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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF ECONOMIC & HOUSING STABILITY

Lori A. Shibinette
Commissioner

Christine L. Santaniello
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 10, 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 Economic and Housing Stability, to amend an existing contract with Protech Solutions, Inc. (Vendor #172328), Little Rock, AR, to provide enhancements and continued maintenance of the New England Child Support and Enforcement System (NECSES), by increasing the price limitation by $18,920,000 from $18,512,313 to $37,432,313 with no change to the contract completion date of June 30, 2026 effective upon Governor and Council approval. 66% Federal Funds. 34% General Funds.

The original contract was the result of a Request for Proposal and approved by the Governor and Executive Council on December 2, 2015 (Item #14A), as amended on June 21, 2017 (Item #21), as amended on May 2, 2018 (Item #16), and as amended on October 31, 2018 (Item #14) and as amended on June 19, 2019 (Item 78H).

100% Other (Agency 027) Funds: The Agency Class 27, used by DHHS to reimburse DoIT for this Contract is 34% General Funds and 66% Federal Funds. Funds are anticipated to be available in the following accounts for State Fiscal Years 2022 through 2026 upon the availability and continued appropriation of funds in the future operating budgets, 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

The purpose of this request is to continue meeting the business needs of the Bureau of Child Support Services. The NECSES is a unique, automated, custom-designed system that must meet over 1,400 business requirements, including federal and state mandates and be certified by the federal Office of Child Support Enforcement (OCSE). The State must have a certified automated system for the Child Support Program in order to qualify for federal funding and avoid fiscal penalties. This amendment adds the required funds for the remainder of the contract. This will result in the contract being funded through the life cycle of the system; at this time, the contract will be put out in a Request for Proposal.

The NECSES support contract contains administrative and technical services for enhancements, maintenance and operation, testing, and training services for the application. The current contract expires on June 30, 2026. The State would benefit fiscally and in meeting program objectives by continuing these services for the anticipated life cycle of the system from the vendor that developed the system.

Should the Governor and Executive Council not approve this request, the Department will be at risk of noncompliance with federal requirements and will not have the necessary resources to continue improving its system, which leaves the Department at risk of federal financial penalties. Additionally, services will be significantly diminished resulting in families experiencing delays in receiving child support payments, which could lead to increased State expenditures for the Temporary Assistance to Needy Families, Medicaid, and SNAP benefits.

Area served: Statewide

Source of Funds: CFDA #93.563, FAIN #2101NHCSES

The Department will request General Funds in the event that Federal Funds are no longer available and services are still needed.

Respectfully submitted,

Denis Goulet
Commissioner, DOIT

Lori A. Shibinette
Commissioner

RID 59727

RFP/Contract Number: 2015-141V

DEPARTMENT OF HEALTH AND HUMAN SERVICES
FISCAL DETAILS SHEET

05-95-42-427030-5107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

66% Federal Funds,34% General Funds

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	034-500162	Capital Projects	42706130	$3,500,000.00	$0.00	$3,500,000.00
2017	034-500162	Capital Projects	42706130	$3,600,000.00	$0.00	$3,600,000.00
2018	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2019	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2020	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2021	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2022	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2023	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2024	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2025	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2026	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
			Subtotal:	**$7,100,000.00**	**$0.00**	**$7,100,000.00**

05-95-49-490510-2985 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, COMM BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM.

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2017	102-500731	Contracts for Prgm Svs	49053316	$330,000.00	$0.00	$330,000.00
2018	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2019	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2020	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2021	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2022	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2023	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2024	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2025	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2026	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
			Subtotal:	**$330,000.00**	**$0.00**	**$330,000.00**

05-95-42-427030-7929 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, BURE CHILD SUPPORT SERVICES, CHILD SUPPORT INCENTIVE FUNDS

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2018	102-500731	Contracts for Prgm Svs	42706139	$750,000.00	$0.00	$750,000.00
2019	102-500731	Contracts for Prgm Svs	42706139	$1,600,000.00	$0.00	$1,600,000.00
2020	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2021	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2022	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2023	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2024	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2025	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00

2026	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
			Subtotal:	**$2,350,000.00**	**$0.00**	**$2,350,000.00**

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

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	046-500465	Consultants	3950174	$102,813.00	$0.00	$102,813.00
2017	046-500465	Consultants	3950174	$590,000.00	$0.00	$590,000.00
2018	046-500465	Consultants	3950174	$705,500.00	$0.00	$705,500.00
2019	046-500465	Consultants	3950174	$744,000.00	$0.00	$744,000.00
2020	046-500465	Consultants	3950174	$3,310,000.00	$0.00	$3,310,000.00
2021	046-500465	Consultants	3950174	$3,280,000.00	$0.00	$3,280,000.00
2022	046-500465	Consultants	3950330	$0.00	$3,400,000	$3,400,000
2023	046-500465	Consultants	3950330	$0.00	$3,600,000	$3,600,000
2024	046-500465	Consultants	3950330	$0.00	$3,780,000	$3,780,000
2025	046-500465	Consultants	3950330	$0.00	$3,970,000	$3,970,000
2026	046-500465	Consultants	3950330	$0.00	$4,170,000	$4,170,000
			Subtotal:	**$8,732,313.00**	**$18,920,000.00**	**$27,652,313.00**
			Total:	**$18,512,313.00**	**$18,920,000.00**	**$37,432,313.00**

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 25, 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 enter into a **sole source** contract amendment with Protech Solutions, Inc. (Vendor #172328), of Little Rock, AR as described below and referenced as DoIT No. 2015-141E.

> The purpose of this request is to allow Protech Solutions to continue to provide enhancements, and continued support and maintenance of the New England Child Support and Enforcement System (NECSES). This amendment contains administrative and technical services for enhancements, maintenance and operation, testing, and training services for the application.
>
> The funding amount for this amendment is $18,920,000, increasing the current contract from $18,512,313 to $37,432,313 with no change to the contract completion date of June 30, 2026 effective upon Governor and Council approval.

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 #2015-141E
RID: 59727
cc: Michael Williams, IT Manager, DoIT

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT V

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #2015-141, on December 2, 2015, Item #14A and amended on June 21, 2017, Item #21, May 2, 2018, Item #16, October 31, 2018 Item #14, June 19, 2019 Item #78H (herein after referred to as the "Agreement"), Protech Solutions, Inc. (hereinafter referred to as "Vendor") agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Health and Human Services, Bureau of Child Support Services (hereinafter referred to as the "Department"), acting for the benefit of the Agency, certain sums as specified therein; and

WHEREAS, pursuant to Form P-37 General Provisions, Paragraph 18, Amendment, the Agreement may be amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council; and

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

WHEREAS, the Department wishes to increase the price limitation to ensure continued technical services and enhancements; and

WHEREAS, the Department and the Vendor wish to increase the Contract Price Limitation by $18,920,000 from $18,512.313 to $37,432,313; and

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

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

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

   $37,432,313.

2. The Agreement is further amended as described in Table 1:

Table 1

Contract #2015-141 Part 2	AMENDED TEXT
Section 2.2 , Non Exclusive, Not to Exceed Contract, Paragraph 3	Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed the amount specified in Form P-37 General Provisions, Block 1.8, Price Limitation. .

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT V

3. The Agreement is further amended as described in Table 2: Exhibit B, Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Subsection 1.1, Not to Exceed, to read:

Table 2

Contract #2015-141 Part 3	AMENDED TEXT
Exhibit B, Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Subsection 1.1, Not to Exceed, paragraph 1 to read:	This is Not to Exceed (NTE) Contract totaling the amount specified in Form P-37 General Provisions, Block 1.8 Price Limitation for the period between the Effective Date through the date specified in Form P-37. General Provisions, Block 1.7, Completion Date. Protech Solutions, Inc. shall be responsible for performing its obligations in accordance with the Contract. The Contract will allow Protech Solutions, Inc., to invoice the State for the following Activities, Deliverables or Milestones, appearing in the price and payment tables below.

4. The Agreement is further amended as described in Table 3: Exhibit B, Price and Payment Schedule, Section 2, Total Contract Price, to read:

Table 3

Contract #2015-141 Part 3	AMENDED TEXT
Exhibit B- Price and Payment Schedule, Section 2, Total Contract Price	Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount specified in Form P-37 General Provisions, Block 1.8 Price Limitation (Total Contract Price). The payment by the State of the Total Contract Price shall be the complete and only reimbursement to Protech Solutions, Inc., for all fees and expenses, of whatever nature, incurred by Protech Solutions, Inc. in the performance hereof. PHASE I, Planning and Design .....$198,000.00 PHASE II, Development and Implementation .....$6,902,000.00 NECSES 2.0 Maintenance and Operations.....$30,002,313.00 Multi-System Dashboard-HEIGHTS, NECSES, BRIDGES & OPTIONS .....$330,000.00 **Contract Total** **$37,432,313** 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.

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT V

Table 4 CONTRACT HISTORY

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2015-141	Original Contract	12/02/2015 Item #14A	09/30/2017	$7,940,313.00
2015-141 Amendment 1	1st Amendment	06/21/2017 Item #21	09/30/2017	$1,818,000.00
2015-141 Amendment 2	2nd Amendment	05/02/2018 Item #16	09/30/2019	$750,000,00
2015-141 Amendment 3	3rd Amendment	10/31/18 Item #14	09/30/2019	$1,600,000.00
2015-141 Amendment 4	4th Amendment	06/19/19 Item #78H	06/30/2026	$6,404,000.00
2015-141 Amendment 5	5th Amendment	To Be Determined	06/30/2026	$18,920,000.00
			CONTRACT TOTAL	$37,432,313

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT V

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

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

DocuSigned by:
Shiva Dunuru
E59A15466B7141A...
Protech Solutions, Inc.

Date: 5/19/2021

State of New Hampshire

DocuSigned by:
Christine Santaniello
9D6054FFECED4B4...
State of New Hampshire

Date: 5/23/2021

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT V

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

Approved by the Attorney General

DocuSigned by:
D9CA9202E32C4AE...

State of New Hampshire, Department of Justice

Date: 5/25/2021

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

By: _____

Title: _____

Date: _____

DocuSign Envelope ID: 81555CB7-55D8-4189-AB7B-4423356AB83B

State of New Hampshire

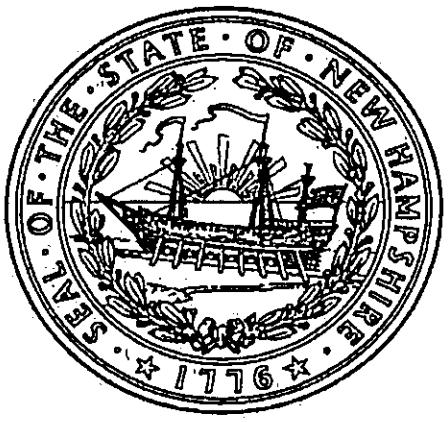
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that PROTECH SOLUTIONS, INC. is a Arkansas Profit Corporation registered to transact business in New Hampshire on January 16, 2004. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **462250**

Certificate Number: **0005367332**



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 13th day of May A.D. 2021.

William M. Gardner
Secretary of State

CERTIFICATE OF AUTHORITY

I, Satish Garimalla, hereby certify that:
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected ~~Clerk/Secretary~~/Officer of Protech Solutions, Inc.
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on May 18,, 2021, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Satish Garimalla, CEO or Shiva Duvvuru, CFO (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of Protech Solutions, Inc to enter into contracts or agreements with the State
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority **remains valid for thirty (30)** days from the date of this Certificate of Authority. 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: May 19, 2021

Signature of Elected Officer
Name: Satish Garimalla
Title: CEO

DocuSign Envelope ID: 81555CB7-55D8-4189-AB7B-4423356AB83B

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/9/2020

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 be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Stephens Insurance, LLC
PO Box 3507
Little Rock AR 72203-3507

CONTACT NAME: Felecia Prince
PHONE (A/C, No, Ext): (800)852-5053 FAX (A/C, No): (501)377-2470
E-MAIL ADDRESS: felecia.prince@stephens.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: The Phoenix Insurance Company	25623
INSURER B: Charter Oak Fire Insurance Company	25615
INSURER C: Travelers Property Casualty Company of	25674
INSURER D:	
INSURER E:	
INSURER F:	

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

COVERAGES CERTIFICATE NUMBER: 20-21 Master 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 OTHER:			630-7H457126	11/1/2020	11/1/2021	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							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 ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS HA-Phys Dam			BA0L840128	11/1/2020	11/1/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Hired Car Phys Dam Deductible	$ 1,000
C	X UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			CUP7H507030	11/1/2020	11/1/2021	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB7H426912	11/1/2020	11/1/2021	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	Tech E & O/Cyber Retention $25,000			ZPL51M70820	11/1/2020	11/1/2021	Aggregate-See Additional Remarks	6,000,000
							Third Party Liability	6,000,000

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

CERTIFICATE HOLDER

(603)271-8431 Lisa.Pollard@dhhs.nh.gov

NH Department of Health and Human Service
Contracts Unit
Attn: Lisa Pollard
129 Pleasant Street
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

Ted Grace/PRFE

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF ECONOMIC & HOUSING STABILITY
BUREAU OF CHILD SUPPORT SERVICES

Jeffrey A. Meyers
Commissioner

Christine L. Santaniello
Director

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

May 22, 2019

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 Economic & Housing Stability, to amend an existing **sole source** agreement with Protech Solutions, Inc. (Vendor #172328), 303 West Capitol Avenue, suite 330, Little Rock, AR to provide enhancement and continued maintenance of the New England Child Support and Enforcement System (NECSES) by increasing the price limitation by $6,404,000.00 from $12,108,312.50 to $18,512,312.50 and by extending the contract completion date from October 1, 2019 to June 30, 2026 effective upon Governor and Executive Council approval. 66% Federal Funds. 34% General Funds.

The original contract was approved by the Governor and Executive Council on December 2, 2015 (Item #14A), as amended on June 21, 2017 (Item #21), as amended on May 2, 2018 (Item #16), and as amended on October 31, 2018 (Item #14).

Funds to support this request are anticipated to be available in the following accounts in State Fiscal Years 2020 and 2021 upon the availability and continued appropriation of funds in the future operating budget with the ability to adjust encumbrances between state fiscal years through the Budget Office.

EXPLANATION

This agreement is **sole source** because Amendment #3 to the agreement added funding in excess of 10% of the original contract value.

The purpose of this request is to continue meeting the business needs of the Bureau of Child Support Services. The NECSES is a unique, automated, custom-designed system that must meet over 1,400 business requirements, including federal and state mandates and be certified by the federal Office of Child Support Enforcement (OCSE). The NECSES has passed one of two federal certification levels and is presently undergoing the final evaluation. The State must have a certified automated system for the Child Support Program in order to qualify for federal funding and avoid fiscal penalties.

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The originating contract was the product of a competitive bidding process in which Protech Solutions, Inc. was the awarded vendor in October 2015.

For the following reasons, the Department is extending the contract to June 30, 2026.

1. The Department has invested over $12 million in the design, development, and deployment of its current functionality with a single vendor Protech Solutions, Inc. This six year extension will allow the Department to realize a return on this investment prior to re-procuring a new system.

2. This contract contains the maintenance and operations costs associated with the system and will ensure that the system continues to provide services and is compliant with current federal and state mandates.

3. To reduce programmatic, budgetary, and system functionality risk by utilizing the knowledge and systems implemented over the last four years and continuing to maintain and operate the system. Re-procurement of the current NECSES contract prior to the end of its life cycle will generate greater and unnecessary expenses for the State including costs associated with the re-procurement process, transition (including system analysis and acquisition of current functionality by a new vendor) followed by redesign, redevelopment, retesting, and retraining of staff.

4. Reduce risk associated with federal non-compliance and penalties by continuing to maintain the recently certified system.

5. Reduce impact on staffing by extending the contract out to coincide with a planned replacement allowing staff to focus on the service offerings and scheduling the re-procurement effort with the planned replacement.

6. This extension is expect to increase the State's cost-effectiveness rate, measured by federal regulation, which directly impacts qualification for and the amount of federal incentive award funds based on performance. Greater cost-effectiveness leads to greater incentive awards allowing the Department to invest funding entirely in planned functionality improvements and support.

The NECSES support contract contains administrative and technical services for enhancements, maintenance and operation, testing, and training services for the application. The current contract expires on September 30, 2019. The State would benefit fiscally and in meeting program objectives by continuing these services for the anticipated life cycle of the system from the vendor that developed that system.

The Department is requesting an extension of the NECSES contract with ProTech Inc. from October 1, 2019 to June 30, 2026. This will allow the Department to work with the vendor that designed and developed the system to maintain and operate it through the remainder of its expected useful life.

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05-95-42-427030-5107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	034-500162	Capital Projects	42706130	$3,500,000.00	$0.00	$3,500,000.00
2017	034-500162	Capital Projects	42706130	$3,600,000.00	$0.00	$3,600,000.00
2018	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2019	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2020	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2021	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2022	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2023	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2024	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2025	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2026	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
			Subtotal:	**$7,100,000.00**	**$0.00**	**$7,100,000.00**

05-95-49-490510-2985 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM.

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2017	102-500731	Contracts for Prgm Svs	49053316	$330,000.00	$0.00	$330,000.00
2018	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2019	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2020	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2021	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2022	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2023	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2024	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00

2025	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2026	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
			Subtotal:	**$330,000.00**	**$0.00**	**$330,000.00**

05-95-42-427030-7929 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, BUREAU OF CHILD SUPPORT SERVICES, CHILD SUPPORT INCENTIVE FUNDS

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2018	102-500731	Contracts for Prgm Svs	42706139	$750,000.00	$0.00	$750,000.00
2019	102-500731	Contracts for Prgm Svs	42706139	$1,600,000.00	$0.00	$1,600,000.00
2020	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2021	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2022	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2023	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2024	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2025	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
2026	102-500731	Contracts for Prgm Svs	42706139	$0.00	$0.00	$0.00
			Subtotal:	**$2,350,000.00**	**$0.00**	**$2,350,000.00**

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

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	046-500465	Consultants	03950174	$102,812.50	$0.00	$102,812.50
2017	046-500465	Consultants	03950174	$590,000.00	$0.00	$590,000.00
2018	046-500465	Consultants	03950174	$705,500.00	$0.00	$705,500.00
2019	046-500465	Consultants	03950174	$744,000.00	$0.00	$744,000.00
2020	046-500465	Consultants	03950174	$186,000.00	$3,124,000.00	$3,310,000.00
2021	046-500465	Consultants	03950174	$0.00	$3,280,000.00	$3,280,000.00
2022	046-500465	Consultants	03950174	$0.00	$0.00	$0.00

2023	046-500465	Consultants	03950174	$0.00	$0.00	$0.00
2024	046-500465	Consultants	03950174	$0.00	$0.00	$0.00
2025	046-500465	Consultants	03950174	$0.00	$0.00	$0.00
2026	046-500465	Consultants	03950174	$0.00	$0.00	$0.00
			Subtotal:	**$2,328,312.50**	**$6,404,000.00**	**$8,732,312.50**
			Total:	**$12,108,312.50**	**$6,404,000.00**	**$18,512,312.50**

Contracts for the NECSES support have been and will remain competitive. The original contract for the NECSES Enhancement project was approved by Governor and Executive Council in 2011 after a meticulous and comprehensive procurement process. The process was the result of several years of preparation during which the State studied the actions of other states and negotiated with its federal authorities that approved the plan. The evaluation criteria established in the Request for Proposals included quality of the proposed solution, vendor technical expertise and capacity to deliver the solution, vendor experience in delivering similar implementations, and cost. Proposals were scored by an Evaluation Committee comprised of DHHS Bureau of Child Support Services and Department of Information Technology personnel.

Prior to the end of the NECSES life cycle, anticipated in 2026, the State intends to reevaluate the life cycle status to determine if the system continues to maintain its value and can still be supported in the industry and determine if an extension of the contract should continue or re-procurement pursued.

The Bureau of Child Support Services, in compliance with state statute and federal regulations, assists families with children by locating parents, establishing paternity (legal fatherhood), establishing, enforcing and modifying legal orders for financial and medical support, and collecting and disbursing approximately $77.8 million dollars annually on behalf of approximately 41,033 children.

Area Served: Statewide; 41,033 children impacted by this contract.

Source of Funds: 66% Federal Funds, 34% General Funds from the CFDA #93.778 TITLE

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In the event that Federal Funds become no longer available, no further general funds will be requested to support this program.

Respectfully submitted,

Denis Goulet
Commissioner
Department of Information Technology

Approved by:
Jeffrey A. Meyers
Commissioner

DocuSign Envelope ID: 81555CB7-55D8-4189-AB7B-4423356AB83B

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
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www.nh.gov/doit

Denis Goulet
Commissioner

June 6, 2019

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

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a **sole source** contract amendment with Protech Solutions, Inc. (Vendor #172328), of Little Rock, AR as described below and referenced as DoIT No. 2015-141D.

> The purpose of this request is to enter into a **sole source** contract amendment with Protech Solutions to continue to provide enhancements and continued support and maintenance of the New England Child Support and Enforcement System (NECSES). This amendment contains administrative and technical services for enhancements, maintenance and operation, testing, and training services for the application.
>
> The funding amount for this amendment is $6,404,000.00, increasing the current contract from $12,108,312.50 to $18,512,312.50 and by extending the completion date to June 30, 2026 from the original completion date of October 1, 2019, effective upon Governor and Executive Council approval through June 30, 2026.

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 #2015-141D
RID: 42923 / 20551
cc: Bruce Smith, IT Manager, DoIT

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT IV

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #2015-141, on December 2, 2015, Item #14A and amended on June 21, 2017, Item #21, May 2, 2018, Item #16 and October 31, 2018 Item #14 (herein after referred to as the "Agreement"), Protech Solutions, Inc. (hereinafter referred to as "Vendor") agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Health and Human Services, Bureau of Child Support Services (hereinafter referred to as the "Department"), acting for the benefit of the Agency, certain sums as specified therein; and

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

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

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

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
   June 30, 2026.

2. Form P-37 General Provisions, Block 1.8, Price Limitation, to read:
   $18,512,312.50.

3. The Agreement is further amended as described in Table 1: Contract Agreement Part 2, Section 2 Compensation, Subsection 2.2, Non Exclusive, Not to Exceed Contract, Paragraph 3 to read:

Table 1

Contract #2015-141 Part 2	**AMENDED TEXT**
Section 2.2 , Non Exclusive, Not to Exceed Contract, Paragraph 3	Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed $18,512,312.50.

4. The Agreement is further amended as described in Table 2: Exhibit B, Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Subsection 1.1; Not to Exceed, to read:

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT IV

Table 2

Contract #2015-141 Part 3	AMENDED TEXT
Exhibit B, Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Subsection 1.1, Not to Exceed, paragraph 1 to read:	This is Not to Exceed (NTE) Contract totaling $18,512,312.50 for the period between the Effective Date through June 30, 2026. Protech Solutions, Inc. shall be responsible for performing its obligations in accordance with the Contract. The Contract will allow Protech Solutions, Inc., to invoice the State for the following Activities, Deliverables or Milestones, appearing in the price and payment tables below.

5. The Agreement is further amended as described in Table 3: Exhibit B, Price and Payment Schedule, Section 2, Total Contract Price, to read:

Table 3

Contract #2015-141 Part 3	AMENDED TEXT
Exhibit B-Price and Payment Schedule, Section 2, Total Contract Price	Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $18,512,312.50 (Total Contract Price). The payment by the State of the total Contract price shall be in the only, and the complete reimbursement to Protech Solutions, Inc., for all fees and expenses, of whatever nature, incurred by Protech Solutions, Inc. in the performance hereof. PHASE I, Planning and Design .....$198,000,00 PHASE II, Development and Implementation .....$6,902,000.00 NECSES 2.0 Maintenance and Operations.....$11,082,312.50 Multi-System Dashboard-HEIGHTS, NECSES, BRIDGES & OPTIONS .....$330,000.00 **Contract Total $18,512,312.50** 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.

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT IV

6. The Agreement is further amended as described in Table 4: Contract Agreement Part 2, Section 11, Use of State's Information, Confidentiality, Subsection 11.2, State Confidential Information, Paragraph 4 to read:

Table 5 CONTRACT HISTORY

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2015-141	Original Contract	12/02/2015 Item #14A	09/30/2017	$7,940,312.50
2015-141 Amendment 1	1st Amendment	06/21/2017 Item #21	09/30/2017	$1,818,000.00
2015-141 Amendment 2	2nd Amendment	05/02/2018 Item #16	09/30/2019	$750,000.00
2015-141 Amendment 3	3rd Amendment	10/31/18 Item #14	09/30/2019	$1,600,000.00
2015-141 Amendment 3	4th Amendment	To Be Determined	06/30/2026	$6,404,000.00
			CONTRACT TOTAL	**$18,512,312.50**

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT IV

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

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

Nagaraj Garimalla, Director
Protech Solutions, Inc.

Date: 05/17/2019

Corporate Signature Notarized:

STATE OF Nevada

COUNTY OF Carson

On this the 17th day of May, 2019, before the undersigned officer, personally appeared the person identified directly above, or satisfactory proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

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

Elizabeth Heaton
Notary Public/Justice of the Peace

My Commission Expires: 11/9/2022

(SEAL)

ELIZABETH HEATON
NOTARY PUBLIC
STATE OF NEVADA
No. 15-1041-3 My Appt. Exp. Nov. 9, 2022

State of New Hampshire

Christine Santaniello
Director
Division of Economic & Housing Stability

Date: 5/22/19

STATE OF NEW HAMPSHIRE
BUREAU OF CHILD SUPPORT SERVICES
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT
CONTRACT 2015-141
CONTRACT AMENDMENT IV

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

Approved by the Attorney General

Liz M. Egan

State of New Hampshire, Department of Justice

Date: 6/5/2019

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

By: _____

Title: _____

Date: _____

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF CHILD SUPPORT SERVICES

Jeffrey A. Meyers
Commissioner

Karen E. Hebert
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-4745 1-800-852-3345 Ext. 4745
Fax: 603-271-4787 TDD Access: 1-800-735-2964
Automated Voice Response: 1-800-371-8844
www.dhhs.nh.gov/dcss

October 1, 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 Child Support Services, to enter into a sole source amendment to an agreement with Protech Solutions, Inc. (Vendor #172328), 303 West Capitol Avenue, suite 330, Little Rock, AR to provide enhancement and continued maintenance of the New England Child Support and Enforcement System (NECSES) by increasing the price limitation by $1,600,000.00 from $10,508,312.50 to $12,108,312.50, with no change to the completion date of September 30, 2019, effective upon Governor and Executive Council approval.

This agreement was originally approved by Governor and Executive Council on December 2, 2015 (Item #14A) and amended on June 21, 2017 (Item #21) and May 2, 2018 (Item #16). 100% Other Funds.

Funding is available in the following accounts in State Fiscal Years 2016, 2017, 2018 and 2019 and anticipated to be available in State Fiscal Year 2020 upon the availability and continued appropriation of funds in the future operating budget with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, without further approval from the Governor and Executive Council, if needed and justified.

05-95-42-427030-5107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	034-500162	Capital Projects	42706130	$3,500,000.00	$0.00	$3,500,000.00
2017	034-500162	Capital Projects	42706130	$3,600,000.00	$0.00	$3,600,000.00
2018	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
2019	034-500162	Capital Projects	42706130	$0.00	$0.00	$0.00
			SubTotal:	$7,100,000.00	$0.00	$7,100,000.00

05-95-49-490510-2985 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM.

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2017	102-500731	Contracts for Prgm Svs	49053316	$330,000.00	$0.00	$330,000.00
2018	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
2019	102-500731	Contracts for Prgm Svs	49053316	$0.00	$0.00	$0.00
			SubTotal:	$330,000.00	$0.00	$330,000.00

05-95-42-427030-7929 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, CHILD SUPPORT INCENTIVE FUNDS

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2018	102-500731	Contracts for Prgm Svs	42706139	$750,000.00	$0.00	$750,000.00
2019	102-500731	Contracts for Prgm Svs	42706139	$0.00	$1,600,000.00	$1,600,000.00
			Subtotal:	$750,000.00	$1,600,000.00	$2,350,000.00

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

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	046-500465	Consultants	03950174	$102,812.50	$0.00	$102,812.50
2017	046-500465	Consultants	03950174	$590,000.00	$0.00	$590,000.00
2018	046-500465	Consultants	03950174	$705,500.00	$0.00	$705,500.00
2019	046-500465	Consultants	03950174	$744,000.00	$0.00	$744,000.00
2020	046-500465	Consultants	03950174	$186,000.00	$0.00	$186,000.00
			SubTotal:	$2,328,312.50	$0.00	$2,328,312.50
			Total:	$10,508,312.50	$1,600,000.00	$12,108,312.50

EXPLANATION

This agreement is sole source because the amount of funding added to the agreement exceeds 10% of the original contract value.

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The purpose of this request is to increase funds to provide of necessary upgrades, enhancement and maintenance for the New England Child Support Enforcement System (NECSES). The New England Child Support Enforcement System was implemented in 1990 to support efficient business and technical requirements for the Division of Child Support Services. The process of upgrading, enhancements, and maintenance of the New England Child Support Enforcement System to a modern standard is extensive and continuous.

The Division of Child Support Services, in compliance with state statute and federal regulations, assist families with children by establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing approximately eighty million dollars ($80,000,000) in child support on behalf of approximately fifty thousand (50,000) children.

Notwithstanding any other provision of the Contract to the contrary, no services shall continue 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.

Should the Governor and Executive Council not approve this request, the Division of Child Support Services would not have an adequate system to provide services required by state statute and federal regulations, which may result in an increase of families with young children requiring assistance through the Temporary Assistance to Needy Families, Medicaid, and Food Stamp Programs negatively impacting the State budgets.

Area Served: Statewide

Source of Funds: 100% Other Funds CFDA #93.778 TITLE

In the event that Federal Funds become no longer available, no further general funds will be requested to support this program.

Respectfully submitted,

Karen E. Hebert
Director

Denis Goulet
Commissioner
Department of Information Technology

Approved by: Jeffrey A. Meyers
Commissioner

DocuSign Envelope ID: 81555CB7-55D8-4189-AB7B-4423356AB83B

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
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www.nh.gov/doit

Denis Goulet
Commissioner

October 17, 2018

Jeffrey A. Meyers
Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Protech Solutions, Inc., as described below and referenced as DoIT No. 2015-141C.

> The purpose of this contract amendment is for the upgrade, enhancement and continued maintenance of the New England Child Support and Enforcement System (NECSES). The upgrade will provide for new federal mandates including numerous additional federal forms for interstate and international case processing, modifications to the federal Income Withholding Order (IWO) sent to employers, modifications to the Deficit Reduction Act child support services annual fee and IWO payment processing.
>
> The amount of the contract amendment is $1,600,000 increasing the contract price from $10,508,312.50 to $12,108,312.50. The amendment shall be effective upon Governor and Executive Council approval through September 30, 2019.

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/ik
DoIT #2015-141C
cc: Bruce Smith, IT Manager, DoIT

DocuSign Envelope ID: 81555CB7-55D8-4189-AB7B-4423356AB83B

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF HUMAN SERVICES

DIVISION OF CHILD SUPPORT SERVICES

Jeffrey A. Meyers
Commissioner

Mary S. Weatherill
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4745 1-800-852-3345 Ext. 4745
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Automated Voice Response 1-800-371-6844

March 21, 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 Child Support Services, to amend an existing agreement with Protech Solutions, Inc. (Vendor #172328), 303 West Capitol Avenue, suite 330, Little Rock, AR to provide enhancement and continued maintenance of the New England Child Support and Enforcement System (NECSES) by increasing the price limitation by $750,000.00 from $9,758,312.50 to $10,508,312.50, with no change to the completion date of September 30, 2019, effective upon Governor and Executive Council approval. 100% Other Funds.

The Governor and Executive Council approved the original contract on December 2, 2015 (Item #14A), and Amendment 1 on June 21, 2017 (Item#21).

Funds to support this request are anticipated to be available in the following accounts in State Fiscal Years 2018, 2019, and 2020, upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-42-427030-5107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	034-500162	Capital Projects	42706130	$3,500,000.00	$0	$3,500,000.00
2017	034-500162	Capital Projects	42706130	$3,600,000.00	$0	$3,600,000.00
			SubTotal:	$7,100,000.00	$0	$7,100,000.00

05-95-49-490510-2985 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM.

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2017	102-500731	Contracts for Prgm Svs	49053316	$330,000.00	$0	$330,000.00
			SubTotal:	$330,000.00	$0	$330,000.00

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05-95-42-427030-7929 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, CHILD SUPPORT INCENTIVE FUNDS

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2018	102-500731	Contracts for Prgm Svs	42706139	$0	$750,000.00	$750,000.00
			SubTotal:	$0	$750,000.00	$750,000.00

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

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	046-500465	Consultants	03950174	$102,812.50	$0	$102,812.50
2017	046-500465	Consultants	03950174	$590,000.00	$0	$590,000.00
2018	046-500465	Consultants	03950174	$705,500.00	$0	$705,500.00
2019	046-500465	Consultants	03950174	$744,000.00	$0	$744,000.00
2020	046-500465	Consultants	03950174	$186,000.00	$0	$186,000.00
			SubTotal:	$2,328,312.50	$0	$2,328,312.50
			Total:	$9,758,312.50	$750,000.00	$10,508,312.50

EXPLANATION

The purpose of this amendment is to include additional funds for the provision of necessary upgrades, enhancements and maintenance for the New England Child Support Enforcement System (NECSES). The New England Child Support Enforcement System was implemented in 1990 to support efficient business and technical requirements for the Division of Child Support Services. The process of upgrading, enhancements, and maintenance of the New England Child Support Enforcement System to a modern standard is extensive and continuous.

The Division of Child Support Services, in compliance with state statute and federal regulations, assists families with children by establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing over eighty-five million dollars ($85,000,000) in child support on behalf of approximately forty-three thousand (43,000) children.

This contract was competitively bid. This contract contains language which allows the Department the option to extend the contract for up to six (6) additional years, subject to continued availability of funds, satisfactory performance of services, and approval by Governor and Executive Council.

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

Should the Governor and Executive Council not approve this request, the Division of Child Support Services would not have an adequate system to provide services required by state statute and federal regulations which may result in an increase of families with young children requiring assistance

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through the Temporary Assistance to Needy Families, Medicaid, and Food Stamp Programs further stressing the State budgets.

Area Served: Statewide

Source of Funds: 100% Other Funds CFDA #93.778

In the event that Federal Funds become no longer available, no further general funds will be requested to support this program.

Respectfully submitted,

Mary S. Weatherill

Mary S. Weatherill
Director

Jeffrey Meyers

Approved by: Jeffrey A. Meyers
Commissioner

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

Denis Goulet
Commissioner

March 21, 2018

Jeffrey A. Meyers
Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Protech Solutions, Inc., as described below and referenced as DoIT No. 2015-141B.

This request is to amend the contract with Protech Solutions, Inc. for the purpose of upgrading, enhancing and maintaining the New England Child Support and Enforcement System (NECSES).

The amount of the contract amendment is $750,000.00 increasing from $9,758,312.50 to $10,508,312.50. The amendment shall be effective upon Governor and Executive Council approval through September 30, 2019.

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/ik
DoIT #2015-141B
cc: Bruce Smith, IT Manager, DoIT

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF HUMAN SERVICES

Jeffrey A. Meyers
Commissioner

Maureen U. Ryan
Director of Human Services

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9646 1-800-852-3345 Ext. 9546
FAX: 603-271-4232 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 1, 2017

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 Child Support Services, to amend an existing agreement with Protech Solutions, Inc. (Vendor #172328), 303 West Capitol Avenue, Suite 330, Little Rock, AR to provide enhancements to and continued maintenance of the New England Child Support and Enforcement System (NECSES) by increasing the price limitation by $1,818,000.00 from $7,940,312.50 to $9,758,312.50 and extending the contract completion date from September 30, 2017, to September 30, 2019, effective upon Governor and Executive Council approval. 66% Federal Funds. 34% General Funds.

Funds to support this request are anticipated to be available in the following accounts in State Fiscal Years 2018, 2019 and 2020 upon the availability and continued appropriation of funds in the future operating budget with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-42-427030-5107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	034-500162	Capital Projects	42706130	$3,500,000.00	$0	$3,500,000.00
2017	034-500162	Capital Projects	42706130	$3,600,000.00	$0	$3,600,000.00
			SubTotal:	$7,100,000.00	$0	$7,100,000.00

05-95-49-490510-2985 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, COMMUNITY BASED CARE SERVICES, BALANCE INCENTIVE PROGRAM.

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2017	102-500731	Contracts for Prgm Svs	49053316	$0	$330,000.00	$330,000.00
			SubTotal:	$0	$330,000.00	$330,000.00

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

SFY	Class	Title	Activity Code	Current Budget	Increase/ Decrease	Modified Budget
2016	046-500465	Consultants	03950174	$102,812.50	$0	$102,812.50
2017	046-500465	Consultants	03950174	$590,000.00	$0	$590,000.00
2018	046-500465	Consultants	03950174	$147,500.00	$558,000.00	$705,500.00
2019	046-500465	Consultants	03950174	$0	$744,000.00	$744,000.00
2020	046-500465	Consultants	03950174	$0	$186,000.00	$186,000.00
			SubTotal:	$840,312.50	$1,488,000.00	$2,328,312.50
			Total:	$7,940,312.50	$1,818,000.00	$9,758,312.50

EXPLANATION

The purpose of this amendment is to extend contract services for an additional two years for the provision of necessary upgrades, enhancements, and continued maintenance for the New England Child Support Enforcement System (NECSES). Enhancements include the design and development of an interface in order to provide Client information from the New England Child Support Enforcement System application to the Multi-System Dashboard. The New England Child Support Enforcement System was implemented in 1990 to support efficient business and technical requirements for the Division of Child Support Services. The system is utilized as the program's automated business application tool, as mandated by Federal Regulations. The process of upgrading, enhancements, and maintenance of the New England Child Support Enforcement System to a modern standard is extensive and continuous.

The Division of Child Support Services, in compliance with State statute and Federal regulations, assist families with children by establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing over eighty-five million dollars ($85,000,000) in child support on behalf of approximately forty-three thousand (43,000) children.

The original contract was competitively bid and contained language to allow the Department the option to extend the contract for up to six (6) additional years, subject to continued availability of funds, satisfactory performance of services, and approval by Governor and Executive Council. This vendor has fulfilled all of the requirements of the original contract and the Department is satisfied with their continued performance.

Should the Governor and Executive Council not approve this request, the Division of Child Support Services may not have an adequate system to provide services required by state statute and federal regulations which could result in an increase of families with young children requiring assistance through the Temporary Assistance to Needy Families, Medicaid, and Food Stamp Programs, further stressing the State budgets.

Area Served: Statewide

Source of Funds: 66% Federal Funds, 34% General Funds from the CFDA #93.778 Medical Assistance Program, CFDA #96.563

In the event that Federal Funds become no longer available, no further general funds will be requested to support this program.

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Respectfully submitted,

Maureen U. Ryan
Director

Approved by:

Jeffrey A. Meyers
Commissioner

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

Denis Goulet
Commissioner

May 31, 2017

Jeffrey A. Meyers
Commissioner
State of New Hampshire
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301-3857

Dear Commissioner Meyers:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Protech Solutions, Inc., as described below and referenced as DoIT No. 2015-141A.

The purpose of the contract amendment is for the vendor to provide enhancements and continued maintenance of the New England Child Support and Enforcement System (NECSES). Enhancements include the design and development of an interface to provide Client Information from the NECSES application to the Multi-System Dashboard.

The amount of the contract is $1,818,000 increasing from $7,940,312.50 to $9,758,312.50 and extending the contract completion date from September 30, 2017 to September 30, 2019 effective upon Governor and Executive Council approval.

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/mh
DoIT #2015-141A
RID #20551
cc: Bruce Smith, IT Manager, DoIT

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF HUMAN SERVICES

DIVISION OF CHILD SUPPORT SERVICES

Nicholas A. Toumpas
Commissioner

Mary S. Westberrill
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4745 1-800-852-3345 Ext. 4745
FAX: 603-271-4787 TDD Access: 1-800-735-2964 www.dhhs.nh.gov
Automated Voice Response 1-800-371-6844

October 30, 2015

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Child Support Services to enter into an agreement with Protech Solutions, Inc. (Vendor #172328) 303 West Capitol Avenue, Suite 330, Little Rock, AR 72201, to provide upgrades, enhancement and maintenance of the New England Child Support System in an amount not to exceed $7,940,312.50 effective upon Governor and Executive Council approval through September 30, 2017. 66% Federal Funds, 34% General Funds.

Funds to support this request are anticipated to be available in the following account in State Fiscal Year 2016, State Fiscal Year 2017 and State Fiscal Year 2018 upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified.

05-95-42-427030-6107 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, DIV OF CHILD SUPPORT SERVICES, 15-220:1-VII-G-CHILD SUPPORT

SFY	Class/Object	Class Title	Activity Code	Amount
2016	034-500162	Capital Projects	42706130	$ 3,500,000.00
2017	034-500162	Capital Projects	42706130	$ 3,600,000.00
			Sub-Total	$ 7,100,000.00

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

SFY	Class/Object	Class Title	Activity Code	Amount
2016	046-500465	Consultants	03950174	$ 102,812.50
2017	046-500465	Consultants	03950174	$ 590,000.00
2018	046-500465	Consultants	03950174	$ 147,500.00
			Sub-Total	$ 840,312.50
			TOTAL	$ 7,940,312.50

EXPLANATION

The purpose of this agreement is to provide necessary upgrades, enhancement and maintenance to the current New England Child Support Enforcement System (NECSES). The New England Child Support Enforcement System was implemented in 1990 to support efficient business and technical requirements for the Division of Child Support Services. The process of upgrading, enhancement and maintenance of the New England Child Support Enforcement System to a modern standard is extensive and continuous.

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The Division of Child Support Services, in compliance with state statute and federal regulations, assist families with children by establishing paternity orders, establishing and enforcing financial and medical orders issued by the courts, locating non-custodial parents, and collecting and disbursing over eighty-five million dollars ($85,000,000) in child support on behalf of approximately forty-three thousand children (43,000).

On June 16, 2015 the Department issued a Request for Proposals to solicit proposals to provide upgrades, enhancement and maintenance to the New England Child Support Enforcement System. The request was available on the Department of Health and Human Services website from June 16, 2015 through August 3, 2015. Two proposals were received.

The proposals were evaluated by a team of individuals with extensive technical and program knowledge. Protech Solutions, Inc. was selected. The bid summary is attached.

This contract contains language that allows the Department to extend the Contract for up to six (6) additional years, subject to continued availability of funds, satisfactory performance of services, and approval by Governor and Executive Council.

Should the Governor and Executive Council not approve this request, the Division of Child Support Services would not have an adequate system to provide services required by state statute and federal regulations which may result in an increase of families with young children requiring assistance through the Temporary Assistance to Needy Families, Medicaid and Food Stamp Programs further stressing the State budgets.

Area Served: Statewide

Source of Funds: 66% Federal Funds, 34% General Funds

In the event that federal funds become no longer available, no further general funds will be requested to support this program.

Respectfully submitted,

Mary Ann Cooney
Associate Commissioner

Mary S. Weatherill

Mary S. Weatherill
Director

Approved by:
Nicholas A. Toumpas
Commissioner