal resources and subject matter experts (SMEs); and

2) Leveraging statewide access to computers and the Web by accessing On-line courses whenever possible to lessen time away from the job and reduce travel costs for those who are spread across the State.

The Protech Solutions, Inc. Team shall lead the State in identifying and categorizing its end users:

User Category 1—Power User Training: Power Users are those employees who frequently use the System. Training shall consist of a series of courses based on job functions, on business processes specific to job roles, and associated transactions. The training strategy shall be organized around the State's business processes and detailed transactions that support these processes.

User Category 2—Casual User Training: Casual Users shall access the System for inquiries or report viewing on an occasional basis. Their courses shall focus on the end-to-end business process instruction and structured inquiry exercises.

User Category 3—Specialty Users: Specialty Users include functional and technical analysts. They shall be trained on the Software on the basis of assignments, and may include navigation training and module overview/orientation courseware, functional (modules/business process) training, and configuration.

Key activities of the approach are highlighted below:

- Identification of all training requirements for each audience including any unique performance requirements, and documents them in a training plan
- Design and development of course content, along with training materials and job aids
- Establishment of an appropriate course delivery Schedule that effectively trains all staff prior to System Implementation
- Assessment of learner performance
- Measurement of training course effectiveness

Produce Training Materials and End-User Documentation

The Protech Solutions, Inc. team will provide high quality training materials that will include softcopies of the following:

- **Instructor Guide** - An instructor manual with instructor notes, activity instructions, timing, training objectives, and assessments
- **Participant Guide** - Student manuals with exercises and case studies
- **Presentation Materials** –A slide deck with graphics and information to aid the visual learner
- **Job Aids** – Step-by-step documentation for infrequent or very intricate processes where a user may not remember all steps. Job aids are provided to participants during training and are stored in the training repository for future access
- **Practice Exercises** – Reinforcement of the skills obtained during training. Some exercises are application-based, while others are in the form of scenarios and case studies that incorporate the new work processes and use of the NECSES Enhanced Solution

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 -PART 3
EXHIBIT M
NH DEPARTMENT OF HEALTH AND HUMAN SERVICES RFP 2011-032
(WITH ADDENDA) INCORPORATED

NH DCSS Child Support Systems Maintenance & Enhancement Project RFP 2011-032, with all included addenda, are included by reference as binding Deliverables to this Contract. .

EXHIBIT N
CONTRACTOR PROPOSAL BY REFERENCE

Protech Solutions, Inc. Child Support Systems Maintenance & Enhancement Project proposal in response to the Division of Child Support Services' RFP 2011-032 is incorporated herein by reference.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3

EXHIBIT O
CERTIFICATES AND ATTACHMENTS

Attached are :

1. Contractor's Certificate of Good Standing
2. Contractor's Certificate of Vote/Authority
3. Contractor's Certificate of Insurance
4. Worker's Compensation
5. HIPAA
6. Drug Free Workplace
7. Lobbying
8. Debarment
9. Americans with Disabilities Act
10. IRS Publication 1075 Exhibit 7
11. Certification Regarding Environmental Tobacco Smoke

EXHIBIT O
CERTIFICATES AND ATTACHMENTS

Contractor's Certificate of Good Standing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3
EXHIBIT O
CERTIFICATES AND ATTACHMENTS

Contractor's Certificate of Vote/Authority

EXHIBIT O
CERTIFICATES AND ATTACHMENTS

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Contractor's Certificate of Insurance

Place Holder for Hard Copy Insurance Form

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Worker's Compensation

Health Insurance Portability and Accountability Act

NH Department of Health and Human Services

STANDARD EXHIBIT I

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT BUSINESS ASSOCIATE AGREEMENT

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

(1) Definitions

a. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.

b. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.

c. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.

d. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191.

e. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).

f. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.

g. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

h. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.501.

i. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.

j. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.

k. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time.

(2) Use and Disclosure of Protected Health Information

a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, the Business Associate shall not, and shall ensure that its directors, officers, employees and agents, do not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

b. Business Associate may use or disclose PHI:
(i) for the proper management and administration of the Business Associate;
(ii) as required by law, pursuant to the terms set forth in paragraph d. below; or
(iii) for data aggregation purposes for the health care operations of Covered Entity.

c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to immediately notify Business Associate of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.

d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

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

(3) Obligations and Activities of Business Associate

a. Business Associate shall report to the designated Privacy Officer of Covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, including any security incident involving Covered Entity data, of which it becomes aware, within two (2) business days of becoming aware of such unauthorized use or disclosure or security incident.

b. Business Associate shall use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of protected health information, in electronic or any other form, that it creates, receives, maintains or transmits under this Agreement, in accordance with the Privacy and Security Rules, to prevent the use or disclosure of PHI other than as permitted by the Agreement.

c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.

d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section (3)b and (3)k herein. The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision #13 of this Agreement for the purpose of use and disclosure of protected health information.

e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.

f. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.

g. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.

h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.

i. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.

j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.

k. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) <u>Obligations of Covered Entity</u>

a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.

b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.

c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) <u>Termination for Cause</u>

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

(6) <u>Miscellaneous</u>

a. <u>Definitions and Regulatory References</u>. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, as amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.

b. <u>Amendment</u>. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.

c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.

d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA and the Privacy and Security Rule.

e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.

f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section 3 k, the defense and indemnification provisions of section 3.d and standard contract provision #13, shall survive the termination of the Agreement.

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

Division of Child Support Services	Protech Solutions, Inc
State of New Hampshire Agency Name	Contractor Name

Director, Division of Child Support Services	Director, Protech Solutions, Inc..
August 1, 2011	August 1, 2011

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3
EXHIBIT O
CERTIFICATES AND ATTACHMENTS

Drug Free Workplace

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
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NH Department of Health and Human Services

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

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS ALTERNATIVE I – FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

Certification Regarding Drug-Free Workplace Requirements
(Instructions for Certification)

1. By signing and/or submitting this contract or grant agreement, the contractor or grantee is providing the certification set out below.

2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant or contract. If it is later determined that the grantee or contractor knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

3. For grantees or contractors other than individuals, Alternate I applies.

4. For grantees or contractor who are individuals, Alternate II applies.

5. Workplaces under grants or contract, for grantees or contractors other than individuals, need not be identified on the certification. If known, they may be identified in the grant or contract application. If the grantee or contractor does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee or contractor must keep the identity of the workplace(s) on file in its office and

make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantees' or contractor's drug-free workplace requirements.

6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

7. If the workplace identified to the agency changes during the performance of the grant or contract, the grantee or contractor shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).

8. Definitions of terms in the Non-procurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' or Contractor's attention is called, in particular, to the following definitions from these rules: *Controlled substance* means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15); *Conviction* means a finding of guilt (including a plea of *nolo contendere*) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a grantee or contractor directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant or contract; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant or contract and who are on the grantee's or contractor's payroll. This definition does not include workers not on the payroll of the grantee or contractor (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's or contractor's payroll; or employees of sub-recipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements
Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
(b) Establishing an ongoing drug-free awareness program to inform employees about --
(1)The dangers of drug abuse in the workplace;
(2) The grantee's or contractor's policy of maintaining a drug-free workplace;
(3) Any available drug counseling, rehabilitation, and employee assistance programs; and
(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
c) Making it a requirement that each employee to be engaged in the performance of the grant or contract be given a copy of the statement required by paragraph (a);
(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

(1) Abide by the terms of the statement; and
(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency; (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

(B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance
Street address: 2670 Warrick Ave.
City: Warrick
State: Rhode Island
Zip code: 02889

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

Alternate II. (Grantees Who Are Individuals)

(a) The grantee or contractor certifies that, as a condition of the grant or contract, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant or contract;
(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer, contract manager, or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant or contract.

Company: Protech Solutions, Inc.	Date:
Signature	Title

Lobbying

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3
EXHIBIT O
CERTIFICATES AND ATTACHMENTS

NH Department of Health and Human Services

Certification for Contracts, Grants, Loans, and Cooperative Agreements

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

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, ``Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance The undersigned states, to the best of his or her knowledge and belief, that:

(1) If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, ``Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Company: Protech Solutions, Inc.	Date:
Signature	Title

Debarment

NH Department of Health and Human Services

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions Instructions for Certification

1. By signing and submitting this contract, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction", provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4,

debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification;

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3

EXHIBIT O
CERTIFICATES AND ATTACHMENTS

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Company: Protech Solutions, Inc.	Date:
Signature	Title:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
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Americans with Disabilities Act

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3
EXHIBIT O
CERTIFICATES AND ATTACHMENTS

NH Department of Health and Human Services

CERTIFICATION REGARDING

AMERICANS WITH DISABILITIES ACT COMPLIANCE

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

1. By signing and submitting this contract the Contractor agrees to make reasonable efforts to comply with all applicable provisions of the *Americans With Disabilities Act of 1990.*

Company: Protech Solutions, Inc.	Date:
Signature	Title:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2011-032 - PART 3
EXHIBIT O
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IRS Publication 1075 Exhibit 7

IRS PUBLICATION 1075 EXTRACT 7, CONTRACT LANGUAGE FOR GENERAL SERVICES

I. PERFORMANCE

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:
(1) All work will be done under the supervision of the contractor or the contractor's employees.
(2) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
(3) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
(4) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
(5) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
(6) All computer systems processing, storing, or transmitting Federal tax information must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal tax information.
(7) No work involving Federal tax information furnished under this contract will be subcontracted without prior written approval of the IRS.
(8) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
(9) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.
(10) (Include any additional safeguards that may be appropriate.)

II. CRIMINAL/CIVIL SANCTIONS:

(1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as $5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than $1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
(2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as $1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of $1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC section 7213A and 7431.
(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.
III. INSPECTION:

The IRS and the Agency shall have the right to send its officers and employees into the offices and plants of the contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, specific measures may be required in cases where the contractor is found to be noncompliant with contract safeguards.

Certification Regarding Environmental Tobacco Smoke

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICE
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
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Place holder for Cert Regarding Tobacco Smoke

NH Department of Health and Human Services

Standard Exhibit H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

(Contractor Representative Signature) (Authorized Contractor Representative Name & Title)

Protech Solutions, Inc. July 27, 2011

NH Department of Health and Human Services

STANDARD EXHIBIT J

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

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

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

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

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

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

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

	Nagaraj Garimalla, Director
(Contractor Representative Signature)	(Authorized Contractor Representative Name & Title)
Protech Solutions, Inc.	September 7, 2011
(Contractor Name)	(Date)

Contractor initials: GN
Date: 9/7/2011
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NH Department of Health and Human Services

STANDARD EXHIBIT J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: 11-398-5936

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

X NO ____ YES

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

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

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

____ NO ____ YES

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

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

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

Name: ____ Amount: ____

Name: ____ Amount: ____

Name: ____ Amount: ____

Name: ____ Amount: ____

Name: ____ Amount: ____

Contractor initials: RN

Date: 7/7/2011