APR19'21 PM 2:27 RCVD 12 mac

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibinette
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

March 26, 2021

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing **Sole Source** contract with Abacus Service Corporation (VC#223048), Southfield, MI for continued provision of operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $264,000 from $1,169,944 to $1,433,944 and by extending the completion date from June 30, 2021 to June 30, 2024 effective upon Governor and Council approval. 55% Federal Funds. 45% Other Funds.

The original contract was approved by Governor and Council on June 24, 2015 (Item #53). It was subsequently amended with Governor and Council approval on July 11, 2018 (Item #13), and most recently amended with Governor and Council approval on May 20, 2020, (Item #17).

Funds are anticipated to be available in State Fiscal Years 2022, 2023, and 2024, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the contract was originally approved as sole source and MOP 150 requires any subsequent amendments to be labelled as sole source. Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Contractor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes Abacus Service Corporation solely qualified to provide operations, maintenance and development of the WISDOM system

The purpose of this request is to continue providing hosting, operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The Contractor is responsible for management and administration of the hosting environment, as well as software enhancements specified within the amended contract.

The web-based application hosts aggregated data and visualizations for over twenty (20) data sets, including New Hampshire Hospital Discharge Data; New Hampshire State Cancer Registry; New Hampshire Childhood Blood Lead Level Testing; Pregnancy Risk Assessment Monitoring System (PRAMS); New Hampshire Vital Records; and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

WISDOM is assisting agencies with meeting New Hampshire legislative directives including:

- Senate Bill 85: Re-established a commission to study environmentally triggered chronic illness. Data integration and data interoperability to support environmental health surveillance are major priorities of this Commission.
- House Bill 1356: Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data. Signed Inter-Agency MOUs with NHDES to support collaborate grants such as the CDC National Center for Environmental Health Capacity Building Grant that aims to support informatics capacity. Currently supporting the development of a Well Water Dashboard as well as the Agency for Toxic Substances and Disease Registry (ATSDR) Partnership to Promote Local Efforts to Reduce Environmental Exposure Grant that is supporting the sharing of data and information to better identify and eliminate environmental exposures.

The Department will monitor contracted services using the following performance measures:

- The WISDOM data portal is available 24/7 with ninety-nine percent (99%) uptime availability.
- Email/telephone support is provided to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- All deliverable timelines and expectations are met, meeting new WISDOM product capabilities including advanced analysis, responsive multi-device web design, improved interactive data visualizations, open source transitional design and services for hosting WISDOM within the State network.
- Through improved functionality, WISDOM usage increases by ten percent (10%) to fulfill routine data requests.

Should the Governor and Council not authorize this request, the Department may need to find an alternate solution to host and support WISDOM. The site would not be available until the alternative solution is determined, which could jeopardize the success of various public health programs and initiatives. Manual data requests, which typically can take up to ninety (90) days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide

Source of Funds: CFDA# 93.991, FAIN NB01OT009285

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

Respectfully submitted,

Lori A. Shibinette
Commissioner

Denis Goulet
Commissioner
Department of Information Technology

RID #58186

DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract Amendment #3

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$77,444	$0	$77,444
			Subtotals	*$77,444*	*$0*	*$77,444*

05-95-90-902010-5190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$40,500	$0	$40,500
			Subtotals	*$40,500*	*$0*	*$40,500*

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, INFORMATICS & HEALTH STATISTIC

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2017	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2018	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2019	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2020	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2021	102-500731	Contracts for Prog Services	90000005	$44,000	$0	$44,000
			Subtotals	*$544,000*	$0	*$544,000*

DEPARTMENT OF HEALTH AND HUMAN SERVICES

WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract Amendment #3

05-95-90-901010-8011 HEALTH AND SOCAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POLICY AND PERFORMANCE, PREVENTIVE HEALTH BLOCK GRANT

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
2023	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
2024	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
			Subtotals	*$0*	*$132,000*	*$132,000*

01-03-03-030010-7695 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2017	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2018	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2019	038-500177	Technology-Software	3900083	$120,000	$0	$120,000
2020	038-500177	Technology-Software	3900083	$120,000	$0	$120,000
2021	038-500177	Technology-Software	3900083	$88,000	$0	$88,000
2022	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
2023	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
2024	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
			Subtotals	*$508,000*	*$132,000*	*$640,000*
			TOTALS	***$1,169,944***	***$264,000***	***$1,433,944***

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

Denis Goulet
Commissioner

April 5, 2021

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend an existing sole source agreement with Abacus Service Corporation, of Southfield, MI as described below and referenced as DoIT No. 2015-079C.

> The purpose of this amendment is for the continuance of providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. This information then used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.
>
> The funding amount for this amendment is $264,000.00, increasing the current contract from $1,169,944 to $1,433,944.00, and by extending the completion date to June 30, 2024 from the original completion date of June 30, 2021. This amendment shall become effective upon Governor and Executive Council approval through June 30, 2024.

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

Sincerely,

Denis Goulet

DG/kaf
DoIT #2015-079C
RID: 58186
cc: Michael Williams, IT Manager, DoIT

State of New Hampshire
Department of Health and Human Services
Amendment #3

This Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Abacus Service Corporation ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015, (Item #53), as amended on July 11, 2018, (Item #13), and as amended on May 20, 2020 (Item #17), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Contract 2015-079 Form P-37 General Provisions, Paragraph 18 and Part 3, Exhibit C Special Provisions, Paragraph 2 Extension; the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:

   June 30, 2024.

2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

   $1,433,944.

3. Modify Part 3, Exhibit A – Amendment #2, Deliverables, by replacing in its entirety with Part 3, Exhibit A - Amendment #3, Deliverables in order to add deliverables from Project Years 7 through 9, which is attached hereto and incorporated by reference herein.

4. Modify Part 3, Exhibit B – Amendment #2, Price and Payment Schedule, by replacing in its entirety with Part 3, Exhibit B - Amendment #3, Price and Payment Schedule in order to add payment information for Project Years 7 through 9, which is attached hereto and incorporated by reference herein.

Contractor Initials AS
Date 3/30/2021

All terms and conditions of the Contract and prior amendments not modified by this Amendment #3 remain in full force and effect. This Amendment shall be effective the date of Governor and Executive Council approval.

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

State of New Hampshire
Department of Health and Human Services

4/5/2021
Date

DocuSigned by:
Lisa M. Morris
D938DBEB6CA54A0...
Name: Lisa M. Morris
Title: Director, Division of Public Health Srvcs.

Abacus Service Corporation

3/30/2021
Date

DocuSigned by:
April Szlaga
31C564DA3CCD44F...
Name: April Szlaga
Title: Vice President

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

OFFICE OF THE ATTORNEY GENERAL

4/13/2021
Date

DocuSigned by:
D6GA0202E32G4AE...
Name: Catherine Pinos
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

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 the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B – Amendment #3: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 Operations

Abacus shall perform general system administration including operational functions related to

the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 Technical Support

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1 Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3 Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus 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 Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement. The price quote

shall be based upon the rates in Exhibit B – Amendment #3 Price and Payment Schedule. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services*.

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a

complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

1.8.4 Website

The Contractor shall ensure that if performance of services on behalf of DHHS involve using social media or a website to solicit information of individuals, or DHHS data, the Contractor shall work with the DHHS Communications Bureau to ensure that any website designed, created, or managed on behalf of DHHS meets all NH DoIT website requirements, and that any protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website, shall not be maintained, stored or captured shall not be further disclosed except as expressly provided in the contract. The solicitation or disclosure of any PHI, PI, or other confidential information shall be subject to the requirements in Exhibit K, Exhibit I, and all applicable state rules, or state or federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor/Vendor/Successful Applicant agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 1: Minor Enhancements**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	business days in production before approval will be granted.		
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
9	**Year 1: Content Manager**		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	**Year 1: Content Types (RStudio)**		
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	**Year 1: Slide Info**		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view	Software	Per the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.		
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
12	**Year 1: Smart URLs**		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	**Year 1: Sharing Dashboards**		
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	**Year 1: Feedback**		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
15	**Year 1: MyWISDOM**		
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
16	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
18	**Year 1: Web Conferencing**		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
19	**Year 1: Optional Services**		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	**Year 2: Project Management**		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
21	**Year 2: Hosting Services**		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**		
22.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology:		
	☑ Create quarterly maintenance work plan	Written	
	☑ Analysis & code development	Software	
	☑ Unit, integration, regression testing and test plans	Written	
	☑ Train Wisdom Technical Team	Non-Software	
	☑ User Acceptance Testing (UAT) Approval	Non-Software	
	☑ Deployment Plan	Written	
	☑ Production Deployment	Software	
	☑ Incident Management	Non-Software	
	☑ Documentation	Written	
	☑ Acceptance of Production Implementation	Written	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules**	Software	Per the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	24.1.7 Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	**Year 3: Minor Enhancements**		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4
Major Enhancements			
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM	Software	Per the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
33	**Year 3: Web Conferencing**		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 4			
34	**Year 4: Project Management**	**Deliverable Type**	**Projected Delivery Date**
34.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
34.2	Project Work Plan (including milestones)	Written	July 2018
34.3	Technical Architecture Review and Plan Development	Written	July 2018
34.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
35	**Year 4: Hosting Services**		
35.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database	Non-Software	July 2018

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Dedicated private network database connection		
35.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
36	**Year 4: System Operations, Technical Support & Software Maintenance Services**		
36.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
36.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
36.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
36.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
37	**Year 4: Minor Enhancements**		
37.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
37.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
37.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
37.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
38	**Year 4: Content Management/Technology Assessment Analysis**		
38.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan
38.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
39	**Year 4: Technology Pilot based on Assessment**		
39.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan
39.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
40	**Year 4: Content Management Pilot based on Assessment**		
40.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan
40.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41	**Year 4: Technology Advancement Implementation based on approved pilots**		
41.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan
41.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
42	**Year 4: Home Page, Start Page and Search Redesign**		
42.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan
42.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
42.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
43	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
43.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan
43.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
43.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
44	**Year 4: Social Media**		
44.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan
44.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
44.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
45	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**		
45.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
45.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
45.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
46	**Year 4: APIs and Tableau/Qlik Data Connector Integration**		
46.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan
46.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	business days in production before approval will be granted.		
46.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
47	**Year 4: Data Request Portal & Project Tracking**		
47.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan
47.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
47.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
48	**Year 4: System Security Audit Service**		
48.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
48.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
48.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
49	**Year 4: Jira Licenses**		
49.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
50	**Year 4: Web Conferencing**		
50.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video)	Non-Software	Ongoing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Share the presenter role		
Year 5			
Ref #	**Activity, Deliverable, or Milestone**	**Deliverable Type**	**Projected Delivery Date**
51	**Year 5: Project Management**		
51.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
51.2	Project Work Plan (including milestones)	Written	July 2018
51.3	Technical Architecture Review and Plan Development	Written	July 2018
51.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
52	**Year 5: Hosting Services**		
52.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
52.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
53	**Year 5: System Operations, Technical Support & Software Maintenance Services**		
53.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
53.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
53.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
53.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
54	**Year 5: Minor Enhancements**		
54.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
54.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
54.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
54.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
55	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**		
55.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
55.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
55.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
56	**Year 5: Dashboard Improvements**		
56.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan
56.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
56.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
57	**Year 5: Emergency Preparedness Dashboards**		
57.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan
57.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	business days in production before approval will be granted.		
57.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
58	**Year 5: Secure Dashboards/Reports for Internal Staff**		
58.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan
58.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
58.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
59	**Year 5: Enhanced Auditing functionality**		
59.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan
59.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
59.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
60	**Year 5: Indicator Specification Initiation Tool Integration**		
60.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan
60.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
60.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
61	**Year 5: Query Tool for Granular Data**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
61.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan
61.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
61.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
62	**Year 5: Dashboard Rich Text maintained by business.**		
62.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan
62.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
62.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
63	**Year 5: Program Health Reports**		
63.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan
63.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
63.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
64	**Year 5: Transition for hosting, supporting and maintaining WISDOM**		
64.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous			
65	**Year 5: System Security Audit Service**		
65.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
65.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
65.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
66	**Year 5: Jira Licenses**		
66.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
67	**Year 5: Web Conferencing**		
67.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 6			
1	**Year 6: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020
1.2	Project Work Plan (including milestones)	Written	July 2020
1.3	Technical Architecture Review and Plan Development	Written	July 2020
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 6: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 6: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
5	**Year 6: Data Modeling, Visualizations, and Dashboards**		
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 6: Tableau Advanced Dashboards**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7.	**Year 6: Topic Group Overview Facts Dashboards**		
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**		
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			
9	**Year 6: System Security Audit Service**		
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
10	**Year 6: Web Conferencing**		
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video)	Non-Software	Ongoing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Share the presenter role		
Year 7			
1	**Year 7: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021
1.2	Project Work Plan (including milestones)	Written	July 2021
1.3	Technical Architecture Review and Plan Development	Written	July 2021
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 7: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 7: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 7: System Security Audit Service**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 7: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing
Year 8			
1	**Year 8: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2022
1.2	Project Work Plan (including milestones)	Written	July 2022
1.3	Technical Architecture Review and Plan Development	Written	July 2022
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 8: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2022
3	**Year 8: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 8: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 8: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 8: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing
Year 9			
1	**Year 9: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2023
1.2	Project Work Plan (including milestones)	Written	July 2023
1.3	Technical Architecture Review and Plan Development	Written	July 2023
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 9: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2023
3	**Year 9: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 9: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 9: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 9: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract price limitation specified in Part I, Form P-37 General Provisions, Block 1.8 Price Limitation for the period between the Effective Date through the Contract Completion Date specified in Part I, Form P-37 General Provisions, Block 1.7. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	**Year 1: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$28,862**
2	**Year 1: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500
			Subtotal	**$9,000**	Not to exceed:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$9,000
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	**$33,200**	**$26,560 (80% payment)**
Major Software Enhancements					
5	**Year 1: Encryption**				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan	$1,728	$346 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	**$1,728**	**$1,382 (80% payment)**
6	**Year 1: Performance Management Application (PMA)**				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	**$10,368**	**$8,294 (80% payment)**
7	**Year 1: Community Profiles**				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	**$8,640**	**$6,912 (80% payment)**
8	**Year 1: Health Equity / Access & Utilization Modules**				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization).	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	**$13,824**	**$11,059 (80% payment)**
9	**Year 1: Content Manager**				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	**$14,182**	**$11,345 (80% payment)**
10	**Year 1: Content Types (RStudio)**				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
11	**Year 1: Slide Info**				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
12	**Year 1: Smart URLs**				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
13	**Year 1: Sharing Dashboards**				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 1: Contracts and Contractor Data Entry**				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)
			Subtotal	**$12,443**	**$9,954 (80% payment)**
Miscellaneous					
17	**Year 1: System Security Audit Service**				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$20,000**	Not to exceed: **$20,000**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18	**Year 1: Web Conferencing**				
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
Year 1 – Optional Services					
19	**Year 1: Optional Services**				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan	$103,944	$103,944
			Subtotal	**$103,944**	**Not to exceed: $103,944**
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560		**YEAR 1 TOTAL**	**$277,944**	**Not to exceed: $277,944**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Major Enhancements (80%) $80,878 Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944				
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$27,260**
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	**$10,000**	**$10,000**
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
23	**Year 2: Minor Enhancements**				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34;600**	**$27,680 (80% payment)**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Major Software Enhancements (Year 2)					
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancement's (24.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	Not to exceed: **$13,000**
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 2 TOTAL**	**$160,000**	**Not to exceed: $160,000**
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
27.3	Technical Architecture Review and Plan Development	Written	July 2017	Included	
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$26,860**
28	**Year 3: Hosting Services**				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	**$12,000**	**$12,000**
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**				
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1	$11,000	EOQ1: $2,200 (20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
30	**Year 3: Minor Enhancements**				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
Major Software Enhancements (Year 3)					
31	**Year 3: Pooled Funding Enhancements and Transition Services**				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade)	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancement's (31.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Transition Services • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM				
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	**$88,700**	**$70,960 (80% payment)**
Miscellaneous (Year 3)					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	**$13,000**
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$700**	**$700**
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 3 TOTAL**	**$160,000**	Not to exceed: **$160,000**
	Years 1-3 Grand Total (Not To Exceed)		**Grand Total**		Not to exceed: $597,944
Year 4					
1	**Year 4: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
1.2	Project Work Plan (including milestones)	Written	July 2018	Included	$39,000 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$39,000**
2	**Year 4: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
2.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
3	**Year 4: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
4	**Year 4: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
5	**Year 4: Content Management/Technology Assessment Analysis**				
5.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan	$5,000	$1000 (20% Payment)
5.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis			$3000 (60% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
6	**Year 4: Technology Pilot based on Assessment**				
6.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
6.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$8,000 (80% payment)**
7	**Year 4: Content Management Pilot based on Assessment**				
7.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
7.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
8	**Year 4: Technology Advancement Implementation based on approved pilots**				
8.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
9	**Year 4: Home Page, Start Page and Search Redesign**				
9.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
9.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
10	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**				
10.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
11	**Year 4: Social Media**				
11.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan	$13,000	$2,600 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,900 (30% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,900 (30% Payment)
			Subtotal	**$13,000**	**$10,400 (80% payment)**
12	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**				
12.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$20,000	$4,000 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$6,000 (30% Payment)
			Subtotal	**$20,000**	**$16,000 (80% payment)**
13	**Year 4: APIs and Tableau/Qlik Data Connector Integration**				
13.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan	$8,000	$1,600 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,400 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,400 (30% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$8,000**	**$6,400 (80% payment)**
14	**Year 4: Data Request Portal & Project Tracking**				
14.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
Miscellaneous					
15	**Year 4: System Security Audit Service**				
15.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
15.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
15.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 4: Jira Licenses**				
16.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
17	**Year 4: Web Conferencing**				
17.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 4 Total Hosting $12,000 Work Plan (20%) $39,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $96,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1000 $220,000		**YEAR 4 TOTAL**	**$220,000**	**Not to exceed: $220,000**
Year 5					
18	**Year 5: Project Management**				
18.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18.2	Project Work Plan (including milestones)	Written	July 2018	Included	$37,000 (20% Payment Excludes Hosting & Web Conferencing)
18.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
18.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$37,000**
19	**Year 5: Hosting Services**				
19.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8, 000
19.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
20	**Year 5: System Operations, Technical Support & Software Maintenance Services**				
20.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
20.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
20.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
20.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
21	**Year 5: Minor Enhancements**				
21.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
21.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)
21.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
21.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
22	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**				
22.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$25,000	$5,000 (20% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$7,500 (30% Payment)
22.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$7,500 (30% Payment)
			Subtotal	**$25,000**	**$20,000 (80% payment)**
23	**Year 5: Dashboard Improvements**				
23.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
23.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
23.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
24	**Year 5: Emergency Preparedness Dashboards**				
24.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5	Software Deployment			$4,500 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	successful business days in production before approval will be granted.				
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
25	**Year 5: Secure Dashboards/Reports for Internal Staff**				
25.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan	$11,200	$2,240 (20% Payment)
25.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,360 (30% Payment)
25.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,360 (30% Payment)
			Subtotal	**$11,200**	**$8,960 (80% payment)**
26	**Year 5: Enhanced Auditing functionality**				
26.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
26.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
26.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
27	**Year 5: Indicator Specification Initiation Tool Integration**				
27.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
27.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
27.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
28	**Year 5: Query Tool for Granular Data**				
28.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan	$14,800	$2,960 (20% Payment)
28.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,440 (30% Payment)
28.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,440 (30% Payment)
			Subtotal	**$14,800**	**$11,840 (80% payment)**
29	**Year 5: Dashboard Rich Text maintained by business.**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
29.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
29.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
29.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
30	**Year 5: Program Health Reports**				
30.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
30.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
30.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
31	**Year 5: Transition for hosting, supporting and maintaining WISDOM**				
31.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$10,000	$10,000 (100% Payment)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$10,000 (100% payment)**
Miscellaneous					
32	**Year 5: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**
33	**Year 5: Jira Licenses**				
33.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
34	**Year 5: Web Conferencing**				
34.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Year 5 Total Hosting $12,000 Work Plan (20%) $37,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $98,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1,000 $220,000		**YEAR 5 TOTAL**	**$220,000**	**Not to exceed: $220,000**
Year 6					
1	**Year 6: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020	Included	
1.2	Project Work Plan (including milestones)	Written	July 2020	Included	$21,200 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2020	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$21,200**
2	**Year 6: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020	$8,000	$8, 000
			Subtotal	**$8,000**	Not to exceed: **$8,000**
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$15,000	EOQ1: $3,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $3,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $3,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $3,000 (20% payments)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
4	**Year 6: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $9,500 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $9,500 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $9,500 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $9,500 (20% payments)
			Subtotal	**$47,500**	**$38,000**

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
Major Software Enhancements					
5	**Year 6: Data Modeling, Visualizations, and Dashboards**				
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan	$11,500	$2,300 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,450 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,450 (30% Payment)
			Subtotal	**$11,500**	**$9,200 (80% payment)**
6	**Year 6: Tableau Advanced Dashboards**				
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
7	**Year 6: Topic Group Overview Facts Dashboards**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**				
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$11,500	$11,500 (100% Payment)
			Subtotal	**$11,500**	**$11,500 (100% payment)**
Miscellaneous					
9	**Year 6: System Security Audit Service**				
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$3,000	$3,000
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
10	**Year 6: Web Conferencing**				
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing	Non-Software	Ongoing	$500	$500

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• VoIP or phone call-in • Record meetings (including video) • Share the presenter role				
			Subtotal	**$500**	**$500**
	Year 6 Total Hosting $8,000 Work Plan (20%) $21,200 Support Maintenance (80%) $12,000 Minor Enhancements (80%) $38,000 Major Enhancements (80%) $46,300 Security Audit Service $6,000 Web Conferencing $500 $132,000		**YEAR 6 TOTAL**	**$132,000**	**Not to exceed: $132,000**
Year 7					
1	**Year 7: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021	Included	
1.2	Project Work Plan (including milestones)	Written	July 2021	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2021	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 7: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,500
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 7: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 7: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
6	**Year 7: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 7 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 7 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 7					
1	**Year 7: Project Management**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021	Included	
1.2	Project Work Plan (including milestones)	Written	July 2021	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2021	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 7: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 7: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 7: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,000
6	**Year 7: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 7 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 7 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 8					
1	**Year 8: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2022	Included	
1.2	Project Work Plan (including milestones)	Written	July 2022	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2022	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 8: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2022	$6,500	$6,500

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 8: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 8: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 8: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
6	**Year 8: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 8 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 8 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 9					
1	**Year 9: Project Management**				

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2023	Included	
1.2	Project Work Plan (including milestones)	Written	July 2023	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2023	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 9: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2023	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 9: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 9: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 9: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,000
6	**Year 9: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 9 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 9 TOTAL**	**$88,000**	**Not to exceed: $88,000**

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
MoxieManager	Paid	1	Included for contract duration
Highcharts	Paid	1	Included for contract duration
Tableau	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Google Web Toolkit (GWT)	Open Source	1	Included for contract duration
D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira (Abacus Development)	Paid	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Jira (Data Requests/API)	User License	1	Included for contract duration
License Total			$0

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

Position Title	SFY 2023 7/1/2022 to 6/30/23	SFY 2024 7/1/2023 to 6/30/24
Project Manager	$24	$24
Senior Developer	$24	$24
Business Analyst	$24	$24
Developer	$22	$22
QA	$19	$19

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2025	SFY 2026	SFY 2027	SFY 2028

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

	7/1/2024 to 6/30/25	7/1/2025 to 6/30/26	7/1/2026 to 6/30/27	7/1/2027 to 6/30/28
Project Manager	$25	$25	$26	$26
Senior Developer	$25	$25	$26	$26
Business Analyst	$25	$25	$26	$26
Developer	$23	$23	$24	$24
QA	$20	$20	$21	$21

2. 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 the Contract Price Limitation identified in Part I, General Provisions, Block 1.8 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus 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

Abacus 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. Abacus 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:

Bureau Chief
Bureau of Public Health Statistics and Informatics
Division of Public Health Services

NH Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation
25925 Telegraph Road, Suite 200
Southfield, MI 48033

5. OVERPAYMENTS TO ABACUS

Abacus 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 Abacus' invoices with appropriate information attached.

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

DocuSign Envelope ID: 31F243EC-2696-418D-A872-8D723C4A2977

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 ABACUS SERVICE CORPORATION is a Michigan Profit Corporation registered to do business in New Hampshire as ABACUS STAFFING on October 28, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **661190**
Certificate Number: **0005302503**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 22nd day of March A.D. 2021.

William M. Gardner
Secretary of State

Filing History

Back to Home (/online)

Business Name	Business ID
Abacus Staffing	661190

Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0005326428	03/30/2021	03/30/2021	Annual Report	2021
0005191503	01/17/2021	01/17/2021	Annual Report Reminder	N/A
0004982845	08/20/2020	08/20/2020	Annual Report	2020
0004942822	07/02/2020	07/02/2020	Administrative Suspension Reminder	N/A
0004662884	01/06/2020	01/06/2020	Annual Report Reminder	N/A
0004488938	04/04/2019	04/04/2019	Annual Report	2019
0004332159	01/02/2019	01/02/2019	Annual Report Reminder	N/A
0004076202	04/05/2018	04/05/2018	Annual Report	2018
0003758698	01/01/2018	01/01/2018	Annual Report Reminder	N/A
0003573590	04/04/2017	04/04/2017	Annual Report	2017
0003392244	12/25/2016	12/25/2016	Annual Report Reminder	N/A
0003209745	01/08/2016	01/08/2016	Annual Report	2016
0003026451	01/08/2015	01/08/2015	Annual Report	2015
0002884244	03/25/2014	03/25/2014	Annual Report	2014
0002884243	01/17/2013	01/17/2013	Annual Report	2013
0002884242	03/02/2012	03/02/2012	Annual Report	2012
0002884241	10/28/2011	10/28/2011	Business Formation	N/A

Page 1 of 1, records 1 to 17 of 17

Back

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- **Contact Us (/online/Home/ContactUS)**

Version 2.1 © 2014 PCC Technology Group, LLC, All Rights Reserved.

DocuSign Envelope ID: 31F243EC-2696-418D-A872-8D723C4A2977

Corporate Resolution

I, Sreeram Akunuri, **hereby certify** that I am duly elected Clerk/Secretary of
(Name)

Abacus Service Corporation. I hereby certify the following is a true copy of a vote taken at
(Name of Corporation or LLC)

a meeting of the Board of Directors/shareholders, duly called and held on March 29, 20 21

at which a quorum of the Directors/shareholders were present and voting.

VOTED: That April Szlaga, Vice President (may list more than one person) is
(Name and Title)

duly authorized to enter into contracts or agreements on behalf of

Abacus Service Corporation

force and effect as of the date of the contract to which this certificate is attached. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

DATED: 03/29/2021

ATTEST: Sreeram Akunuri COO/Secretary
(Name and Title)

DocuSign Envelope ID: 31F243EC-2696-418D-A872-8D723C4A2977

NOTARY PUBLIC/JUSTICE OF THE PEACE

On the 29 day of March, 2021
There appeared before me, the state and county foresaid a person who satisfactorily identified himself as:

Sreeram Akunuri

And acknowledge that he executed this document indicated above.

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

Alanna
(Notary Public/Justice of the Peace)

ALANNA ERVING
Notary Public - Michigan
Oakland County
My Comm. Expires 12/2/24

My commission expires:
12/21/2024
(Date)

3

DocuSign Envelope ID: 31F243EC-2696-418D-A872-8D723C4A2977

ABACSER-01 CMENSER

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/7/2020

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

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

PRODUCER
Farmington Insurance Agency, LLC.
33215 Grand River Avenue
PO Box 919
Farmington, MI 48332

CONTACT NAME: Patrick M. Donnelly
PHONE (A/C, No, Ext): (734) 604-0423 FAX (A/C, No):
E-MAIL ADDRESS: patrick@farmingtoninsagency.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Travelers Prop Cas Co of Amer	25674
INSURER B : Travelers Indemnity Co.	25658
INSURER C : Travelers Cas & Sur Co of Amer	31194
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Abacus Service Corporation Acorn Services Corporation, Trajectus Corporation
25925 Telegraph Rd, Ste 206
Southfield, MI 48033

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC X OTHER: Contractual Liability	X	X	ZLP-41N32512	10/17/2020	10/17/2021	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 500,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY	X	X	BA-6N504995	10/17/2020	10/17/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			CUP-1L534749	10/17/2020	10/17/2021	EACH OCCURRENCE	$ 17,000,000
							AGGREGATE	$ 17,000,000
								$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	X	UB-006J058739	10/17/2020	10/17/2021	X PER STATUTE 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
C	Third Party Crime			0105468064	10/17/2020	10/17/2021	Occur $5mil & Agg is	5,000,000
A	Prof E&O & Cyber			ZPL-15T64191-19-I5	10/17/2020	10/17/2021	Occurrence&Aggregate	10,000,000

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

CERTIFICATE HOLDER

NH Department of Health & Human Services
129 Pleasant Street, Brown Building
Concord, NH 03301

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Patrick M. Donnelly

© 1988-2015 ACORD CORPORATION. All rights reserved.
The ACORD name and logo are registered marks of ACORD

AGENCY CUSTOMER ID: ABACSER-01 CMENSER

LOC #: 1

ACORD

ADDITIONAL REMARKS SCHEDULE

AGENCY Farmington Insurance Agency, LLC.	NAMED INSURED Abacus Service Corporation Acorn Services Corporation, Trajectus Corporation 25925 Telegraph Rd, Ste 206 Southfield, MI 48033
POLICY NUMBER SEE PAGE 1	
CARRIER SEE PAGE 1 — NAIC CODE SEE P 1	EFFECTIVE DATE: SEE PAGE 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

COVERAGES CONTINUED:

PROFESSIONAL E&O AND CYBER LIABILITY - INCLUDES:
Third Party Liability including Errors & Omissions, Network & Information Cyber Security Liability & Communications & Media Liability.

EMPLOYMENT PRACTICES LIABILITY COVERAGE:
Carrier - Scottsdale Indemnity Company NAIC Code 15580
Effective 10-17-20 to 10-17-21
Policy #EKI3351300
Limits $1,000,000 Occurrence/Aggregate
$25,000 Retention

© 2008 ACORD CORPORATION. All rights reserved.
The ACORD name and logo are registered marks of ACORD

MAY05'20 AM11:59 DAS 17 mac

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibinette
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

April 22, 2020

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing **Sole Source** agreement with Abacus Service Corporation (Vendor #223048), Southfield, MI 48033, to continue providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $132,000 from $1,037,944 to $1,169,944 and by extending the completion date from June 30, 2020 to June 30, 2021 effective upon Governor and Council approval. The original contract was approved by Governor and Council on June 24, 2015, item #53, and most recently amended with Governor and Council approval on July 11, 2018, item #13. 33% Federal Funds / 67% Other Funds.

Funds are available in the following accounts for State Fiscal Year 2021, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$77,444	$0	$77,444
			Subtotals	*$77,444*	*$0*	*$77,444*

05-95-90-902010-5190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$40,500	$0	$40,500
			Subtotals	*$40,500*	*$0*	*$40,500*

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, INFORMATICS & HEALTH STATISTIC

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2017	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2018	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2019	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2020	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2021	102-500731	Contracts for Prog Services	90000005	$ 0	$44,000	$44,000
			Subtotals	*$500,000*	*$44,000*	*$544,000*

01-03-03-030010-7695 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2017	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2018	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2019	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2020	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2021	038-500177	Technology-Software	03900083	$ 0	$88,000	$88,000
			Subtotals	*$420,000*	*$88,000*	*$508,000*
			TOTALS	***$1,037,944***	***$132,000***	***$1,169,944***

EXPLANATION

This request is **Sole Source** because the original agreement is sole source. Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Contractor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes Abacus Service Corporation solely qualified to provide operations, maintenance and development of the WISDOM system. As previously stated, the original contract was approved by Governor and Council on June 24, 2015, item #53, and most recently amended with Governor and Council approval on July 11, 2018, item #13.

The purpose of this request is for Abacus Service Corporation to continue providing hosting, operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The Contractor is responsible for management and administration of the hosting environment, as well as software enhancements specified within the amended contract.

The WISDOM data portal is an ongoing Division of Public Health Services project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers free, on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format. The information is used to determine the need for, and measure the success of, interventions designed to improve overall population health and to improve quality of life as well as controlling health care costs.

The web-based application hosts aggregated data and visualizations for over twenty (20) data sets, including New Hampshire Hospital Discharge Data, New Hampshire State Cancer Registry, New Hampshire Childhood Blood Lead Level Testing, Pregnancy Risk Assessment Monitoring System (PRAMS), New Hampshire Vital Records and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

WISDOM plays a central role in the Division of Public Health Services future accreditation by the Public Health Accreditation Board. The WISDOM data portal is fundamental to delivering essential public health services specifically, conducting and disseminating assessments focused on population health statistics and public health issues facing the community. Analysis comparing other similar sociogeographic areas and/or sociodemographic groups for the same population gathered overtime establishes trends, which allow for making informed decisions. The Department must provide summaries or fact sheets that condense public health data. Data summaries may address a combination of public health issues or may focus on a particular health issue regarding the population served. WISDOM is integral in providing analyses.

WISDOM is assisting agencies with meeting New Hampshire legislative directives including:

- House Bill 511: Establishing a commission to study environmentally triggered chronic illness.
- House Bill 1356: Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data.

The Department of Health and Human Services, Division of Public Health Services; Bureau of Information Systems and the Department of Information Technology will, in this final year of the contract, set the future path for hosting and supporting WISDOM 2.0 within the State network. The simplicity of the new version of WISDOM requires a basic web server hosted on a public facing virtual machine (VM).

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

- The WISDOM data portal is available 24/7 with ninety-nine percent (99%) uptime availability.
- Email/telephone support is provided to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- All deliverable timelines and expectations are met, meeting new WISDOM product capabilities including advanced analysis, responsive multi-device web design, improved interactive data visualizations, open source transitional design and services for hosting WISDOM within the State network.
- Through improved functionality, WISDOM usage increases by ten percent (10%) to fulfill routine data requests.

Should the Governor and Council not authorize this request, the Department may need to find an alternate solution to host and support WISDOM. The site would not be available until the alternative solution is determined, which could jeopardize the success of various public health programs and initiatives. Manual data requests, which typically can take up to ninety (90) days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide

Source of Funds: 33% Federal Funds from the U.S. Center for Disease Control Prevention (CDC), Preventative Health and Health Services Block Grant, CFDA# 93.991, FAIN NB01OT009285 and 67% Other DoIT Technology-Software Funds.

Respectfully Submitted,

Ann H. Landry
Associate Commissioner

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

Denis Goulet
Commissioner

May 1, 2020

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend an existing sole source agreement with Abacus Service Corporation, of Southfield, MI as described below and referenced as DoIT No. 2015-079B.

The purpose of this amendment is for the continuance of providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. This information then used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.

The funding amount for this amendment is $132,000.00, increasing the current contract from $1,037,944.00 to $1,169,944.00, and by extending the completion date to June 30, 2021 from the original completion date of June 30, 2020. This amendment shall become effective upon Governor and Executive Council approval through June 30, 2021.

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

Sincerely,

Denis Goulet

DG/kaf
DoIT #2015-079B
cc: Michael Williams, IT Manager, DoIT

State of New Hampshire
Department of Health and Human Services
Amendment #2 to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract

This 2nd Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Abacus Service Corporation (hereinafter referred to as "the Contractor"), a for-profit corporation with a place of business at 25925 Telegraph Road, Suite 206, Southfield, MI 48033.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015, (Item #53), as amended on July 11, 2018, (Item #13), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Contract 2015-079 Form P-37 General Provisions, Paragraph 18 and Part 3, Exhibit C Special Provisions, Paragraph 2 Extension; the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

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

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

1. Modify Part 1, Form P-37 General Provisions, Block 1.4, Contractor Address, to read:

   25925 Telegraph Road, Suite 206, Southfield, MI 48033.

2. Modify Part 1, Form P-37 General Provisions, Block 1.7, Completion Date, to read:

   June 30, 2021.

3. Modify Part 1, Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

   $1,169,944.

4. Modify Part 1, Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:

   Nathan D. White, Director.

5. Modify Part 1, Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:

   603-271-9631.

6. Modify Part 2, Introduction, to read:

   INTRODUCTION

   This Contract is by and between the State of New Hampshire, acting through the New Hampshire Department of Health and Human Services and Abacus Service Corporation a Michigan Corporation, (Abacus), having its principal place of business at 25925 Telegraph Road, Suite 206, Southfield, MI 48033.

7. Modify Part 2, Section 3 Contract Management, Subsection 3.1 The Vendor's Contract Manager, to read:

   3.1 ABACUS CONTRACT MANAGER

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

   Sam Akunuri
   Vice President
   25925 Telegraph Road, Suite 206
   Southfield, MI 48033
   Tel: 248-679-1558
   Fax: 248-479-0811
   Email: sam@abacusservice.com

8. Modify Part 2, Section 3 Contract Management, Subsection 3.2 The Vendor's Project Manager, Part 3.2.5. Abacus Project Manager is, to read:

   3.2.5 ABACUS PROJECT MANAGER

   Ramprasad Tulluri
   Project Manager
   25925 Telegraph Road, Suite 206
   Southfield, MI 48033
   Tel: (866)402-2228
   Fax: 248-479-0811
   Email: ramt@abacusservice.com

9. Modify Part 2, Section 17 General Terms and Conditions, Subsection 17.13 Notices, to read:

   17.13 NOTICES

   Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the following addresses:

To Abacus:	**To State:**
April Szlaga	Bureau Chief
Abacus Service Corporation	Bureau of Public Health Statistics and Informatics
25925 Telegraph Road	Division of Public Health Services
Suite 206	Department of Health and Human Services
Southfield, MI 48033	29 Hazen Drive
Tel: (866)402-2228	Concord, NH 03301

10. Modify Part 3, Exhibit A – Amendment #1, Deliverables, by replacing in its entirety with Part 3, Exhibit A - Amendment #2, Deliverables, which is attached hereto and incorporated by reference herein.

11. Modify Part 3, Exhibit B – Amendment #1, Price and Payment Schedule, by replacing in its entirety with Part 3, Exhibit B - Amendment #2, Price and Payment Schedule, which is attached hereto and incorporated by reference herein.
12. Modify Exhibit K, DHHS Information Security Requirements (v4 04/04/18), by replacing in its entirety with Exhibit K, DHHS Information Security Requirements (v5 10/09/18), which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #2 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive Council approval.

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

State of New Hampshire
Department of Health and Human Services

4/8/2020
Date

~~Lisa Morris~~ Annie W. Lacy
~~Director~~ Associate Commissioner

Abacus Service Corporation

04/07/2020
Date

April Szlaga
Name: April Szlaga
Title: Vice President

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

OFFICE OF THE ATTORNEY GENERAL

4/21/20
Date

Name:
Title:

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

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 the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B – Amendment #2: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to

discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 Operations

Abacus shall perform general system administration including operational functions related to

the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 Technical Support

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1. Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3. Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus 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 Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement. The price quote shall be based upon the rates in Exhibit B – Amendment #2 Price and Payment Schedule. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing

new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services*.

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

1.8.4 Website

The Contractor shall ensure that if performance of services on behalf of DHHS involve using social media or a website to solicit information of individuals, or DHHS data, the Contractor shall work with the DHHS Communications Bureau to ensure that any website designed, created, or managed on behalf of DHHS meets all NH DoIT website requirements, and that any protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website, shall not be maintained, stored or captured shall not be further disclosed except as expressly provided in the contract. The solicitation or disclosure of any PHI, PI, or other confidential information shall be subject to the requirements in Exhibit K, Exhibit I, and all applicable state rules, or state or federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor/Vendor/Successful Applicant agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection.	Non-Software	July 2015
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology:		
	☑ Create quarterly maintenance work plan	Written	
	☑ Analysis & code development	Software	
	☑ Unit, integration, regression testing and test plans	Written	
	☑ Train Wisdom Technical Team	Non-Software	
	☑ User Acceptance Testing (UAT) Approval	Non-Software	
	☑ Deployment Plan	Written	
	☑ Production Deployment	Software	
	☑ Incident Management	Non-Software	
	☑ Documentation	Written	
	☑ Acceptance of Production Implementation	Written	
	☑ 90 Day Warranty Period	Software	
	☑ Acceptance of Enhancement(s)	Written	
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4.	**Year 1: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.		
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
9	**Year 1: Content Manager**		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	**Year 1: Content Types (RStudio)**		
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	**Year 1: Slide Info**		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
12	**Year 1: Smart URLs**		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	**Year 1: Sharing Dashboards**		
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	**Year 1: Feedback**		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
15	**Year 1: MyWISDOM**		
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software. Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
16	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
18	**Year 1: Web Conferencing**		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role .	Non-Software	Ongoing
19	**Year 1: Optional Services**		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	**Year 2: Project Management**		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016.
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
21	**Year 2: Hosting Services**		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**		
22.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity).	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	PMA **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents. • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract.	Ongoing Ongoing	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	**Year 3: Minor Enhancements**		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Major Enhancements			
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM	Software	Per the Work Plan
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
33	**Year 3: Web Conferencing**		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 4			
34	**Year 4: Project Management**	**Deliverable Type**	**Projected Delivery Date**
34.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
34.2	Project Work Plan (including milestones)	Written	July 2018
34.3	Technical Architecture Review and Plan Development	Written	July 2018
34.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
35	**Year 4: Hosting Services**		
35.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
35.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
36	**Year 4: System Operations, Technical Support & Software Maintenance Services**		
36.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
36.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
36.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
36.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
37	**Year 4: Minor Enhancements**		
37.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
37.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
37.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
37.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
38	**Year 4: Content Management/Technology Assessment Analysis**		
38.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan
38.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis	
39	**Year 4: Technology Pilot based on Assessment**		
39.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan
39.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
40	**Year 4: Content Management Pilot based on Assessment**		
40.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan
40.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
41	**Year 4: Technology Advancement Implementation based on approved pilots**		
41.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan
41.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
42	**Year 4: Home Page, Start Page and Search Redesign**		
42.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan
42.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
42.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
43	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**		
43.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan
43.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
43.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
44	**Year 4: Social Media**		
44.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan
44.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
44.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
45	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**		
45.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
45.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
45.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
46	**Year 4: APIs and Tableau/Qlik Data Connector Integration**		
46.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan
46.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
46.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
47	**Year 4: Data Request Portal & Project Tracking**		
47.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan
47.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
47.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous			
48	**Year 4: System Security Audit Service**		
48.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
48.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
48.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
49	**Year 4: Jira Licenses**		
49.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
50	**Year 4: Web Conferencing**		
50.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 5			
Ref #	**Activity, Deliverable, or Milestone**	**Deliverable Type**	**Projected Delivery Date**
51	**Year 5: Project Management**		
51.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
51.2	Project Work Plan (including milestones)	Written	July 2018
51.3	Technical Architecture Review and Plan Development	Written	July 2018
51.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
52	**Year 5: Hosting Services**		
52.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
52.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
53	**Year 5: System Operations, Technical Support & Software Maintenance Services**		
53.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
53.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
53.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
53.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
54	**Year 5: Minor Enhancements**		
54.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
54.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
54.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
54.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
55	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations.**		
55.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
55.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
55.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
56	**Year 5: Dashboard Improvements**		
56.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan
56.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
56.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
57	**Year 5: Emergency Preparedness Dashboards**		
57.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan
57.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
57.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
58	**Year 5: Secure Dashboards/Reports for Internal Staff**		
58.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan
58.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
58.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
59	**Year 5: Enhanced Auditing functionality**		
59.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
59.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
59.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
60	**Year 5: Indicator Specification Initiation Tool Integration**		
60.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan
60.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
60.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
61	**Year 5: Query Tool for Granular Data**		
61.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan
61.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
61.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
62	**Year 5: Dashboard Rich Text maintained by business.**		
62.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan
62.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
62.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
63	**Year 5: Program Health Reports**		
63.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan
63.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
63.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
64	**Year 5: Transition for hosting, supporting and maintaining WISDOM**		
64.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			
65	**Year 5: System Security Audit Service**		
65.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
65.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
65.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
66	**Year 5: Jira Licenses**		
66.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
67	**Year 5: Web Conferencing**		
67.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in	Non-Software	Ongoing

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Record meetings (including video) • Share the presenter role		
Year 6			
1	**Year 6: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020
1.2	Project Work Plan (including milestones)	Written	July 2020
1.3	Technical Architecture Review and Plan Development	Written	July 2020
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 6: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 6: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
5	**Year 6: Data Modeling, Visualizations, and Dashboards**		
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 6: Tableau Advanced Dashboards**		
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 6: Topic Group Overview Facts Dashboards**		
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**		
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
9	**Year 6: System Security Audit Service**		
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
10	**Year 6: Web Conferencing**		
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT B – AMENDMENT #2
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract price limitation specified in Part I, Form P-37 General Provisions, Block 1.8 Price Limitation for the period between the Effective Date through the Contract Completion Date specified in Part I, Form P-37 General Provisions, Block 1.7. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	**Year 1: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$28,862**
2	**Year 1: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$9,000	Not to exceed: $9,000
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	$10,000	$8,000 (80% payment)
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	$33,200	$26,560 (80% payment)
Major Software Enhancements					
5	**Year 1: Encryption**				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan	$1,728	$346 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	$1,728	$1,382 (80% payment)
6	**Year 1: Performance Management Application (PMA)**				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	**$10,368**	**$8,294 (80% payment)**
7	**Year 1: Community Profiles**				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	**$8,640**	**$6,912 (80% payment)**
8	**Year 1: Health Equity / Access & Utilization Modules**				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization).	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	**$13,824**	**$11,059 (80% payment)**
9	**Year 1: Content Manager**				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	**$14,182**	**$11,345 (80% payment)**
10	**Year 1: Content Types (RStudio)**				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
11	**Year 1: Slide Info**				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	$5,702	$4,562 (80% payment)
12	Year 1: Smart URLs				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140. (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	$5,702	$4,562 (80% payment)
13	Year 1: Sharing Dashboards				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	$7,603	$6,082 (80% payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 1: Contracts and Contractor Data Entry**				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)
			Subtotal	**$12,443**	**$9,954 (80% payment)**
Miscellaneous					
17	**Year 1: System Security Audit Service**				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$20,000**	Not to exceed: **$20,000**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18	**Year 1: Web Conferencing**				
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
Year 1 – Optional Services					
19	**Year 1: Optional Services**				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1: • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan	$103,944	$103,944
			Subtotal	**$103,944**	**Not to exceed: $103,944**
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560		**YEAR 1 TOTAL**	**$277,944**	**Not to exceed: $277,944**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Major Enhancements (80%) $80,878 Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944				
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$27,260
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	$10,000	$10,000
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
23	**Year 2: Minor Enhancements**				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Major Software Enhancements (Year 2)					
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancement's (24.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	Not to exceed: **$13,000**
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 2 TOTAL**	**$160,000**	**Not to exceed: $160,000**
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
27.3	Technical Architecture Review and Plan Development	Written	July 2017	Included	
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$26,860**
28	**Year 3: Hosting Services**				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	**$12,000**	**$12,000**
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**				
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1	$11,000	EOQ1: $2,200 (20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
30	**Year 3: Minor Enhancements**				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
Major Software Enhancements (Year 3)					
31	**Year 3: Pooled Funding Enhancements and Transition Services**				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 31.1.1 Data Source Module • 31.1.2 Custom (DIY) Health Dashboard Module • 31.1.3 Custom (DIY) Health Reports **PMA** • 31.1.4 PMA Phase II Deliverables - Part B **New Content Type** • 31.1.5 Introduce new content type (e.g. Exaptive, Cognos Upgrade)	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancements (31.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Transition Services • 31.1.6 Transition for hosting, supporting, and maintaining WISDOM				
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	**$88,700**	**$70,960 (80% payment)**
Miscellaneous (Year 3)					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	**$13,000**
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$700	$700
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		YEAR 3 TOTAL	$160,000	Not to exceed: $160,000
	Years 1-3 Grand Total (Not To Exceed)		Grand Total		Not to exceed: $597,944
Year 4					
1	Year 4: Project Management				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
1.2	Project Work Plan (including milestones)	Written	July 2018	Included	$39,000 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$39,000
2	Year 4: Hosting Services				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
2.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
3	**Year 4: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
4	**Year 4: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
5	**Year 4: Content Management/Technology Assessment Analysis**				
5.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan	$5,000	$1000 (20% Payment)
5.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis			$3000 (60% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
6	**Year 4: Technology Pilot based on Assessment**				
6.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
6.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$8,000 (80% payment)**
7	**Year 4: Content Management Pilot based on Assessment**				
7.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
7.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
8	**Year 4: Technology Advancement Implementation based on approved pilots**				
8.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
9	**Year 4: Home Page, Start Page and Search Redesign**				
9.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
9.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
10	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**				
10.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	$10,000	$8,000 (80% payment)
11	**Year 4: Social Media**				
11.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan	$13,000	$2,600 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,900 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,900 (30% Payment)
			Subtotal	**$13,000**	**$10,400 (80% payment)**
12	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**				
12.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$20,000	$4,000 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$6,000 (30% Payment)
			Subtotal	**$20,000**	**$16,000 (80% payment)**
13	**Year 4: APIs and Tableau/Qlik Data Connector Integration**				
13.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors.	Software	Per the Work Plan	$8,000	$1,600 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,400 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,400 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$8,000	$6,400 (80% payment)
14	Year 4: Data Request Portal & Project Tracking				
14.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
Miscellaneous					
15	Year 4: System Security Audit Service				
15.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
15.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
15.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	$12,000	Not to exceed: $12,000

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 4: Jira Licenses**				
16.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
17	**Year 4: Web Conferencing**				
17.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 4 Total Hosting $12,000 Work Plan (20%) $39,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $96,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1000) $220,000		**YEAR 4 TOTAL**	**$220,000**	**Not to exceed: $220,000**
Year 5					
18	**Year 5: Project Management**				
18.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18.2	Project Work Plan (including milestones)	Written	July 2018	Included	$37,000 (20% Payment Excludes Hosting & Web Conferencing)
18.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
18.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$37,000**
19	**Year 5: Hosting Services**				
19.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8, 000
19.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
20	**Year 5: System Operations, Technical Support & Software Maintenance Services**				
20.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
20.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
20.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
20.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	$34,000	$27,200 (80% payment)
21	Year 5: Minor Enhancements				
21.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
21.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)
21.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
21.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	$40,000	$32,000 (80% payment)
Major Software Enhancements					
22	Year 5: Open Development Model, Dashboards, Xaps and Visualizations				
22.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$25,000	$5,000 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$7,500 (30% Payment)
22.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$7,500 (30% Payment)
			Subtotal	**$25,000**	**$20,000 (80% payment)**
23	**Year 5: Dashboard Improvements**				
23.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
23.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
23.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
24	**Year 5: Emergency Preparedness Dashboards**				
24.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
25	**Year 5: Secure Dashboards/Reports for Internal Staff**				
25.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan	$11,200	$2,240 (20% Payment)
25.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,360 (30% Payment)
25.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,360 (30% Payment)
			Subtotal	**$11,200**	**$8,960 (80% payment)**
26	**Year 5: Enhanced Auditing functionality**				
26.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
26.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
26.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$8,000 (80% payment)**
27	**Year 5: Indicator Specification Initiation Tool Integration**				
27.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
27.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
27.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
28	**Year 5: Query Tool for Granular Data**				
28.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan	$14,800	$2,960 (20% Payment)
28.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,440 (30% Payment)
28.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,440 (30% Payment)
			Subtotal	**$14,800**	**$11,840 (80% payment)**
29	**Year 5: Dashboard Rich Text maintained by business.**				

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
29.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
29.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
29.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
30	**Year 5: Program Health Reports**				
30.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
30.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
30.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
31	**Year 5: Transition for hosting, supporting and maintaining WISDOM**				
31.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$10,000	$10,000 (100% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$10,000 (100% payment)**
Miscellaneous					
32	**Year 5: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**
33	**Year 5: Jira Licenses**				
33.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
34	**Year 5: Web Conferencing**				
34.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Year 5 Total Hosting $12,000 Work Plan (20%) $37,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $98,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1,000 $220,000		YEAR 5 TOTAL	$220,000	Not to exceed: $220,000
Year 6					
1	**Year 6: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020	Included	
1.2	Project Work Plan (including milestones)	Written	July 2020	Included	$21,200 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2020	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$21,200**
2	**Year 6: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020	$8,000	$8, 000
			Subtotal	**$8,000**	Not to exceed: $8,000
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**				

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$15,000	EOQ1: $3,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $3,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $3,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $3,000 (20% payments)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
4	**Year 6: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $9,500 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $9,500 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $9,500 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $9,500 (20% payments)
			Subtotal	**$47,500**	**$38,000**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
Major Software Enhancements					
5	**Year 6: Data Modeling, Visualizations, and Dashboards**				
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan	$11,500	$2,300 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,450 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,450 (30% Payment)
			Subtotal	**$11,500**	**$9,200 (80% payment)**
6	**Year 6: Tableau Advanced Dashboards**				
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
7	**Year 6: Topic Group Overview Facts Dashboards**				

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**				
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$11,500	$11,500 (100% Payment)
			Subtotal	**$11,500**	**$11,500 (100% payment)**
Miscellaneous					
9	**Year 6: System Security Audit Service**				
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$3,000	$3,000
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
10	**Year 6: Web Conferencing**				
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing	Non-Software	Ongoing	$500	$500

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• VoIP or phone call-in • Record meetings (including video) • Share the presenter role				
			Subtotal	$500	$500
	Year 6 Total Hosting $8,000 Work Plan (20%) $21,200 Support Maintenance (80%) $12,000 Minor Enhancements (80%) $38,000 Major Enhancements (80%) $46,300 Security Audit Service $6,000 Web Conferencing $500 $132,000		YEAR 6 TOTAL	$132,000	Not to exceed: $132,000

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
MoxieManager	Paid	1	Included for contract duration
Highcharts	Paid	1	Included for contract duration
Tableau	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration
Google Web Toolkit (GWT)	Open Source	1	Included for contract duration

D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira (Abacus Development)	Paid	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Jira (Data Requests/API)	User License	1	Included for contract duration
License Total			$0

Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

2. 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 the Contract Price Limitation identified in Part I, General Provisions, Block 1.8 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus 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

Abacus 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. Abacus 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:

Bureau Chief
Bureau of Public Health Statistics and Informatics
Division of Public Health Services
NH Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation
25925 Telegraph Road, Suite 206
Southfield, MI 48033

5. OVERPAYMENTS TO ABACUS

Abacus 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 Abacus' invoices with appropriate information attached.

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

A. Definitions

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

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, " Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

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

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.

5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.

6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit). will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.

8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

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

10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.

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

12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

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

2. The Contractor must not disclose any Confidential Information in response to a

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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.

10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).

11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.

2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.

3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.

4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2

5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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

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

B. Disposition

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

2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.

3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.

2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.

4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.

5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.

6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.

7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.

8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.

9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.

10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.

11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.

13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at https://www.nh.gov/doit/vendor/index.htm for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.

14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.

15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.

16. The Contractor must ensure that all End Users:

    a. comply with such safeguards as referenced in Section IV A. above, implemented to, protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.

    b. safeguard this information at all times.

    c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.

    d. send emails containing Confidential Information only if <u>encrypted</u> and being sent to and being received by email addresses of persons authorized to receive such information.

e. limit disclosure of the Confidential Information to the extent permitted by law.

f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).

g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.

h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.

i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

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

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

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

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

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

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

JUN29'18 PM 2:48 DAS 13

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF PUBLIC HEALTH SERVICES

Jeffrey A. Meyers
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

May 31, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to **retroactively** exercise a renewal option and amend an existing **sole source** agreement with Abacus Service Corporation, Vendor #223048, 35055 West Twelve Mile Road, Suite 215, Farmington Hills, MI, 48331, to provide operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $440,000 from $597,944 to $1,037,944 and extending the completion date from June 30, 2018 to June 30, 2020, effective retroactive to June 30, 2018, upon Governor and Executive Council approval. This agreement was originally approved by the Governor and Executive Council on June 24, 2015 (Item #53). 45% Federal Funds, 55% General Funds.

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

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2015	102-500731	Contracts for Program Services	90000005	$77,444
			Sub-Total	*$77,444*

05-95-90-902015190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2015	102-500731	Contracts for Program Services	90000005	$40,500
			Sub-Total	*$40,500*

05-95-90-900510-52620000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2016	102-500731	Contracts for Program Services	90000005	$100,000
2017	102-500731	Contracts for Program Services	90000005	$100,000
2018	102-500731	Contracts for Program Services	90000005	$100,000
2019	102-500731	Contracts for Prog Svc	90000005	$100,000
2020	102-500731	Contracts for Prog Svc	90000005	$100,000
			Sub-Total	$500,000

05-03-03-030010-76950000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2016	038-500177	Technology-Software	03900083	$60,000
2017	038-500177	Technology-Software	03900083	$60,000
2018	038-500177	Technology-Software	03900083	$60,000
2019	038-500177	Technology-Software	03900083	$120,000
2020	038-500177	Technology-Software	03900083	$120,000
			Sub-Total	*$420,000*
			Contract Total	$1,037,944

EXPLANATION

This original agreement is **sole source** because Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Vendor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes this contractor solely qualified for providing operations, maintenance and development of the WISDOM system.

This request is **retroactive** because the Department did not have the fully executed contract documents in time to meet the deadline for the June 20, 2018 Governor and Executive Council meeting.

The purpose of this renewal is to continue hosting, operations, maintenance and development services provided by the Vendor. The Vendor will be responsible for the continued management and administration of the hosting environment, as well as software enhancements specified within the amended contract. Funds in this agreement will be used to extend the existing contract with Abacus by two (2) years.

The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers free, on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format. This information is in turn used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.

Prior to the release of WISDOM, access to the population health data was fragmented and required the use of multiple data sources, many of which had limited or incomplete information. This created a need for an application that provides easy access to integrated data sources that provide a 360 degree picture of the population's health, including the role Department programs play to measure and improve it. As an automated data system, WISDOM can be expected to meet ever-increasing requests for health data, quickly and efficiently, while reducing staff time spent on manual data requests.

The web-based application currently hosts aggregated data and visualizations for over twenty data sets, including New Hampshire Hospital Discharge Data, New Hampshire State Cancer Registry, New Hampshire Childhood Blood Lead Level Testing, Pregnancy Risk Assessment Monitoring System (PRAMS), New Hampshire Vital Records and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

The use of data provided in WISDOM for guiding public health actions, such as decision making and policy development can benefit the state of New Hampshire by improving public health outcomes and helping reduce health care costs. In turn, these actions may lead to healthier communities throughout the state. WISDOM helps achieve these benefits by sharing the data publically in a statistically aggregated easy-to-use visual format. Public Health Networks use WISDOM in the development of their Community Health Assessments (CHA) and Community Health Improvement Plans (CHIP) to identify target populations in need of program resources.

WISDOM plays a central role in the Division of Public Health Services ability to be accredited by the Public Health Accreditation Board. The WISDOM data portal is fundamental to delivering Essential Public Health Services specifically, conducting and disseminating assessments focused on population health statistics and public health issues facing the community. Analysis comparing other similar sociogeographic areas and/or sociodemographic groups for the same population gathered overtime establishes trends, which allow informed decisions to be made. The Department must provide summaries or fact sheets that condense public health data. Data summaries may address a combination of public health issues or may focus on a particular health issue regarding the population served. WISDOM will be integral in providing analyses.

WISDOM is assisting agencies to meet New Hampshire legislative directives including:

- House Bill 511, Establishing a commission to study environmentally-triggered chronic illness.
- House Bill 1356, Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data.

WISDOM provides easy access to integrated data sources offering a 360 degree picture of NH population's health. The data is focused on several hundred health indicators that are critical for improving the health of NH residents. Additional priority areas focus on improving health equity disparities, minimizing environmental exposures and targeting key social determinants of health outcomes. New health indicators and measures are continually added to meet the needs of public health and our health partners allowing them to focus their resources in cost-effective way.

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

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

- Abacus shall ensure the WISDOM data portal is available 24/7 with 95% uptime availability.
- Abacus shall provide email/telephone support to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- Abacus shall meet deliverable timelines and expectations on meeting new WISDOM product capabilities and data modules, including access to smaller area data, improved visualizations and performance, social media sharing of data visualizations, exposed data services for use with other sites and tools, and tracking status of custom manual data requests.

- Abacus, through improved functionality, shall increase WISDOM usage by 10% to fulfill routine data requests.
- Abacus will expand WISDOM by providing an open development environment enabling targeted data integration using publicly available aggregated data.

Should the Governor and Executive Council not authorize this request, the Department will need to find an alternate solution to host and support the WISDOM. The site would not be available until the alternative solution is determined, jeopardizing the success of various public health programs and initiatives. Manual data requests, which typically can take up to 90 days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, which is hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide.

Source of Funds: 45% Federal Funds from the US Center for Disease Control Prevention (CDC), Preventative Health and Health Services Block Grant, CFDA# 93.758, FAIN NB01OT009141, 55% General Funds.

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

Respectfully submitted,

Lisa Morris, MSSW
Director

Approved by

Jeffrey A. Meyers
Commissioner

53 mac

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4483 1-800-852-3345 Ext. 4483
Fax: 603-271-8705 TDD Access: 1-800-735-2964

NH DIVISION OF Public Health Services

Nicholas A. Toumpas
Commissioner

Marcella Jordan Bobinsky
Acting Director

May 18, 2015

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to enter into a **sole source** agreement with Abacus Service Corporation (Vendor #223048), 35055 West Twelve Mile Road, Suite 215, Farmington Hills, MI, 48331, to provide operations, maintenance, and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), in an amount not to exceed $597,944, to be effective June 24, 2015, or the date of Governor and Council approval, whichever is later, through June 30, 2018. The source of funding is 70% Federal Funds and 30% General Funds.

Funds are anticipated to be available in SFY 2015, SFY 2016, SFY 2017, and SFY 2018 upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office, without further approval from Governor and Executive Council, if needed and justified.

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	102-500731	Contracts for Program Services	90000005	$77,444
			Sub-Total	$77,444

05-95-90-902015190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	102-500731	Contracts for Program Services	90000005	$40,500
			Sub-Total	$40,500

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS & HLTH STATS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	102-500731	Contracts for Program Services	90000005	$100,000
SFY 17	102-500731	Contracts for Program Services	90000005	$100,000
SFY 18	102-500731	Contracts for Program Services	90000005	$100,000
			Sub-Total	$300,000

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPT OF, INFORMATION TECHNOLOGY DEPT OF, INFORMATION TECHNOLOGY DEPT OF, IT FOR DHHS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	038-500177	Technology-Software	03900083	$60,000
SFY 17	038-500177	Technology-Software	03900083	$60,000
SFY 18	038-500177	Technology-Software	03900083	$60,000
			Sub-Total	$180,000
			Total	**$597,944**

EXPLANATION

This **sole source** request is being made because Abacus Service Corporation has unique qualifications and expertise with the WISDOM application. The vendor's previous experience with the Department of Information Technology under the state's master Contract for Advanced Temporary Technical Services and their existing work building and maintaining the WISDOM application makes this contractor solely qualified for providing operations, maintenance, and development services of the WISDOM system.

Funds in this agreement will be used for new module development and to continue the support and maintenance of the existing WISDOM application. The agreement will additionally provide for the continued hosting of the application on Amazon Cloud Services.

It is necessary to encumber SFY 2015 funds as part of this agreement because the federal funds underlying this appropriation are available through 9/30/15. If the SFY 2015 appropriation lapses without being encumbered, there would be no funds available to adjust between budget years 15 and 16, which would mean the loss of $117,944 in available federal support. The vendor has been made aware of this project funding constraint and is prepared to meet all contract deliverables to be paid for from this source of funding by the end of September.

The WISDOM system is a long term Division of Public Health Services project designed to achieve three (3) goals: Improve access to public health statistics, improve access to integrated strategic planning and performance management information, and to help Department staff members satisfy their outward reporting requirements.

WISDOM offers free, on-demand access to non-confidential health statistics to the public, public health partners, and to staff within the Department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical

format. This information is in turn used to determine the need for, and measure the success of, interventions designed to improve overall population health with the intention of improving quality of life as well as helping to control health care costs.

Prior to the release of WISDOM, access to population health data was fragmented and required the use of multiple data sources, many of which have limited or incomplete information. This created a need for an application that provides easy access to integrated data sources that provide a 360 degree picture of the population's health, including the role Department programs play to measure and improve it. As an automated data system, WISDOM can be expected to meet ever-increasing requests for health data without the need to increase staff.

To provide a recent example of the system's practical value, the WISDOM Substance Misuse Dashboard provides critical data points including alcohol, marijuana, misuse of prescription drugs, and opioid use. This data is used to inform statewide plans to reduce substance misuse, but also over time to allow the State to measure progress in controlling drug overdoses and deaths.

The WISDOM application is built on free or open source software. This design was chosen to reduce reliance on expensive and proprietary software. The application stores only non-protected health information: WISDOM, by design, contains neither protected health information nor personal identifiers.

Should Governor and Executive Council not authorize this Request, future development of the WISDOM application will precede, albeit at a slower pace and at greater cost due to the length of time and the amount of effort it would require for another vendor to become familiar with the application.

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

1. Achieve the target of members of the public having access to new modules as per the following 3 bullets:
   - Year 1, Socioeconomic Community Profiles, Health Equity, and Access & Utilization
   - Year 2, Emergency, and Hospital Performance
   - Year 3, Publications and Custom Dashboards

2. Achieve the target percentage of 100% of Department Programs will be provided access to WISDOM's Performance Management Application by end of year 1.

3. Complete WISDOM's Performance Management Application Phased deliverables and incrementally add new functionality.
   - Year 1, streamlined data entry and usability improvements
   - Years 2 and 3 implement the Performance Management Application phase II requirements.

4. The WISDOM System shall be available 24/7 with 95% uptime availability.

5. The vendor will supply unlimited support to the Department by telephone and/or email.

Area served: Statewide.

Source of Funds: 70% Federal from Centers for Disease Control and Prevention, and 30% General Funds. Department of Health & Human Services, Centers for Disease Control and Prevention Federal Award Identification Number (FAIN #) B01OT009037.

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

Respectfully submitted,

Marcella Jordan Bobinsky, MPH
Acting Director

Approved by:

Nicholas A. Toumpas
Commissioner